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## **MEMORANDUM**

**TO:** HONORABLE MAYOR &  
CITY COUNCIL

**FROM:** Ian Appleyard  
Director of Human  
Resources Management

**SUBJECT:** Equal Access to Services Ordinance  
Information Report

**DATE:** September 2, 2020

City Administrator Approval: 

Date: Sep 2, 2020

### **INFORMATION**

This Information Memorandum documents compliance effort to the Equal Access to Services Ordinance (EAO) for Fiscal Year 2019-20.

### **EXECUTIVE SUMMARY**

This report serves as the City Administrator's Annual Compliance Report on the implementation of the Equal Access to Services Ordinance for the period July 1, 2019 through June 30, 2020.

### **BACKGROUND/ LEGISLATIVE HISTORY**

In 2001, Oakland became the first city in the nation to pass an Equal Access to Services Ordinance to remove language barriers that limited-English speakers encounter when using City services. The Equal Access to Services Ordinance (City Ordinance No. 12324 C.M.S.) was passed on May 8, 2001 to provide equal language access to City services for all Oakland residents by way of translation services to those with limited proficiency in English. The City Administrator's Office issued an Administrative Instruction (A.I.) 145 on November 9, 2011 to provide direction on the implementation of the EAO. The City further issued a Language Access Plan (LAP) in 2019<sup>1</sup> to further establish standards and procedures for promoting meaningful access to City programs and activities by limited English speaking persons.

### **ANALYSIS**

Using qualified bilingual employees, qualified interpreters, qualified translators; telephone, internet or video interpretation; and translated materials, the City provides meaningful access to information and services related to City programs and activities to members of the public who are LEP Persons. Language Access Services are offered at no cost to LEP Persons.

<sup>1</sup> <https://www.oaklandca.gov/documents/language-access-services-plans-forms>

**1. Language Groups Identified**

The two language groups that meet the 10,000-threshold requirement are Spanish and Chinese while the language groups that meet the 1,000 thresholds are Vietnamese, Arabic, Tagalog, Khmer and Korean. The City of Oakland relies on the United States Census Bureau’s American Community Survey for LEP data. Percentage of LEP population is used as a guideline for the measure of minimal compliance for public contact position bilingual employees. Unless otherwise noted, “bilingual employees” mentioned in this memorandum refer to those who are bilingual in English/Spanish languages or English/Chinese languages; this memorandum does not include an account of employees who may be bilingual in languages other than the threshold language groups. The rate of eleven percent is used for the Spanish LEP, and the rate of five percent is used for the Chinese LEP population guideline.

**Chart 1: Language Groups in Oakland**

	Language	LEP Population	Threshold Population%
<b>Threshold Language Group</b> (At least 10,000 LEP)	<b>Spanish</b>	<b>45,675</b>	<b>11%</b>
	<b>Chinese</b>	<b>19,722</b>	<b>5%</b>
LEP Language Group (At least 1,000 LEP)	Vietnamese	5,261	
	Arabic	2,173	
	Tagalog	1,474	
	Khmer	1,061	
	Korean	1,040	

**2. Interpretation of Oral Communications**

City Departments inform LEP customers of the availability of language access services, at no cost to the public, by displaying notices at service locations. Notices and compliance materials are redesigned and printed this year. In addition to the three thousand print copies, digital versions are also available.

**2.1 Bilingual Public Contact Position (PCP) Employees – Citywide Assessment**

There are 2,448 PCP reported among twenty-two City departments, of which 438 positions are filled with bilingual English/Spanish speaking employees, and 148 positions are filled with bilingual English/Chinese speaking employees. Overall, 24% of employees working in public contact positions are bilingual in threshold languages. When compared to the minimum threshold language goal of 11% and 5%, our City achieved 18% and 6% in FY 2019-20. **Chart 2** captures Citywide compliance status as of June 30, 2020. In addition to Citywide assessment, departments that have community based service locations also perform community based analysis during their departmental review process. No report was received from the City Council Office.

Chart 2: Citywide Assessment FY 2019-20			SPANISH-SPEAKING		CHINESE-SPEAKING	
DEPARTMENTS	FTE	PCP	BPCP	%	BPCP	%
<b>MIN. THRESHOLD GOAL</b>				<b>11%</b>		<b>5%</b>
CITY ADMINISTRATOR	87	46	6	13%	3	7%
CITY ATTORNEY	76	10	3	30%	2	20%
CITY AUDITOR	10	4	1	25%	0	0%
CITY CLERK	16	2	1	50%	0	0%
CITY COUNCIL						
COM.POLICY REVIEW AGENCY	11	9	2	22%	1	11%
ECONOMIC WORKFORCE	50	6.5	1	15%	1	15%
FINANCE	149	50	8	16%	4	8%
FIRE	518	465	76	16%	18	4%
HOUSING	60	43	7	16%	3	7%
HUMAN RESOURCES	49	4	1	25%	1	25%
HUMAN SERVICES	243	149	29	19%	18	12%
INFORMATION TECH	82	0	0	0%	0	0%
MAYOR	13	13	2	15%	1	8%
OAKLAND PUBLIC LIBRARY	221	164	37	23%	18	11%
OAKLAND PARKS RECREATION	230	215	36	17%	13	6%
PLANNING & BUILDING	151.5	115.5	23	20%	12	10%
OAKLAND POLICE	1148	1045	186	18%	44	4%
OAKLAND PUBLIC WORKS	642	16	3	19%	1	6%
PUBLIC ETHICS COMMISSION	6	1	1	100%	0	0%
RACE & EQUITY	3	0	0	0%	0	0%
TRANSPORTATION	325	88	14	16%	8	9%
VIOLENCE PREVENTION	2	2	1	0%	0	0%
TOTAL	4,093	2,448	438		148	
<b>June 2020 Percentage</b>				<b>18%</b>		<b>6%</b>
<b>June 2019 (For Comparison)</b>				<b>18%</b>		<b>6%</b>

FTE = Full Time Equivalent BPCP = Bilingual Public Contact Position PCP = Public Contact Position

☐ Identified area of concern ^ Statistically insignificant (Low/no PCP)

? No compliance data submitted

Communications dispatch units are centrally dispatched; therefore, the citywide threshold percentage goal is applied for analysis. In addition to hiring bilingual employees, the dispatch units utilize 24/7 on-call interpreter service, specializing in emergency response, to provide professional emergency interpretations. Both Fire and Police departments achieved a percentage higher than the citywide threshold language goal (11%) for Spanish language proficient employees. However, both public safety departments show deficiency in hiring a sufficient number of Chinese speaking employees for consecutive years.

**Chart 3: Public Safety Communications Unit**

FTE = Full Time Equivalent SP = Spanish-speaking CH = Chinese-speaking ☐ Identified area of concern due to Low BPCP%.

3.A Oakland Fire Department	FTE	SP	CH	Other
Communications Dispatchers	19	4	0	0
Communications Supervisor	4	0	0	0
Total	23	4	0	0
June 2020		17%	0%	0%
October 2019 (For Comparison)		17%	0%	0%

<b>3.B Oakland Police Department</b>	FTE	SP	CH	Other
Communications Dispatchers	58	9	1	2
Communications Operators	2	0	0	0
Communications Supervisor	7	0	1	0
<b>Total</b>	<b>67</b>	<b>9</b>	<b>2</b>	<b>2</b>
June 2020		13%	3%	3%
October 2019 (For Comparison)		13%	4%	1%

In addition to employing bilingual employees, the City also provides on-site interpretation, over-the-phone interpretation and simultaneous interpretation equipment. A total of 322 hours of professional interpretation was provided this year. Popular languages requested over the phone are Spanish, Cantonese, Mandarin, Vietnamese, Russian, and Korean.

**3. Translation of Vital Documents**

Unexpected events occurred this year that impacted lives of all Oaklanders. For example, PG&E Public Safety Power Shutoff, the Coronavirus pandemic, Public Health Orders on Shelter-in-Place, Face Coverings, Reopening & more. As a result, the City distributed additional notices, flyers, press releases, and social media postings. A total of 611 vital documents are reported as this year. Overall translations produced through the Equal Access Office increased by 128% this year with most new requests related to public health information.

**4. Other Language Access Related Activities**

One anonymous complaint was received this year in June which alleged OPRYD’s summer camp materials at the 250 Frank Ogawa Plaza location were unavailable in threshold languages. At the time the complaint was received, the building was closed to public access due to Shelter-In-Place order. The situation was addressed within a week with materials in question are available on City website and at the 250 Frank Ogawa Plaza office in English, Spanish and Chinese. Citywide investment on language access services is summarized below in **Chart 4**.

<b>Chart 4: Language Access Expenditures FY 2019-2020</b>	
Citywide Professional Translation	\$144,791.46 #
Citywide Professional Interpretation	\$44,316.25
Citywide Over-the-Phone Interpretation	\$59,590.96
Citywide Bilingual Pay Stipend	\$625,601.14
Citywide Bilingual Test Fee	\$5,815.00
Language Access Materials Printing	\$1,075.74
<b>June 2020 Total Citywide Expense</b>	<b>\$881,190.55</b>

# Includes \$66,515 Covid-19 project expense paid up to June 30, 2020.

**5. Conclusion**

This annual review process continues to guide departments in developing practices required to meet the diverse LEP population in Oakland and ensure that residents and visitors have full and equal access to City services. The City has continuously renewed its commitment to language access and strive for new heights. The amount of translations produced this year doubled. Financial resources invested in language access activities increased. The total number of vital documents available in threshold languages have continued to increase over the last ten years. Employee training opportunities expanded with the inclusion of language access into new employee orientations and supervisory academy training curriculums. The pool of language service vendors has expanded over the last two years which in turn expanded the availability of language types and services. When unexpected public health events strike, the City is prepared to respond timely and ensure LEP communities have access to important and potentially life-saving resources. The City's ability to respond rapidly when emergency strikes is a testament to its infrastructure readiness. The Equal Access Program office will continue to work with City departments on compliance review with an added focus on contactless and digital resources City departments offer to the community.

For questions regarding this report, please contact May Tam, Program Analyst III, at (510) 238-3112.

Attachment (1):  
Comprehensive compliance data

Respectfully submitted,



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IAN APPLEYARD  
Director of Human Resources

Reviewed by:  
Greg Preece, Human Resources Manager

Prepared by:  
May Tam, Program Analyst III  
Equal Access Program of Human Resources

**ATTACHMENT**  
**Comprehensive compliance data**

- A. US Census Bureau, American Community Survey**
- B. Translation Record**
- C. Interpretation Record**
- D. Public Contact Position Applicant Data**
- E. Department Reports**




ARIZON

NEW MEXICO

OKLAHOMA

ARKANSAS

TENNESSEE

NORTH CAROLINA

SOUTH CAROLINA

B16001 LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER  
 Universe: Population 5 years and over  
 2017 American Community Survey 1-Year Estimates

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

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

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

	Oakland city, California	
	Estimate	Margin of Error
Total:	398,551	+/-2,329
Speak only English	234,789	+/-8,302
Spanish:	89,603	+/-6,936
Speak English "very well"	43,928	+/-4,160
Speak English less than "very well"	45,675	+/-5,455
French (incl. Cajun):	3,534	+/-1,535
Speak English "very well"	3,201	+/-1,434
Speak English less than "very well"	333	+/-318
Haitian:	328	+/-332
Speak English "very well"	328	+/-332
Speak English less than "very well"	0	+/-210
Italian:	296	+/-212
Speak English "very well"	265	+/-196
Speak English less than "very well"	31	+/-51
Portuguese:	1,298	+/-695
Speak English "very well"	880	+/-571
Speak English less than "very well"	418	+/-317
German:	1,525	+/-587
Speak English "very well"	1,228	+/-504
Speak English less than "very well"	297	+/-239
Yiddish, Pennsylvania Dutch or other West Germanic languages:	540	+/-521
Speak English "very well"	540	+/-521
Speak English less than "very well"	0	+/-210
Greek:	711	+/-700
Speak English "very well"	490	+/-402
Speak English less than "very well"	221	+/-367
Russian:	1,065	+/-683
Speak English "very well"	713	+/-513
Speak English less than "very well"	352	+/-384
Polish:	0	+/-210
Speak English "very well"	0	+/-210
Speak English less than "very well"	0	+/-210
Serbo-Croatian:	0	+/-210

	Oakland city, California	
	Estimate	Margin of Error
Speak English "very well"	0	+/-210
Speak English less than "very well"	0	+/-210
Ukrainian or other Slavic languages:	182	+/-244
Speak English "very well"	182	+/-244
Speak English less than "very well"	0	+/-210
Armenian:	304	+/-387
Speak English "very well"	43	+/-73
Speak English less than "very well"	261	+/-382
Persian (incl. Farsi, Dari):	954	+/-533
Speak English "very well"	768	+/-450
Speak English less than "very well"	186	+/-193
Gujarati:	954	+/-803
Speak English "very well"	613	+/-479
Speak English less than "very well"	341	+/-390
Hindi:	291	+/-235
Speak English "very well"	291	+/-235
Speak English less than "very well"	0	+/-210
Urdu:	266	+/-319
Speak English "very well"	266	+/-319
Speak English less than "very well"	0	+/-210
Punjabi:	307	+/-284
Speak English "very well"	167	+/-169
Speak English less than "very well"	140	+/-229
Bengali:	0	+/-210
Speak English "very well"	0	+/-210
Speak English less than "very well"	0	+/-210
Nepali, Marathi, or other Indic languages:	844	+/-690
Speak English "very well"	438	+/-302
Speak English less than "very well"	406	+/-619
Other Indo-European languages:	463	+/-320
Speak English "very well"	463	+/-320
Speak English less than "very well"	0	+/-210
Telugu:	0	+/-210
Speak English "very well"	0	+/-210
Speak English less than "very well"	0	+/-210
Tamil:	216	+/-259
Speak English "very well"	90	+/-149
Speak English less than "very well"	126	+/-210
Malayalam, Kannada, or other Dravidian languages:	56	+/-66
Speak English "very well"	56	+/-66
Speak English less than "very well"	0	+/-210
Chinese (incl. Mandarin, Cantonese):	28,104	+/-3,848
Speak English "very well"	8,382	+/-1,853
Speak English less than "very well"	19,722	+/-2,968
Japanese:	1,048	+/-594
Speak English "very well"	528	+/-400
Speak English less than "very well"	520	+/-378
Korean:	1,855	+/-886
Speak English "very well"	815	+/-453
Speak English less than "very well"	1,040	+/-670
Hmong:	0	+/-210
Speak English "very well"	0	+/-210
Speak English less than "very well"	0	+/-210
Vietnamese:	7,117	+/-2,138
Speak English "very well"	1,856	+/-868
Speak English less than "very well"	5,261	+/-1,869
Khmer:	2,278	+/-1,615
Speak English "very well"	1,217	+/-1,054
Speak English less than "very well"	1,061	+/-665

	Oakland city, California	
	Estimate	Margin of Error
Thai, Lao, or other Tai-Kadai languages:	215	+/-185
Speak English "very well"	184	+/-178
Speak English less than "very well"	31	+/-50
Other languages of Asia:	3,462	+/-2,295
Speak English "very well"	1,777	+/-1,384
Speak English less than "very well"	1,685	+/-1,256
Tagalog (incl. Filipino):	3,295	+/-1,185
Speak English "very well"	1,821	+/-709
Speak English less than "very well"	1,474	+/-760
Ilocano, Samoan, Hawaiian, or other Austronesian languages:	912	+/-465
Speak English "very well"	733	+/-450
Speak English less than "very well"	179	+/-184
Arabic:	4,024	+/-1,790
Speak English "very well"	1,851	+/-947
Speak English less than "very well"	2,173	+/-1,339
Hebrew:	288	+/-233
Speak English "very well"	288	+/-233
Speak English less than "very well"	0	+/-210
Amharic, Somali, or other Afro-Asiatic languages:	4,030	+/-2,045
Speak English "very well"	1,818	+/-1,066
Speak English less than "very well"	2,212	+/-1,123
Yoruba, Twi, Igbo, or other languages of Western Africa:	705	+/-613
Speak English "very well"	603	+/-585
Speak English less than "very well"	102	+/-118
Swahili or other languages of Central, Eastern, and Southern Africa:	443	+/-460
Speak English "very well"	293	+/-271
Speak English less than "very well"	150	+/-228
Navajo:	65	+/-107
Speak English "very well"	43	+/-72
Speak English less than "very well"	22	+/-36
Other Native languages of North America:	0	+/-210
Speak English "very well"	0	+/-210
Speak English less than "very well"	0	+/-210
Other and unspecified languages:	2,184	+/-1,320
Speak English "very well"	232	+/-202
Speak English less than "very well"	1,952	+/-1,289

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

In 2016, changes were made to the languages and language categories presented in tables B16001, C16001, and B16002. For more information, see: <https://www.census.gov/programs-surveys/acs/technical-documentation/user-notes/2017-02.html> type="Reference" target="\_blank">2016 Language Data User note</a>.

While the 2017 American Community Survey (ACS) data generally reflect the July 2015 Office of Management and Budget (OMB) delineations of metropolitan and micropolitan statistical areas, in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB delineations due to differences in the effective dates of the geographic entities.

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

Source: U.S. Census Bureau, 2017 American Community Survey 1-Year Estimates

## United States Census Bureau American Community Survey

## Oakland City, California

Limited-English-Speaking Population Data by Zip Code			
	SPANISH- SPEAKING %	CHINESE- SPEAKING %	VIETNAMESE- SPEAKING %
CITYWIDE	11%	5%	1%
Zip Code 94601	26%	6%	3%
Zip Code 94602	4%	6%	1%
Zip Code 94603	25%	2%	1%
Zip Code 94605	9%	1%	0%
Zip Code 94606	8%	15%	6%
Zip Code 94607	5%	16%	1%
Zip Code 94608	4%	2%	0%
Zip Code 94609	2%	1%	0%
Zip Code 94610	1%	3%	0%
Zip Code 94611	1%	2%	0%
Zip Code 94612	3%	13%	0%
Zip Code 94613	1%	3%	0%
Zip Code 94618	1%	1%	0%
Zip Code 94619	6%	6%	1%
Zip Code 94621	31%	1%	1%

Dep	Type	Name of Document	SP	CH	VI	OTHER	OTHER
ATTORNEY	Claim	Claim- Ochoa	X				
ATTORNEY	Claim	Claim- Zhu		X			
ATTORNEY	Text	Measure Z FAQs	X	X	X		
ATTORNEY	Claim	Claim- Pablo	X				
ATTORNEY	Claim	Claim- Perez	X				
ATTORNEY	Claim	Claim- Mendoza	X				
ATTORNEY	Claim	Claim letter	X				
ATTORNEY	Claim	Claim letter	X				
ATTORNEY	Text	Covid 19-FAQ domestic violence	X	X	X		
ATTORNEY	Text	CV19 Civil Rights FAQs	X	X	X		
ATTORNEY	Text	Covid 19 -Civil Rights FAQs -Updates	X	X	X		
AUDITOR	Text	Measure W Notice - Letter Pro Owners	X	X			
CAO	Text	Immigration	X	X	X	X	Arabic
CAO	Flyer	Community outreach flyer	X				
CAO	Survey	Survey - MFV	X				
CAO	Text	Volunteer - Residential waste	X	X			
CAO	Form	EOPD acknowledgement letter	X				
CAO	Text	Illegal Structure notice	X				
CAO	Text	Redistricting Screening Panel Application	X	X			
CAO	Text	Cannabis permit process	X	X			
CAO	Text	Emergency Center - PG&E energy cutoff	X	X			
CAO	Text	Emergency Center - PG&E energy cutoff	X	X			
CAO	Text	Measure Z wage poster for 2020	X	X	X		
CAO	Text	Minimum wage poster for 2020	X	X	X		
CAO	Form	Measure Z wage -Regulation form	X	X	X		
CAO	Text	Measure Z wage -Regulation	X	X	X		
CAO	Text	Measure Z public comment	X	X	X		
CAO	Text	Measure FF 2020 -wage increase postcard	X	X	X		
CAO	Text	Emergency Center - PG&E energy cutoff	X	X			
CAO	Text	Administrative Regulations- Mobile Food Vending	X				

Dep	Type	Name of Document	SP	CH	VI	OTHER	OTHER
CAO	Text	Follow up letter	X				
CAO	Text	Renter's market	X	X			
CAO	Flyer	Illegal dumping sign -San Antonio Park	X				
CAO	Form	2020-21 Redistricting Commission Application	X	X	X		
CAO	Text	Minimum Wage increase advertisements	X	X	X		
CAO	Text	Measure Z regulations	X	X	X		
CAO	Text	Measure Z cover letter	X	X	X		
CAO	Text	Measure Z document update	X	X	X		
CAO	Text	MFV Compliance Chart	X	X			
CAO	Text	Permitting process handout	X				
CAO	Text	Measure Z document update	X	X	X		
CAO	Text	Minimum wage complaint			X		
CAO	Text	Measure Z -restitution letter	X	X	X		
CAO	Text	Special Act.Permits & Nuisance Abatement Division	X	X			
CAO	Text	Amendment mapped -Mobile Food Vending Location	X	X			
CAO	Text	MFV summary	X				
CAO	Text	Email MFV	X				
CAO	Form	Feral Cat Form	X	X			
CAO	Text	How to take care a rabbit - Animal Shelter	X	X			
CAO	Text	Business Vandalized	X	X			
CAO	Form	Post Operative info & IVO Form	X	X			
CAO	Flyer	Commercial Vandalism flyer	X	X	X		
CAO	Text	Commercial Vandalism letter to business	X	X	X		
CAO	Text	Census participation	X	X	X		
CAO	Flyer	Commercial Vandalism flyer			X		
CAO	Text	Commercial Vandalism Fruitvale	X				
CAO	Text	Oakland Rescinds curfew	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Text	Covid 19- Animal shelter notice	X	X			
CAO	Text	Covid 19- Notices of City of Oakland services	X	X			
CAO	Text	Covid 19- Food vendors business	X	X			

Dep	Type	Name of Document	SP	CH	VI	OTHER	OTHER
CAO	Text	Covid 19- Notice to non city employees	X	X	X		
CAO	Text	Covid19- Sick leave info	X	X	X		
CAO	Text	Message of the Day 1 - updates of Covid 19	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Text	Covid 19-Excel sheet with social media phrases	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Text	Message of the Day 2 - updates of Covid 19	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Text	Message of the Day 3 - updates of Covid 19	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Text	Message of the Day 4/5 - updates of Covid 19	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Text	Message of the Day 6 - updates of Covid 19	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Text	Covid 19- Animal shelter notice 2	X	X			
CAO	Text	Message of the Day 7 - updates of Covid 19	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Text	Covid 19- Small vendor notice	X	X			
CAO	Text	Message of the Day 8 - updates of Covid 19	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Text	Message of the Day 8 - updates of Covid 19	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Text	Message of the Day 9 - updates of Covid 19	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Text	Covid 19- PSAs: 5 Scripts	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Text	Covid 19 newsletter	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Text	Covid19- RAP	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Text	Message of the Day 10 - updates of Covid 19	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Text	Message of the Day 11 - updates of Covid 19	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Text	Message of the Day 12 - updates of Covid 19	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Text	Message of the Day 13 - updates of Covid 19	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Flyer	Covid 19- Evergreen invitation town hall meeting	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Text	Message of the Day 14 - updates of Covid 19	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Text	Message of the Day 15 - updates of Covid 19	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Text	Message of the Day 17 - updates of Covid 19	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Text	Message of the Day 16 - updates of Covid 19	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Text	Message of the Day 19 - updates of Covid 19	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Flyer	Covid 19- Street slow sign	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Text	Message of the Day 18 - updates of Covid 19	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Text	Message of the Day 20 - updates of Covid 19	X	X	X	X	Arabic, Tagalog, Khmer, Korean

Dep	Type	Name of Document	SP	CH	VI	OTHER	OTHER
CAO	Text	Message of the Day 21 - updates of Covid 19	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Text	Message of the Day 22 - updates of Covid 19	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Text	Message of the Day 23 - updates of Covid 19	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Text	Message of the Day 24 - updates of Covid 19	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Text	Covid 19-Animal Services Operation	X	X			
CAO	Text	Message of the Day 25 - updates of Covid 19	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Text	Message of the Day 26 - updates of Covid 19	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Text	Message of the Day 27 - updates of Covid 19	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Flyer	Covid 19- Testing at Oakland -flyer	X	X	X		
CAO	Survey	Covid 19- Testing at Oakland -survey	X	X	X		
CAO	Text	Message of the Day 27 - updates of Covid 19	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Text	Message of the Day 28 - updates of Covid 19	X	X	X	X	Arabic, Tagalog, Khmer, Korean
CAO	Text	Covid 19- Postcard	X	X	X		
CAO	Text	Covid 19- Postcard	X	X	X		
CAO	Text	Covid 19- Notice for food vendors at parks	X				
CAO	Text	Cavid 19- After testing letter	X	X	X		
CAO	Text	Covid 19- Newsletter -food distribution	X	X			
CAO	Text	Covid 19-Social media -food distribution	X	X	X	X	Arabic
CAO	Text	Covid 19-Emergency Paid Sick Leave notice	X	X	X		
CAO	Text	Covid 19-Flex street flyer	X	X	X		
CAO	Survey	Covid 19-Flex street survey	X	X	X		
CAO	Form	Covid 19-Food vendor application form	X				
CAO	Text	Press release OPL curbpick up	X				
CAO	Flyer	CV19 Mobile Food Vending Handout	X	X			
CAO	Form	Animal Shelter form - Stray Animal	X	X			
CAO	Text	Fireworks notice	X	X			
CAO	Text	Covid 19-Press release HSD updates	X	X			
CLERK	Flyer	Passport Services	X	X			
COUNCIL	Text	Presentation & objectives of District 2	X	X	X		
COUNCIL	Text	Clinton Park and Eastlake	X				

Dep	Type	Name of Document	SP	CH	VI	OTHER	OTHER
COUNCIL	Text	Postcard - Covid 19 FAQ	X				
DOT	Survey	Customer Intercept Survey	X	X			
DOT	Survey	Parking and towing survey	X	X			
DOT	Text	Chinatown Split Loading Zone	X	X	X		
DOT	Flyer	Bike program flyer			X		
DOT	Text	Garfield School Area Traffic Safety Improvements	X	X	X	X	Korean, Arabic
DOT	Text	Safety improvement Map	X	X	X	X	Khmer, Arabic
DOT	Text	Elmhurst School Handout	X			X	Arabic, Tonga
DOT	Text	Bike newsletter - Winter	X	X	X		
DOT	Text	Elmhurst traffic safety	X				
DOT	Text	Notice to Repair (NTR)	X				
DOT	Survey	Covid 19- Slow Street Survey	X	X	X		
DOT	Text	Covid 19-Chinatown SlowStreet		X			
EAHR	Text	Website- About Title V	X	X			
EAHR	Text	Telegu questions -Bilingual test Level II				X	Telegu
EAHR	Text	Flyer Telegu- Bilingual Test II				X	Telegu
EAHR	Text	Vietnamese test			X		
EAHR	Text	Glossary	X	X	X		
EWD	Text	Disability Access Workshop	X	X			
EWD	Form	Business Assistance Center	X	X			
EWD	Text	Updates- Bart route	X	X	X		
EWD	Flyer	Walking tour	X	X			
EWD	Text	OZ workshop registration from	X	X	X		
EWD	Text	Walking Tours brochure		X			
EWD	Text	Opportunity Zone workshop post survey	X	X	X		
EWD	Text	Façade and Tenant improvement	X	X			
EWD	Survey	Business Damage Survey	X	X	X	X	Arabic, Korean
EWD	Survey	Covid 19 -Business Assistance Center	X	X	X		
EWD	Text	Covid 19 -Business Assistance Center	X	X	X		
EWD	Text	Covid 19 -Business Assistance Center (updates)	X	X	X		

Dep	Type	Name of Document	SP	CH	VI	OTHER	OTHER
EWD	Text	Covid 19- Small business help	X	X	X		
EWD	Text	Covid 19- Small business help	X	X	X		
EWD	Survey	Covid 19- Business Impact survey				X	Arabic
EWD	Text	Covid 19- Small business emergency grant	X	X	X		
EWD	Text	Covid 19- Press release- SB emergency grant	X	X	X		
EWD	Text	Social media communication	X	X	X		
EWD	Text	Social media communication updates			X		
EWD	Text	Covid 19- Email updates to Small business	X	X	X		
EWD	Text	Covid 19- Email updates to Small business	X	X	X		
EWD	Text	Covid 19- Email updates to Small business	X	X	X	X	Arabic
EWD	Text	Covid 19- Email updates to Small business	X	X	X		
EWD	Text	Covid 19- Key Business Resources	X	X	X		
EWD	Text	Covid 19- Email updates to Small business	X	X	X	X	Arabic
EWD	Text	Covid 19- Small Business Grant Decline Email	X	X	X		
EWD	Text	Covid 19-Small Business Grants -updates	X				
EWD	Text	Covid 19-Eviction Moratorium Business Tax insert	X	X	X		
EWD	Text	Covid 19- Email updates to Small business	X	X	X	X	Arabic
EWD	Text	Covid 19- Email updates to Small business	X	X	X	X	Arabic
EWD	Text	Covid 19- Art Business information letter	X	X	X		
EWD	Text	Covid 19- Art Business information letter	X	X	X		
EWD	Text	Covid 19- Email updates to Small business	X	X	X	X	Arabic
EWD	Text	Covid 19- Email updates to Small business	X	X	X	X	Arabic
EWD	Text	Covid 19- Email updates to Small business	X	X	X	X	Arabic
EWD	Survey	Covid 19-business survey reopening	X	X	X	X	Arabic
EWD	Text	Order Summary and Business roster	X	X	X	X	Arabic
EWD	Text	Order Summary and Business roster	X	X	X	X	Arabic
EWD	Text	Covid 19- Email updates to Small business	X	X	X	X	Arabic
EWD	Text	Covid 19-Information about taxes	X	X	X		
EWD	Text	Covid 19- Email updates to Small business	X	X	X	X	Arabic
EWD	Text	Covid 19- Email updates to Small business	X	X	X	X	Arabic

Dep	Type	Name of Document	SP	CH	VI	OTHER	OTHER
EWD	Survey	Covid 19-Business community on Flex Streets	X	X	X	X	Arabic
EWD	Survey	Covid 19- Flex Street Survey				X	Korean
EWD	Text	Covid 19- Email updates to Small business	X	X	X	X	Arabic
EWD	Text	Apply for Grants	X	X			
EWD	Text	Covid 19- Email updates to Small business	X	X	X	X	Arabic
EWD	Text	Covid 19- Email updates to Small business	X	X	X	X	Arabic
EWD	Survey	Covid 19-Flex Streets Traffic Lane	X	X	X		
EWD	Text	Covid 19-Flex Streets Traffic card	X	X	X		
EWD	Text	Covid 19- Email updates to Small business	X	X	X	X	Arabic
FINANCE	Claim	Business Tax- Admin.Review Request Forms	X	X	X		
FINANCE	Claim	Business Tax- Admin. Review Request Forms	X	X	X		
FINANCE	Claim	Business Tax- Admin. Review Request Forms	X	X	X	X	Tagalog
FINANCE	Text	Notice of Determination	X	X			
FINANCE	Claim	Business Tax- Admin. Review Request Forms		X	X	X	Tagalog, Hindu
FINANCE	Claim	Business Tax- Admin. Review Request Forms	X	X	X		
FINANCE	Text	Revenue: Delinquent Tax Notices	X	X			
FINANCE	Text	Revenue Visitor Log 2019	X	X			
FINANCE	Claim	Business Tax- Admin. Review Request Forms		X	X	X	Arabic
FINANCE	Text	RPP Application	X	X			
FINANCE	Claim	Business Tax- Admin. Review Request Forms		X	X		
FINANCE	Claim	Business Tax- Admin. Review Request Forms		X	X	X	Arabic
FINANCE	Claim	Business Tax- Admin. Review Request Forms			X		
FINANCE	Claim	Business Tax- Admin. Review Request Forms		X		X	Cambodian
HCD	Letter	NFE Instructions	X	X			
HCD	Text	Encampment Signs	X	X			
HCD	Letter	Client's letter	X				
HCD	Text	Relocation Ordinance FAQ		X			
HCD	Text	CPI Information	X	X			
HCD	Letter	Residential letters	X	X			
HCD	Text	Public Notice CAPER	X	X			

Dep	Type	Name of Document	SP	CH	VI	OTHER	OTHER
HCD	Text	Tenants Rights Workshop	X				
HCD	Form	Notice letter -Housing Resource Center	X	X			
HCD	Form	Rent adjustment program	X	X			
HCD	Text	Programs Descriptions	X	X			
HCD	Flyer	OPL Evening hours- RAP	X	X			
HCD	Flyer	Evening workshops RAP	X	X			
HCD	Text	Screening Application - Relocation program	X	X			
HCD	Text	Standard footnote	X	X			
HCD	Text	Fair Chance Housing Ordinance	X	X			
HCD	Text	Covid 19-Emergency Moratorium Rent	X	X	X	X	Arabic, Tagalog, Khmer, Korean
HCD	Survey	RAP Survey	X	X	X		
HCD	Letter	Update notice to tenants	X	X			
HCD	Letter	RAP letters	X	X			
HRM	Text	How to apply	X	X			
HRM	Flyer	Job fair -HSD Recruitment flyer	X	X			
HRM	Text	voice messages- transcript	X				
HRM	Text	Medical from	X				
HRM	Text	Medical letter	X				
HRM	Text	Covid 19 -Front counter sign	X	X			
HSD	Letter	Head Start cover letter	X	X			
HSD	Form	Family Needs Assessment from	X	X			
HSD	Flyer	Enrollment Clinic flyer		X			
HSD	Text	Notice - Head start beginning of school year	X	X			
HSD	Text	Policy Council Meeting - Head Start	X	X			
HSD	Form	Interagency Referral From	X	X			
HSD	Flyer	OFCY - flyer	X	X			
HSD	Text	Policy Council Seven Steps- Head Start	X	X	X		
HSD	Text	OFCY APOD Flyer final -Head Start	X	X	X		
HSD	Form	Policy Council Commitment Form -Head Start	X	X			
HSD	Text	Notices illegal dumping &/or encampment	X	X	X		

Dep	Type	Name of Document	SP	CH	VI	OTHER	OTHER
HSD	Form	Oak. Fund for Children and Youth- Consent from	X	X			
HSD	Text	Mini grant application- OAKLAND Unit	X				
HSD	Text	Head Start enrollment	X	X			
HSD	Text	Head start cover letter and application form	X	X			
HSD	Text	Covid 19 - Center closure	X	X			
HSD	Text	Covid 19 -Senior center	X	X			
HSD	Text	Covid 19 -Head Start	X	X			
HSD	Forms	Senior Companion Forms & CV19 survey		X	X		
HSD	Text	Homless Encampment Deep Clean		X			
MAYOR	Text	Fruitvale Senior Center Town Hall	X	X	X	X	Tagalog
MAYOR	Text	Bulk Party -Volunteer opportunity	X	X			
MAYOR	Text	Bulk Party -FAQ	X	X			
MAYOR	Text	Moms 4 housing & Community cabins grants	X	X			
MAYOR	Text	Press release - RV park	X	X			
MAYOR	Flyer	Wholesale Produce District -Sign	X	X	X		
MAYOR	Text	Covid19- letter			X		
MAYOR	Text	Video transcripts - small business	X	X	X		
MAYOR	Text	Covid 19-FAQ Mayor's Forum with small business	X	X	X	X	Arabic
MAYOR	Text	Covid 19- Update email				X	Arabic, Tagalog
MAYOR	Text	Covid 19- FAQ Town Hall	X	X			
MAYOR	Text	Great Oakland Check in	X	X	X	X	Arabic, Tagalog
OFD	Flyer	AC Alert Sign up flyer	X	X			
OFD	Form	Fire Report request from	X	X			
OPD	Text	Safety Bulletin	X	X	X		
OPD	Text	Holiday Crime Prevention Tips	X	X			
OPL	Text	Bas Grant letter	X	X	X	X	Arabic
OPL	Survey	Library Survey	X	X			
OPL	Text	West Oakland Branch Library notice				X	Mongolian
OPL	Survey	Library Survey			X		
OPL	Text	PGE Power Outage info	X	X			

Dep	Type	Name of Document	SP	CH	VI	OTHER	OTHER
OPL	Text	OPL Bingo White & Blue			X	X	Arabic
OPL	Text	OPL Notification - PG&E energy cutoff	X	X			
OPL	Survey	Storytime survey		X	X	X	Arabic
OPL	Text	Children's Book Festival			X	X	Arabic
OPL	Flyer	Child's Library Card			X	X	Arabic
OPL	Text	Census 2020		X			
OPL	Text	Summer reading program - updates	X	X	X	X	Arabic
OPL	Text	Summer Reading at OPL -calendar	X	X	X	X	Arabic
OPL	Text	Summer Reading at OPL update	X	X	X	X	Arabic
OPL	Text	Reading log -OPL update	X	X	X	X	Arabic
OPL	Text	Covid 19 - library closure	X	X	X	X	Arabic
OPL	Text	Covid 19- Library online resources	X	X			
OPL	Text	OPL services	X	X			
OPL	Text	Covid 19- 238-FOOD Hotline Script	X	X	X	X	Arabic
OPL	Text	Covid 19- 238-FOOD Recording (MP3)	X	X	X	X	Arabic
OPL	Text	Covid 19-Food pantry program - summer	X	X			
OPL	Text	Covid 19-OPL sign after SIP order	X	X			
OPL	Sign	Covid 19-OPL Sign- Covid 19			X	X	Arabic
OPL	Text	Press release OPL curbpick up	X	X			
OPRYD	Flyer	Basketball Flyer 2020	X	X			
OPRYD	Flyer	Youth & adults camp	X	X			
OPRYD	Flyer	Hiring Poster 2020	X	X			
OPRYD	Text	Covid 19-Town Camp	X	X			
OPRYD	Text	Ofass 2020 application	X	X			
OPRYD	Text	CAPP Program	X				
OPRYD	Flyer	Caroling Flyer	X	X			
OPRYD	Text	FM Smith - 2019 Thanksgiving camp	X	X			
OPRYD	Text	Covid 19 -Parks and Recreation center notice	X	X			
OPRYD	Flyer	Covid 19- Park Facility Sign	X	X			
OPW	Text	San Antonio Restroom notice	X	X			

Dep	Type	Name of Document	SP	CH	VI	OTHER	OTHER
OPW	Text	Costal clean up day		X	X		
OPW	Flyer	Battle for the Bay- Costal clean up day	X	X	X		
OPW	Survey	Survey climate change	X	X			
OPW	Text	Survey climate change feedback	X	X			
OPW	Flyer	Lincoln Square Fence Project -sign	X	X			
OPW	Text	Survey climate change -updates	X	X			
OPW	Flyer	Holiday Building closure - Labor day	X	X			
OPW	Flyer	Holiday Building closure - Admission's Day	X	X			
OPW	Text	Survey climate change -2nd updates	X	X			
OPW	Flyer	Moss wood workshop	X	X			
OPW	Text	Unit exemption letter- Oakland Municipal Code	X				
OPW	Text	ESD Recycling Team's Residential Recycling Guide	X	X	X	X	Arabic, Tigrinya, Portuguese
OPW	Survey	Moss wood Park project	X	X			
OPW	Survey	Oakland Parks Foundation Survey	X	X			
OPW	Text	ECAP Action Pages	X	X			
OPW	Text	Holiday Building closure - Veterans & Thanksgiving	X	X			
OPW	Text	Moss wood Workshop- email blast	X	X			
OPW	Text	ECAP Text		X			
OPW	Text	Oakland MLK Day of Service	X	X			
OPW	Flyer	Holiday Building closure - Christmas & New Year	X	X			
OPW	Flyer	Keep Oakland Clean and Beautiful Division -sign	X	X			
OPW	Flyer	Holiday Building closure- Lincoln & president day	X	X			
OPW	Flyer	MLK volunteer opportunities	X	X			
OPW	Flyer	Holiday Building closure- MLK	X	X			
OPW	Flyer	Construction Closure Fire Station12	X				
OPW	Flyer	Construction Sign Fire Station12		X			
OPW	Text	Battery recycling program	X	X	X		
OPW	Text	Business Stormwater BMP				X	Korean
OPW	Text	EEO Appeal Forms & Warning	X	X			
OPW	Survey	Illegal Dumping/EEO	X	X	X		

Dep	Type	Name of Document	SP	CH	VI	OTHER	OTHER
OPW	Flyer	Oaktown PROUD	X	X			
PBD	Text	Mobile Food Vendors -handout	X	X			
PBD	Text	East Oakland Neighborhoods Initiative	X				
PBD	Text	Voice Messages - transcripts	X	X			
PBD	Text	Minimum residential code & Resource Guide	X	X			
PBD	Text	West Oakland Truck Management Plan	X	X			
PBD	Text	Downtown Oakland Specific Plan		X			
PEC	Text	Case letter		X			
PEC	Text	Case 2nd letter		X			
<b>TOTAL</b>			300	284	162	210	
				<b>956</b>			
SP=Spanish, CH= Chinese, VT= Vietnamese							

Dept	Event	Service Date	Hrs SP	Hrs CH	Hrs VI	Other	Other Language	Equipment Request
CAO	Public Hearing per OMC	7/1/2019		2				
CAO	Public Hearing per OMC	7/8/2019		2				
HCD	Rent Adjustment Hearing	7/9/2019	6.5					
HCD	Rent Adjustment Hearing	7/9/2019	2					
HCD	Rent Adjustment Hearing	7/10/2019	3					
PBD	East Oakland Neighborhoods Initiative	7/13/2019	3					YES
CAO	Public Hearing per OMC	7/15/2019		2				
COUNCIL	Community Meeting	7/17/2019		2		2	Mandarin	YES
CAO	Public Hearing per OMC	7/22/2019		2		2	Mandarin	
CAO	Public Hearing per OMC	7/29/2019		2		2	Mandarin	
HCD	Rent Adjustment Hearing	7/30/2019		3				
CAO	Equal Opportunity interview	8/2/2019	2					
HCD	Rent Adjustment Hearing	8/7/2019		3				
HCD	Rent Adjustment Hearing	8/7/2019	2			2	Cambodian	
HCD	Rent Adjustment Hearing	8/8/2019		3				
HCD	Rent Adjustment Hearing	8/13/2019		2				
HCD	Rent Adjustment Hearing	8/15/2019		2				
HCD	Rent Adjustment Hearing	8/19/2019		2				
HRM	Chinatown Street Fest	8/24/2019		6				
HRM	Chinatown Street Fest	8/25/2019		6				
CAO	Topic Public hearing for Massage Establishments	8/26/2019		2				YES
HCD	Rent Adjustment Hearing	8/28/2019	2					
HCD	Rent Adjustment Hearing	8/28/2019	6					
HCD	Rent Adjustment Hearing	9/3/2019	3					
HCD	Rent Adjustment Hearing	9/4/2019				2	Korean	
HCD	Rent Adjustment Hearing	9/5/2019	3					
HCD	Rent Adjustment Hearing	9/9/2019	3					
HCD	Rent Adjustment Hearing	9/10/2019	3					
HCD	Rent Adjustment Hearing-2	9/10/2019	3					
HCD	Rent Adjustment Hearing	9/17/2019		2				
HCD	Rent Adjustment Hearing	9/24/2019	3					
HCD	Rent Adjustment Hearing	9/24/2019	3					
HCD	Rent Adjustment Hearing -2	9/24/2019	3					
HCD	Rent Adjustment Hearing	9/25/2019				3	Korean	
OPW	Community Meeting	9/26/2019	2					YES
OPD	NCPC Meeting	9/26/2019	2	2				YES
HCD	Rent Adjustment Hearing	9/30/2019	2					
EWD	American Disabilities Act Workshop	10/1/2019	2					YES
HCD	Rent Adjustment Hearing	10/1/2019	2			2	Thai	
HCD	Rent Adjustment Hearing	10/2/2019		3				
HCD	Rent Adjustment Hearing	10/9/2019	2					

Dept	Event	Service Date	Hrs SP	Hrs CH	Hrs VI	Other	Other Language	Equipment Request
HCD	Rent Adjustment Hearing	10/10/2019	2					
HCD	Rent Adjustment Hearing	10/15/2019	2					
MAYOR	Town Hall meeting	10/15/2019	2					YES
HCD	Rent Adjustment Hearing	10/17/2019	3					
COUNCIL	Public Safety meeting	10/18/2019	2					YES
MAYOR	Mobile Food Vending meeting	10/21/2019	2					YES
HCD	Rent Adjustment Hearing	11/1/2019	3					
OPW	Climate Action Plan meeting	11/2/2019	3					YES
HCD	Rent Adjustment Hearing	11/5/2019	2					
MAYOR	Town Hall meeting	11/7/2019	2	2	2	2	Mandarin	YES
HCD	Rent Adjustment Hearing	11/12/2019	3					
HCD	Rent Adjustment Hearing	11/13/2019				2	Amharic	
HCD	Rent Adjustment Hearing	11/13/2019	3					
HCD	Rent Adjustment Hearing-2	11/13/2019	3					
HSD	School Readiness and parent education workshop	11/13/2019		2				YES
HCD	Rent Adjustment Hearing	11/18/2019			5			
HCD	Rent Adjustment Hearing	11/19/2019	3					
HCD	Rent Adjustment Hearing-2	11/19/2019	3					
PEC	Public Ethics interview	11/20/2019			2			
PEC	Public Ethics interview	11/20/2019		2				
PEC	Public Ethics interview	11/21/2019		2				
HCD	Rent Adjustment Hearing	11/21/2019	2					
PEC	Public Ethics interview	11/22/2019			2			
HCD	Rent Adjustment Hearing	11/25/2019	3					
HCD	Rent Adjustment Hearing	12/4/2019	3					
HSD	School Readiness and parent education workshop	12/4/2019		2				YES
COUNCIL	Oak street community meeting	12/11/2019		2		2	Mandarin	YES
HCD	Rent Adjustment Hearing	12/11/2019	3					
HSD	School Readiness and parent education workshop	12/11/2019		2				YES
COUNCIL	Clinton Park community meeting	12/12/2019	2	2	2			YES
HSD	School Readiness and parent education workshop	12/18/2019		2				YES
HCD	Rent Adjustment Hearing	1/2/2020		3				
HCD	Rent Adjustment Hearing	1/7/2020	3					
HSD	School Readiness and parent education workshop	1/8/2020		2				YES
COUNCIL	Oak street community meeting	1/9/2020		2		2	Mandarin	YES
DOT/HR	Chinese lunar new year street festival outreach	1/11/2020		7				
HCD	Rent Adjustment Hearing	1/14/2020	3					
HCD	Rent Adjustment Hearing-2	1/14/2020	2					
HCD	Rent Adjustment Hearing-3	1/14/2020	3					
HCD	Rent Adjustment Hearing	1/15/2020	2					
HSD	School Readiness and parent education workshop	1/15/2020		2				YES

Dept	Event	Service Date	Hrs SP	Hrs CH	Hrs VI	Other	Other Language	Equipment Request
OPD	NCPC Meeting	1/16/2020	2	2				YES
HCD	Rent Adjustment Hearing	1/21/2020	3					
HCD	Rent Adjustment Hearing	1/22/2020	2					
HCD	Rent Adjustment Hearing -2	1/22/2020	3					
HSD	School Readiness and parent education workshop	1/22/2020		2				YES
CAO	Gathering feedback on a state grant for East Oakland's projects	1/23/2020	2					YES
HCD	Rent Adjustment Hearing	1/24/2020	3					
HCD	Rent Adjustment Hearing	1/28/2020	3					
COUNCIL	Senior Residents meeting	2/5/2020		2				YES
HRM	Oral Board interview	2/6/2020				5	ASL	
MAYOR	State of the City	2/7/2020	3	3				YES
HCD	Rent Adjustment Hearing	2/10/2020	3					
CAO	Sugar-Sweetened Beverages Board Meeting	2/10/2020	2					YES
HSD	Homeless Resources fair	2/14/2020		3		3	Mandarin	
HCD	Rent Adjustment Hearing	2/19/2020	2					
DOT	School traffic safety	2/20/2020	2					YES
COUNCIL	Senior Residents meeting	2/21/2020		2		2	Mandarin	YES
EWD	Opportunity Zones property owner -workshop	2/22/2020	3					YES
CAO	Sugar-Sweetened Beverages Board Meeting	3/9/2020	2					YES
HCD	Rent Adjustment Hearing	3/10/2020	3					
HCD	Rent Adjustment Hearing	3/11/2020	2					
PEC	Witness interview	3/15/2020		2				
HCD	Rent Adjustment Hearing	3/17/2020	3					
HCD	Rent Adjustment Hearing-2	3/17/2020	2					
MAYOR	Town Hall especially for LEP Spanish speakers COVID-19 resources -web base	4/29/2020	3					
HCD	Rent Adjustment Hearing -web base	6/10/2020		3				
HCD	Rent Adjustment Hearing -web base	6/15/2020	3					
			178	98	13	33		
<b>TOTAL</b>			<b>322</b>					

SP=Spanish, CH= Chinese, VT= Vietnamese

## Public Contact Position Applicant Data FY 2019-20

Attachment D

Department	Job Description	Total	SP	CH
City Administrator's Office	Veterinarian (Continuous)	7	2	3
City Administrator's Office	Volunteer Program Specialist II	58	9	6
City Administrator's Office	Volunteer Program Specialist II	1	0	0
Department of Transportation	Parking Control Technician, Permanent Part-Time	36	12	2
Department of Transportation	Program Analyst III (Selective Certification ADA Programs)	14	2	1
Department of Transportation	Program Analyst III (Selective Certification ADA Programs)	2	0	0
Department of Transportation	Supervising Civil Engineer (Office)	16	2	4
Department of Transportation	Supervising Civil Engineer (Office)	13	0	5
Department of Transportation	Transportation Engineer	19	0	4
Department of Transportation	Transportation Engineer	4	0	1
Department of Transportation	Transportation Manager	34	4	2
Department of Transportation	Transportation Planner III	31	4	3
Department of Transportation	Transportation Planner III	3	0	0
Economic & Workforce Development Departm	Program Analyst II, PPT (Cultural Affairs)	37	6	0
Finance Department	Cashier	360	63	21
Finance Department	Cashier	11	3	0
Finance Department	Tax Auditor I	66	10	10
Finance Department	Tax Auditor I	5	0	3
Finance Department	Tax Auditor I	22	14	1
Finance Department	Tax Auditor II	22	0	5
Finance Department	Tax Auditor II	4	0	0
Fire Department	Assistant Chief of Fire (Sworn) (Promotional)	7	1	0
Fire Department	Captain of Fire (Promotional)	27	1	1
Fire Department	Emergency Planning Coordinator	37	7	1
Fire Department	Emergency Planning Coordinator	1	0	0
Fire Department	Engineer of Fire (Promotional)	55	11	0
Fire Department	Fire Communications Dispatcher	1	0	0
Fire Department	Fire Protection Engineer (Continuous until filled)	17	5	4
Fire Department	Fire Protection Engineer (Restricted) (Continuous until filled)	1	0	0
Housing & Community Development Departm	Community Development Program Coordinator	32	10	2
Housing & Community Development Departm	Community Development Program Coordinator	7	1	1
Housing & Community Development Departm	Home Management Specialist II	31	5	3
Housing & Community Development Departm	Housing Development Manager	31	4	5
Housing & Community Development Departm	Loan Servicing Administrator	11	1	3
Housing & Community Development Departm	Loan Servicing Administrator	5	0	2
Housing & Community Development Departm	Program Analyst III (Housing and Rent Control)	25	5	1
Housing & Community Development Departm	Program Analyst III (Housing and Rent Control)	10	4	1
Human Services Department	Case Manager I	138	28	9
Human Services Department	Early Childhood Center Director	2	0	0
Human Services Department	Early Childhood Center Director (Home Base Program)	13	2	0
Human Services Department	Early Head Start Instructor (Continuous)	40	11	5
Human Services Department	Family Advocate	57	13	0
Human Services Department	Head Start Family & Community Engagement Coordinator	14	3	0
Human Services Department	Head Start Health & Nutrition Coordinator	6	3	0
Human Services Department	Head Start Health & Nutrition Coordinator (Continuous)	98	10	0
Human Services Department	Head Start Health & Nutrition Coordinator	1	0	0
Human Services Department	Head Start Supervisor	26	5	0
Human Services Department	Head Start Supervisor	2	0	1
Human Services Department	Head Start/Early Head Start Assistant Instructor, Part-Time (Continuous)	15	5	1
Human Services Department	Head Start/Early Head Start Substitute Associate Instructor, Part-Time (Conti	6	1	0
Human Services Department	Program Analyst II (Extended)	72	20	3
Human Services Department	Program Analyst II (Extended)	13	2	0
Human Services Department	Senior Center Director (Extended)	14	2	0
Oakland Parks, Recreation & Youth Developn	Lifeguard, Part Time (Continuous)	3	1	1
Oakland Parks, Recreation & Youth Developn	Lifeguard, Part Time (Continuous)	5	0	2
Oakland Parks, Recreation & Youth Developn	Lifeguard, Part Time (Continuous)	7	5	0
Oakland Parks, Recreation & Youth Developn	Lifeguard, Part Time (Continuous)	1	0	0
Oakland Parks, Recreation & Youth Developn	Lifeguard, Part Time (Continuous)	13	4	0
Oakland Parks, Recreation & Youth Developn	Pool Manager, Part Time (Continuous)	1	0	0
Oakland Parks, Recreation & Youth Developn	Pool Manager, Part Time (Continuous)	1	0	0
Oakland Parks, Recreation & Youth Developn	Pool Manager, Part Time (Continuous)	1	0	0
Oakland Parks, Recreation & Youth Developn	Pool Manager, Part Time (Continuous)	1	1	0
Oakland Parks, Recreation & Youth Developn	Pool Manager, Part Time (Continuous)	4	1	0
Oakland Parks, Recreation & Youth Developn	Pool Manager, Part Time (Continuous)	2	0	1
Oakland Parks, Recreation & Youth Developn	Recreation Aide, Part Time	173	29	7
Oakland Parks, Recreation & Youth Developn	Recreation Attendant I, Part Time	67	15	4
Oakland Parks, Recreation & Youth Developn	Recreation Center Director	22	3	1
Oakland Parks, Recreation & Youth Developn	Recreation Leader I, Part Time	102	12	4
Oakland Parks, Recreation & Youth Developn	Recreation Leader II, Part Time	39	9	0
Oakland Parks, Recreation & Youth Developn	Recreation Program Director	22	5	2
Oakland Parks, Recreation & Youth Developn	Recreation Program Director (Aquatics) (Extended Closing Date)	4	2	0
Oakland Parks, Recreation & Youth Developn	Recreation Program Director (Aquatics) (Extended Closing Date)	1	0	0
Oakland Parks, Recreation & Youth Developn	Recreation Specialist I, Part Time	55	10	1
Oakland Parks, Recreation & Youth Developn	Recreation Specialist II, Part Time	58	8	2

**Public Contact Position Applicant Data FY 2019-20**

**Attachment D**

<b>Department</b>	<b>Job Description</b>	<b>Total</b>	<b>SP</b>	<b>CH</b>	
Oakland Parks, Recreation & Youth Developn	Sports Official, Part Time	81	16	1	
Oakland Parks, Recreation & Youth Developn	Van Driver, Part Time (Continuous)	9	0	0	
Oakland Parks, Recreation & Youth Developn	Van Driver, Part Time (Continuous)	11	2	0	
Oakland Parks, Recreation & Youth Developn	Van Driver, Part Time (Continuous)	8	0	0	
Oakland Parks, Recreation & Youth Developn	Van Driver, Part Time (Continuous)	26	6	2	
Oakland Parks, Recreation & Youth Developn	Van Driver, Part Time (Continuous)	60	12	3	
Oakland Parks, Recreation & Youth Developn	Water Safety Instructor, PT (Continuous)	2	0	0	
Oakland Parks, Recreation & Youth Developn	Water Safety Instructor, PT (Continuous)	1	0	1	
Oakland Parks, Recreation & Youth Developn	Water Safety Instructor, PT (Continuous)	1	1	0	
Oakland Public Library	Librarian I	74	12	3	
Oakland Public Library	Librarian I	26	1	2	
Oakland Public Library	Librarian II	45	8	0	
Oakland Public Library	Librarian II	11	2	1	
Oakland Public Library	Librarian II (Youth Services)	33	6	3	
Oakland Public Library	Librarian II (Youth Services)	9	1	1	
Oakland Public Library	Library Aide, PPT and FT EXTENDED	53	12	6	
Oakland Public Library	Library Assistant	79	23	9	
Oakland Public Library	Supervising Librarian	14	6	0	
Oakland Public Library	Supervising Librarian	8	2	0	
Oakland Public Works Department	Construction Inspector (Field)	58	10	6	
Oakland Public Works Department	Construction Inspector (Field)	2	1	0	
Oakland Public Works Department	Principal Civil Engineer (Exempt) (Interim Appointment)	7	2	0	
Oakland Public Works Department	Recycling Specialist	73	19	2	
Oakland Public Works Department	Recycling Specialist	3	0	0	
Oakland Public Works Department	Senior Recycling Specialist	23	7	3	
Oakland Public Works Department	Senior Recycling Specialist	2	1	0	
Planning & Building Department	Planner II	44	12	5	
Planning & Building Department	Planner II	3	1	1	
Planning & Building Department	Planner III	25	4	2	
Planning & Building Department	Planner III	5	2	1	
Planning & Building Department	Senior Specialty Combination Inspector	7	3	1	
Planning & Building Department	Specialty Combination Inspector (Building Inspector) (Continuous)	40	10	2	
Planning & Building Department	Specialty Combination Inspector (Building Inspector) (Continuous)	51	17	3	
Planning & Building Department	Specialty Combination Inspector (Building Inspector) (Continuous)	39	10	3	
Planning & Building Department	Specialty Combination Inspector (Building Inspector) (Continuous)	2	0	0	
Planning & Building Department	Specialty Combination Inspector (Building Inspector) (Continuous)	2	0	0	
Police Department	Intake Technician	69	12	5	
Police Department	Intake Technician	8	1	2	
Police Department	Neighborhood Services Coordinator (Continuous)	43	1	2	
Police Department	Neighborhood Services Coordinator (Continuous)	4	0	3	
Police Department	Neighborhood Services Coordinator (Continuous)	18	3	14	
Police Department	Neighborhood Services Coordinator (Continuous)	12	0	4	
Police Department	Neighborhood Services Coordinator (Continuous)	3	0	3	
Police Department	Neighborhood Services Coordinator (Continuous)	2	0	1	
Police Department	Neighborhood Services Coordinator (Continuous)	18	2	14	
Police Department	Neighborhood Services Coordinator (Continuous)	1	0	0	
Police Department	Police Cadet, PT (Continuous)	4	1	0	
Police Department	Police Cadet, PT (Continuous)	27	14	1	
Police Department	Police Cadet, PT (Continuous)	20	10	2	
Police Department	Police Cadet, PT (Continuous)	20	6	1	
Police Department	Police Cadet, PT (Continuous)	56	26	3	
Police Department	Police Evidence Technician	16	2	1	
Police Department	Police Officer (PERS) - Lateral	5	1	0	
Police Department	Police Officer (PERS) - Lateral	19	2	0	
Police Department	Police Officer (PERS) - Lateral	16	2	0	
Police Department	Police Officer (PERS) - Lateral	22	3	1	
Police Department	Police Officer Trainee	2	0	0	
Police Department	Police Officer Trainee	404	128	10	
Police Department	Police Officer Trainee	537	140	12	
Police Department	Police Officer Trainee	483	147	12	
Police Department	Police Officer Trainee	416	101	14	
Police Department	Police Officer Trainee	985	269	29	
Police Department	Police Officer Trainee	143	46	5	
Police Department	Senior Police Communications Dispatcher (Extended)	6	3	0	
		<b>TOTAL</b>	<b>6,458</b>	<b>1,525</b>	<b>339</b>
		<b>PERCENTAGE</b>	<b>100%</b>	<b>24%</b>	<b>5%</b>

## **ATTACHMENT E**

### **Departmental Annual Compliance Report FY 2019-2020**

#### Reference Guide

AUDITOR	OFFICE OF THE CITY AUDITOR
CAO	CITY ADMINISTRATOR'S OFFICE
CLERK	OFFICE OF THE CITY CLERK
COUNCIL	CITY COUNCIL
CPRA	COMMUNITY POLICE REVIEW AGENCY
DOT	DEPARTMENT OF TRANSPORTATION
DRE	DEPARTMENT OF RACE & EQUITY
DVP	DEPARTMENT OF VIOLENCE PREVENTION
EWD	ECONOMIC & WORKFORCE DEVELOPMENT
FINANCE	FINANCE DEPARTMENT
HCD	HOUSING & COMMUNITY DEVELOPMENT DEPT
HRM	HUMAN RESOURCES MANAGEMENT DEPT
HSD	HUMAN SERVICES DEPARTMENT
ITD	INFORMATION & TECHNOLOGY DEPARTMENT
MAYOR	OFFICE OF THE MAYOR
OCA	OFFICE OF THE CITY ATTORNEY
OFD	OAKLAND FIRE DEPARTMENT
OPD	OAKLAND POLICE DEPARTMENT
OPL	OAKLAND PUBLIC LIBRARY
OPRYD	OAKLAND PARKS, RECREATION & YOUTH DEVELOPMENT
OPW	OAKLAND PUBLIC WORKS DEPARTMENT
PBD	PLANNING & BUILDING DEPARTMENT
PEC	PUBLIC ETHICS COMMISSION



EQUAL ACCESS ORDINANCE  
ANNUAL COMPLIANCE PLAN

**I. DEPARTMENT CERTIFICATION**

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

I, **COURTNEY RUBY**, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for **THE OFFICE OF THE CITY AUDITOR** was submitted on **JUNE 16, 2020**.

**Courtney Ruby, City Auditor**

Type Name & Title

  
Signature

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

**II. QUANTITATIVE ASSESSMENT REPORT**

**Department Name:**

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Courtney Ruby	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	CRuby@oaklandca.gov	DShupe@oaklandca.gov	Same

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	10		New Hires		
Public Contact Positions (PCP)	4	100%	New PCP Hires		100%
PCP With Spanish Language Skill	1	25 %	New PCP Hires with SP Skill		N/A %
PCP With Chinese Language Skill	0	0 %	New PCP Hires with CH Skill		N/A %

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Courtney Ruby, City Auditor	Jennifer Lim, Performance Auditor
Mike Edmonds, Interim Assistant City Auditor	Daniel Williams, Performance Auditor
Dena Shupe, Executive Assistant to the City Auditor	Randy Stukes, Administrative Assistant II
Alessia Dempsey, Performance Audit Manager	<b>(see attached organization chart – Appendix A)</b>
Michael Houston, Fraud, Waste & Abuse Manager	
Orsolya Kovesdi, Senior Performance Auditor	
Mark Carnes, Senior Performance Auditor	

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

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

**OFFICE OF THE CITY AUDITOR**  
 Fiscal Year: FY2019-2020

<b>Table 4A Vital Documents List</b>			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Performance Audit Reports	Yes	Yes	
Annual Reports	Yes	Yes	
Annual Whistleblower Reports	Yes	Yes	
Whistleblower Frequently Asked Questions Page	Yes	Yes	
Whistleblower Complaint Form	Yes	Yes	
<b>Other Translations Available:</b>			
<b>Our website indicates translation is available for all presentations &amp; reports.</b>			

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

<b>Table 5. Multilingual Telephone Recordings</b>		
Location Description	Telephone Number	Status
Reception	(510) 238-3378	Current
<i>The line was tested – multilingual recordings are functional</i>		

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

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

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

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

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

**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 MET?	GOAL	STAFF	GOAL MET?
10	4	1	1	YES	<1	0	NO

Goal = PCP X %

This report covers fiscal year 2019-2020 and data is reported as of June 30, 2020.

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.

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

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

**SEC. 2.30.040 Bilingual Staffing:** Our goal is to hire staff that represent our diverse Oakland community. Currently, our Office is fully staffed with 10 full time employees: 3 employees speak some **Spanish**, 1 employee is fluent in **French and Italian**, 1 employee is fluent in **Hungarian and Romanian** and 1 speaks **Korean**.

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

Our Office worked with the EAO office to translate the sentence, “copies of our audits are available on our website and alternate formats are available upon request,” to Spanish and Chinese and is now on the inside cover of all our audits and reports.

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

**OFFICE OF THE CITY AUDITOR**

Fiscal Year: FY2019-2020

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

**SEC. 2.30.060: Dissemination of Translated Materials from State and Federal Government.** For the last several years, we have not received any requests for translated reports. If we receive a translation request, we will provide the requested reports in the language desired.

**SEC. 2.30.070: Public Meetings and Hearings.** The City Auditor attends and gives presentations at City Council and Committee meetings, at neighborhood events, colleges, universities and other venues. These meetings and events are sponsored by the City or other organizations and are responsible to provide for special needs of attendees and participants, including translations of the presentations and meeting materials.

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

**SEC. 2.30.090: Complaint Procedures:** If any LES residents believe they have not been provided the requested translated documents, they are directed to submit a complaint through our Whistleblower Program.

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

The Office of the City Auditor carefully evaluates all applicants for PCP positions with a critical eye towards bilingual abilities. However, a lack of bilingual skills is not a disqualifying factor as the Office has no BPCP requirement nor does the position description require them. Nonetheless, the Office is committed to hiring individuals from diverse backgrounds and different ethnicities. We are a small office, with only 10 FTEs. We are also constrained by the rules and procedures of Civil Service, MOU agreements and City procedures in our hiring selection process. Still, many of our staff members have bi- and tri-lingual capabilities.

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

There were no major changes made during this reporting period.

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 Whistleblower Program is one tool our Office uses to help achieve transparency, accountability, and integrity in Oakland's administrative offices. The Whistleblower confidential hotline is for reporting fraud, waste, and abuse in City government, and is available to City employees, contractors,

vendors, and residents. To ensure the LES population has full access to this service, directions for submitting a whistleblower complaint, an explanation of the Whistleblower Protection Ordinance and Frequently Asked Questions, are available on our website in **26 different languages** and our website indicates that if a LES person wants to file a complaint through our hotline or submit a report online, interpretation services are available at no cost to them.

## **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.

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

2. 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 5 vital documents: (1) performance audit reports, (2) Annual reports, (3) Whistleblower Annual Reports, (4) Whistleblower Program FAQ page and (5) Whistleblower Complaint Form.<sup>1</sup> Our website indicates we will translate these documents for our LES residents and at no charge and 40% of the Office of the City Auditor’s vital documents have been translated into Spanish and Chinese.

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.

## **C. Multilingual Telephone Messages Assessment**

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

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

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<sup>1</sup> The City Auditor also prepares impartial financial analyses for Oakland ballot measures. These are provided to the County of Alameda Registrar of Voters and are translated and included in Voter Guides prior to each election.

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

1. 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 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.

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

Our primary outreach to the public is through meetings in City Hall and throughout Oakland neighborhoods, and virtually, through our website and other electronic mediums. Over the next 12 months, the Office of the City Auditor will continue to implement recommendations and requirements of the Equal Access Office. As needed, we will translate vital documents and other documents requested by the LES population.

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

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

#### **E. Action Plan**

1. Please identify action steps for the next 12 months to ensure that 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 plans to:

- *We recently created a new Whistleblower poster, but due to COVID-19, we have not printed them or distributed them around the City just yet. Posters will be printed in English, Chinese, and Spanish;*
- *Reach out to public organizations working on behalf of Spanish and Chinese communities and make certain they are aware of released reports and the translation services we offer should a resident desire to read our reports in their native language;*
- *Mention in our Newsletters that our reports can be translated into Spanish and Chinese; and*
- *Translate the executive summaries of our reports into Spanish and Chinese to post on our website and to have on hand for public meetings.*

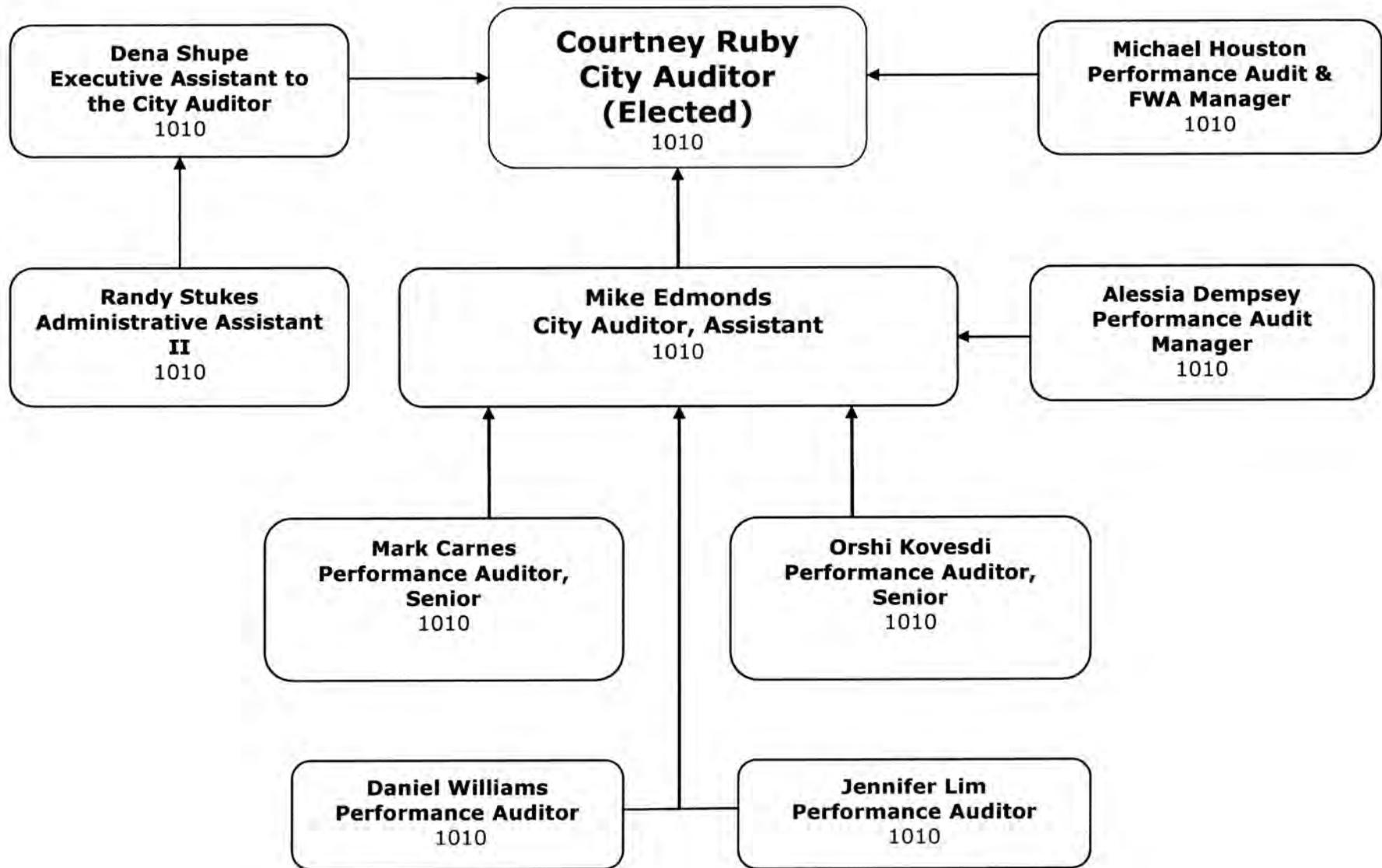
2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

**OFFICE OF THE CITY AUDITOR**

Fiscal Year: FY2019-2020

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. A notice on the Receptionist's desk informs visitors that interpreters are available to provide assistance in several different languages. The new administration will work with the EAO to update its Annual Compliance Plan.

**Attachment 4:  
CITY AUDITOR - ORGANIZATIONAL CHART (Current)**



**PART IV - BILINGUAL STAFFING CHART****OFFICE OF THE CITY AUDITOR**

OFFICE OF THE CITY AUDITOR	LOCATION	JOB_CLASS	FTE	HIRE_DATE	PCP	Language
OFFICE OF THE CITY AUDITOR	City Hall 4th Floor	Administrative Analyst II	1	10/23/2017	YES	N/A
OFFICE OF THE CITY AUDITOR	City Hall 4th Floor	Executive Assistant	1	4/24/2017	YES	Some Spanish (self reported)
OFFICE OF THE CITY AUDITOR	City Hall 4th Floor	Performance Auditor	1	7/16/2018	NO	N/A
OFFICE OF THE CITY AUDITOR	City Hall 4th Floor	Performance Auditor	1	12/7/2015	NO	Some Spanish (self reported)
OFFICE OF THE CITY AUDITOR	City Hall 4th Floor	Senior Performance Auditor	1	2/11/2017	NO	N/A
OFFICE OF THE CITY AUDITOR	City Hall 4th Floor	Senior Performance Auditor	1	4/25/2016	NO	Hungarian/Romanian (self reported)
OFFICE OF THE CITY AUDITOR	City Hall 4th Floor	Performance Audit Manager	1	6/13/2017	NO	Italian, French, Spanish (self reported)
OFFICE OF THE CITY AUDITOR	City Hall 4th Floor	Performance Audit Manager	1	6/3/2019	YES	N/A
OFFICE OF THE CITY AUDITOR	City Hall 4th Floor	Assistant City Auditor	1	1/12/2019	NO	N/A
OFFICE OF THE CITY AUDITOR	City Hall 4th Floor	City Auditor	1	1/7/2019	YES	N/A

Department Name: CAO City Administrator's Office  
Fiscal Year: FY2019-2020



## EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

### **I. DEPARTMENT CERTIFICATION**

Language Access Coordinator shall obtain Department Head approval before submitting the FY 2019-2020 report to Equal Access Office. Submit report via email to Equal Access Office (To: [mtam@oaklandca.gov](mailto:mtam@oaklandca.gov)) and cc Department Head in the submission email.

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

I hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for City Administrator's Office was submitted on June 15, 2020.

Edward D. Reiskin  
City Administrator

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

## II. QUANTITATIVE ASSESSMENT REPORT

### Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Ed Reiskin	Winnie Woo	Richard Luna
Title	City Administrator	Executive Asst to the Asst City Admin	Assistant to the City Administrator
Address	1 Frank H. Ogawa Plaza	1 Frank H. Ogawa Plaza	1 Frank H. Ogawa Plaza
Phone#	(510) 238-3301	(510) 238-3301	(510) 238-3301
Email	<a href="mailto:EReiskin@oaklandca.gov">EReiskin@oaklandca.gov</a>	<a href="mailto:wwoo@oaklandca.gov">wwoo@oaklandca.gov</a>	<a href="mailto:rluna@oaklandca.gov">rluna@oaklandca.gov</a>

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	87		New Hires	11	
Public Contact Positions (PCP)	46	100%	New PCP Hires	7	100%
PCP With Spanish Language Skill	6	14%	New PCP Hires with SP Skill	1	15%
PCP With Chinese Language Skill	3	7%	New PCP Hires with CH Skill	0	0%

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
<u>City Administrator's Office</u> City Administrator Assistant City Administrator Deputy City Administrator Project Manager III – Director of Communication Project Manager III – Director of Interdepartmental Project Manager III – Homeless Administrator Project Manager I – Oakland Army Base Assistant to the City Administrator City Administrator Analyst Public Information Officer II Executive Asst to City Administrator Executive Asst to Asst. City Administrator Municipal Code Enforcement Officer Admin Asst to City Administrator Health & Human Services Planner Admin Asst II (CONF) Public Service Rep Receptionist, PPT Receptionist, PT	<u>Oakland Animal Services</u> Director of Animal Services Assistant to the Director Executive Assistant to the Agency Director Shelter Manager Animal Control Animal Care Attendant Administrative Assistant I Public Service Representative Public Service Rep, PPT Veterinarian Veterinary Technician Volunteer Program Specialist Volunteer Program Specialist II
<u>Contracts and Compliance</u> Director Admin Services Manager I Receptionist Sr. Contract Compliance Officer Employment Serv. Supervisor Administrative Analyst II Contract Compliance Officers Job Developer	<u>Employment Investigations &amp; Civil Rights Compliance</u> Equal Employment Opportunity and Civil Rights Director Equal Emp. Opportunities Officer Equal Opportunity Specialist

Department Name: City Administrator's Office  
 Fiscal Year: FY2019-2020

Asst. Contract Compliance Officer Contract Compliance Field Tech Contract Compliance Office Asst Contract Compliance Officer	
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Oakland 311 Call Center Assistant to the City Administrator City Administrator Analyst Senior PSR Public Service Rep Office Assistant II	
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<b>Table 3B. Department Organization Structure -- Update</b>	
Any changes occurred in the organization structure this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Description: The Oakland 311 Call Center was recently transferred over from the Oakland Public Works Department to the City Administrator's Office at the beginning of this fiscal year. And the Equal Opportunity division was renamed to Employment Investigations & Civil Rights Compliance.	

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

<b>Table 4A Vital Documents List</b>			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Measure FF	Yes	Yes	Vietnamese
Measure Z	Yes	Yes	Vietnamese
Emergency Sick Leave Ordinance	Yes	Yes	Vietnamese
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	
Minimum Wage Increase	Yes	Yes	Vietnamese
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	Yes	
Volunteer Application	Yes	Yes	
CIRDC Client Information Handout: Kennel Cough	Yes	Yes	
Compliance Notice/Common Animal Related Laws	Yes	Yes	
Conditions for Keeping a Potentially Dangerous Dog	Yes	Yes	
Conditions for Keeping a Vicious Dog	Yes	Yes	
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	
H3NZ Canine Flue	Yes	Yes	
Homeless Encampment	Yes		
Flyer – Lake Illegal Vending	X	X	Vietnamese
Poster – Oakland Minimum Wage	X	X	Vietnamese
Flyer – Oakland Minimum Wage			Vietnamese
Brochure – 2019 Bsn Tax Insert			Vietnamese
Police Commission Application	X	X	Vietnamese
Budget Forum	X	X	
Medical Cannabis handout	X	X	
Measure Z (hotel workers)	X	X	
Massage Handout	X	X	
Title VI and Related Civil Rights Statutes Complaint and Compliance Review Procedure	X	X	
City of Oakland Language Access Plan	X	X	
Title VI and related statutes Discrimination Complaint Form	X	X	
Equal Access to Services Ordinance	X	X	
Measure Z Wage Poster for 2020	X	X	Vietnamese
Minimum wage poster for 2020	X	X	Vietnamese
Measure Z regulation form	X	X	Vietnamese
Emergency Center – PG&E energy cutoff	X	X	
Emergency Center – PG&E energy cutoff	X	X	
Measure Z regulation	X	X	Vietnamese
Measure Z public comment	X	X	Vietnamese
Measure FF 2020 – Wage increase postcard	X	X	Vietnamese
Emergency Center – PG&E energy cutoff	X	X	
Administrative Regulations – Mobile Food vending	X		
Follow up letter – Quiroz	X		
San Antonio Park – illegal dumping	X		
2020-21 Redistricting Commission Application	X	X	Vietnamese
Minimum wage increase advertisements	X	X	Vietnamese
Measure Z regulations	X	X	Vietnamese
Measure Z cover letter	X	X	Vietnamese
Measure Z document update	X	X	Vietnamese
MFV Compliance Chart	X	X	

Permitting Process Handout	X		
Measure Z document update	X	X	Vietnamese
Minimum wage complaint			Vietnamese
Measure Z – restitution letter	X	X	Vietnamese
Door Sign	X	X	
Animal Shelter notice	X	X	
Services Notices – City of Oakland	X	X	
Notice to non-city employees	X	X	Vietnamese
Food vendor business	X	X	
Covid 19 sick leave info	X	X	Vietnamese
Message of the day 1 Covid 19 Info	X	X	5 languages *
Excel Sheet with social media phrases	X	X	5 languages *
Message of the day 2 Covid 19 Updates	X	X	5 languages *
2 Messages (social media -Covid 19)	X	X	5 languages *
Message of the day 3 Covid 19 Updates	X	X	5 languages *
Animal Shelter notice 2	X	X	
Second Message of the day Covid 19 Updates	X	X	5 languages *
Amendment mapped 2.20	X	X	
Small vendor notice	X	X	
Message of the day 4 Covid 19 Updates	X	X	5 languages *
Message of the day 5 Covid 19 Updates	X	X	5 languages *
PSA: 5 scripts	X	X	5 languages *
Covid 19 newsletter	X	X	5 languages *
Covid 19 Renter's Assistance RAP	X	X	5 languages *
Message of the day 6 Covid 19 Updates	X	X	5 languages *
Message of the day 7 Covid 19 Updates	X	X	5 languages *
Message of the day 8 Covid 19 Updates	X	X	5 languages *
Message of the day 9 Covid 19 Updates	X	X	5 languages *
Message of the day 10 Covid 19 Updates	X	X	5 languages *
Evergreen invitation town hall meeting	X	X	5 languages *
Message of the day11 & parks signs	X	X	5 languages *
MFV summary	X		
Message of the day 12 Covid 19 Updates	X	X	5 languages *
Message of the day 13 – street slow	X	X	5 languages *
Email MFV (Mobile Food Vending)	X		
Street Slow sign	X	X	5 languages *
Message of the day 14 Relief Check Scam Warning	X	X	5 languages *
Message of the day 15	X	X	5 languages *
Message of the day 16– street slow update	X	X	5 languages *

Message of the day 17	X	X	5 languages *
Alameda County Face Covering Order	X	X	5 languages *
Message of the day 18	X	X	5 languages *
Cover your face	X	X	5 languages *
Animal Services Operation	X	X	
Feral Cat Form	X	X	
Message of the day 19 Pandemic use	X	X	5 languages *
Message of the day 20	X	X	5 languages *
Message of the day 21 Lake Merit	X	X	5 languages *
Message of the day 22 Shelter In Place– extension	X	X	5 languages *
Covid 19 Testing at Oakland – flyer	X	X	Vietnamese
Covid 19Testing at Oakland – survey	X	X	Vietnamese
Message of the day 23	X	X	5 languages *
Message of the day 24	X	X	Vietnamese
Postcard – covid 19	X	X	Vietnamese
How to take care a rabbit	X	X	
Postcard – covid 19	X	X	Vietnamese
Covid 19 Notice for food vendors at parks	X		
Covid 19 After testing letter	X	X	Vietnamese
Newsletter – Covid 19 food distribution	X	X	
Social media –Covid 19 food distribution	X	X	Vietnamese, Arabic
Message on Fire Works	X	X	
Animal Services (Covid 19)	X	X	
Oakland PIO PSPS Social Media Update	X	X	
Press Release	X	X	
Press Release	X	X	
Oakland PIO PSPS Social Media Update	X	X	
PSPS Update	X	X	
Brief Phrase Translation – email	X	X	
PIO Coverage for Potential PSPS Event	X	X	
Online Update on 10-29 PSPS (public safety power shutoff)	X	X	
Standard Social Media Post (prep for next PSPS)	X	X	Vietnamese
Master List of all translated text (Prep for next PSPS)	X	X	

\*Vietnamese, Arabic, Tagalog, Khmer and Korean

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

<b>Table 5. Multilingual Telephone Recordings</b>		
Location Description	Telephone Number	Status
City Administrator's Main Line voicemail	510-238-3301	Complete
Oakland Animal Services Main Line	510-535-5602	Complete
Barking Nuisance	510-535-4887	Complete
Dead Animal Pick Up	510-535-4888	Complete
Veterinary Line	510-238-2007	Complete
Minimum Wage	510-238-6258	Complete
Oakland 311 Call Center	311 or 510-615-5566	Complete

<b>Table 6. Analysis by Community Based Service Locations</b>				PCP		SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%	
Oakland Animal Services	1101 29 <sup>th</sup> Ave	94601	535-5602	16	0	0	0	0	
Oakland 311 Center	7101 Edgewater Drive	94621	311	8	3	38%	1	13%	

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

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

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

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

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

#### **A. Bilingual Public Contact Positions Assessment**

**Department Name:**

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
88	48	11% = 5	6	Yes	5% = 2	3	Yes

Goal = PCP X %

This report covers fiscal year 2019-2020 and data is reported as of June 30, 2020.

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 88 Full-Time Employees (FTE). Of the 70 FTEs, 48 are Public Contact Positions (PCP). The Spanish speaking PCP goal for the City Administrator's Office is 11% and equates to 5 FTEs. The City Administrator's Office has a total of six (6) Spanish-speaking FTEs that are PCP, which exceeds the Spanish-speaking PCP goal for the office. In regards to the Chinese-speaking PCP, the City Administrator's Office goal is 5%, which equates to 2 FTEs. The City Administrator's Office has two (2) Chinese-speaking PCP and one (1) non-PCP staff.

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 2019-20, the City Administrator's Office has hired a total of 10 FTEs, with 7 being PCP. Out of the 7 PCP hired during this fiscal year, one (1) of the FTEs is Spanish-speaking. The City Administrator's Office continues to work with the Human Resources and Management Department to hire 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.

The City Administrator's Office has been continually working with Equal Access to ensure that information and/or documents are translated into Spanish and Chinese, along with the addition of Vietnamese. During covid-19, staff has been working with Equal Access to translate major announcements/information into Spanish, Chinese, Arabic, Tagalog, Khmer and Korean.

During this reporting period, for the Civil Rights Policy and Procedures section of the city's website, the City Administrator's has added the Chinese and Spanish links on its main page to allow for the public to easily have access to this information.

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 City Administrator's Office has been working proactively with Equal Access to ensure that any new documents or updated vital documents are translated in a timely manner for 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.

Language translation notices are posted in the lobby and public areas of the City Administrator's Office, along with Contracts and Compliance, and Animal Services.

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 for the City Administrator's Office, as well as its divisions, have been translated into Chinese and Spanish. And when permitted staff has also made additional efforts to work with the Equal Access office to translate documents and information into Vietnamese, Arabic, Tagalog, Khmer, and Korean.

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

During the fiscal year 2019-20, the City Administrator's Office has translated the following documents to help serve the LES community:

<b>Title of Document</b>	<b>Translated Language(s)</b>
Measure Z Wage Poster for 2020	Spanish, Chinese, Vietnamese
Minimum wage poster for 2020	Spanish, Chinese, Vietnamese
Measure Z regulation form	Spanish, Chinese, Vietnamese
Emergency Center – PG&E energy cutoff	Spanish, Chinese
Emergency Center – PG&E energy cutoff	Spanish, Chinese
Measure Z regulation	Spanish, Chinese, Vietnamese
Measure Z public comment	Spanish, Chinese, Vietnamese
Measure FF 2020 – Wage increase postcard	Spanish, Chinese, Vietnamese
Emergency Center – PG&E energy cutoff	Spanish, Chinese
Administrative Regulations – Mobile Food vending	Spanish
Follow up letter – Quiroz	Spanish
San Antonio Park – illegal dumping	Spanish
2020-21 Redistricting Commission Application	Spanish, Chinese, Vietnamese
Minimum wage increase advertisements	Spanish, Chinese, Vietnamese
Measure Z regulations	Spanish, Chinese, Vietnamese

Measure Z cover letter	Spanish, Chinese, Vietnamese
Measure Z document update	Spanish, Chinese, Vietnamese
MFV Compliance Chart	Spanish, Chinese
Permitting Process Handout	Spanish
Measure Z document update	Spanish, Chinese, Vietnamese
Minimum wage complaint	Vietnamese
Measure Z – restitution letter	Spanish, Chinese, Vietnamese
Door Sign	Spanish, Chinese
Animal Shelter notice	Spanish, Chinese
Services Notices – City of Oakland	Spanish, Chinese
Notice to non-city employees	Spanish, Chinese, Vietnamese
Food vendor business	Spanish, Chinese
Covid 19 sick leave info	Spanish, Chinese, Vietnamese
Message of the day 1	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean
Excel Sheet with social media phrases	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean
Message of the day 2	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean
2 Messages	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean
Message of the day	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean
Animal Shelter notice 2	Spanish, Chinese
Second Message of the day	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean
Amendment mapped 2.20	Spanish, Chinese
Small vendor notice	Spanish, Chinese
Message of the day	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean
Message of the day	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean

PSA: 5 scripts	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean
Covid 19 newsletter	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean
RAP covid 19	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean
Message of the day	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean
Message of the day	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean
Message of the day	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean
Message of the day	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean
Message of the day 2 <sup>nd</sup>	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean
Evergreen invitation town hall meeting	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean
Message of the day & parks signs	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean
MFV summary	Spanish
Message of the day	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean
Message of the day – street slow	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean
Email MFV	Spanish
Street Slow sign	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean
MOTD Relief Check Scam Warning	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean
MOTD Friday	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean

MOTD – street slow update	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean
MOTD 2	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean
County Face Covering Order	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean
MOTD day curve peak	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean
Cover your face	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean
Animal Services Operation	Spanish, Chinese
Feral Cat Form	Spanish, Chinese
MOTD Pandemic use	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean
MOTD HCD	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean
MOTD Lake Crowd	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean
MOTD Shelter – extension	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean
Testing at Oakland – flyer	Spanish, Chinese, Vietnamese
Testing at Oakland – survey	Spanish, Chinese, Vietnamese
MOTD	English, Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean
MOTD 3	Spanish, Chinese, Vietnamese
Postcard – covid 19	Spanish, Chinese, Vietnamese
How to take care a rabbit	Spanish, Chinese
Postcard – covid 19	Spanish, Chinese, Vietnamese
Notice for food vendors at parks	Spanish
After testing letter	Spanish, Chinese, Vietnamese

Newsletter – food distribution	Spanish, Chinese
Social media – food distribution	Spanish, Chinese, Vietnamese, Arabic
Oakland PIO PSPS Social Media Update	Spanish, Chinese
Press Release	Spanish, Chinese
Press Release	Spanish, Chinese
Oakland PIO PSPS Social Media Update	Spanish, Chinese
PSPS Update	Spanish, Chinese
Brief Phrase Translation – email	Spanish, Chinese
Brief Phrase Translation – email	Spanish, Chinese
PIO Coverage for Potential PSPS Event	Spanish, Chinese
Citywide Bilingual Pay Level II List	Spanish, Chinese
Draft Web and Council Update on 10-29 PSPS	Spanish, Chinese
Standard Social Media Post (prep for next PSPS)	Spanish, Chinese, Vietnamese
Master List of all translated text (Prep for next PSPS)	Spanish, Chinese

**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).

All main phone numbers that the public uses to contact the City Administrator’s office and its divisions have been translated into Spanish and Chinese.

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

1. 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 are posted in the lobby and public areas of the City Administrator’s office along with its divisions.

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

During covid-19, the City Administrator's Office has been working with Equal Access to ensure that all major communications and/or information are translated into 7 languages (Spanish, Chinese, Vietnamese, Arabic, Tagalog, Khmer, and Korean) for the LES community. And to have it posted on the city's website as well.

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

No complaints were received.

### **E. Action Plan**

1. Please identify action steps for the next 12 months to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.  
Contract & Compliance will be translating the emergency sick leave documents in the future to reflect the updated changes.
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/public areas of the office to inform the public of the various language service. And if the public requires to have access to the Department's Annual Compliance plan will be available with the receptionist at the City Administrator's office.

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
02111 - City Administrator: Administrator	1 Frank Ogawa Plaza	Assist to the City Administrator	27-AUG-18		NO	
02111 - City Administrator: Administrator	1 Frank Ogawa Plaza	Assist to the City Administrator	04-DEC-17		NO	
02111 - City Administrator: Administrator	1 Frank Ogawa Plaza	City Administrator	24-AUG-19	*	NO	
02111 - City Administrator: Administrator	1 Frank Ogawa Plaza	City Administrator Analyst	18-MAY-19		NO	
02111 - City Administrator: Administrator	1 Frank Ogawa Plaza	City Administrator Analyst	13-NOV-00		NO	
02111 - City Administrator: Administrator	1 Frank Ogawa Plaza	Deputy City Administrator	05-MAR-18		NO	
02111 - City Administrator: Administrator	1 Frank Ogawa Plaza	Exec Asst to Asst City Administrator	07-FEB-11		NO	Chinese-Cantonese
02111 - City Administrator: Administrator	1 Frank Ogawa Plaza	Exec Asst to City Administrator	24-AUG-09		NO	
02111 - City Administrator: Administrator	1 Frank Ogawa Plaza	Health & Human Svcs Prgm Planner	13-AUG-18		NO	
02111 - City Administrator: Administrator	1 Frank Ogawa Plaza	Project Manager III	02-MAR-19		NO	
02111 - City Administrator: Administrator	1 Frank Ogawa Plaza	Project Manager III	04-DEC-17		NO	
02111 - City Administrator: Administrator	1 Frank Ogawa Plaza	Project Manager III	13-DEC-05		NO	
02111 - City Administrator: Administrator	1 Frank Ogawa Plaza	Receptionist, PPT	19-NOV-15		YES	
02111 - City Administrator: Administrator	1 Frank Ogawa Plaza	Receptionist, PT	22-FEB-20	*	YES	
02112 - Communications & Media	1 Frank Ogawa Plaza	Exempt Limited Duration Employee	21-MAR-20	*	YES	
02112 - Communications & Media	1 Frank Ogawa Plaza	Exempt Limited Duration Employee	23-MAR-19		YES	
02112 - Communications & Media	1 Frank Ogawa Plaza	Project Manager III	n		YES	
02112 - Communications & Media	1 Frank Ogawa Plaza	Public Information Officer II	13-FEB-18		YES	
02112 - Communications & Media	1 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	01-JUN-19		YES	
02112 - Communications & Media	1 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	04-MAY-19		YES	
02112 - Communications & Media	1 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	18-MAR-19		YES	
02113 - Special Activities	1 Frank Ogawa Plaza	Administrative Assistant II (CONF)	22-MAY-89		YES	
02113 - Special Activities	1 Frank Ogawa Plaza	Assist to the City Administrator	07-JAN-13		NO	
02113 - Special Activities	1 Frank Ogawa Plaza	City Administrator Analyst	02-DEC-08		NO	
02113 - Special Activities	1 Frank Ogawa Plaza	Muni Code Enforcement Officer	21-MAR-11		YES	Spanish
02113 - Special Activities	1 Frank Ogawa Plaza	Public Service Representative	30-AUG-14		YES	Spanish
02115 - City Administrator Call Center	7101 Edgewater Drive	Assist to the City Administrator	13-AUG-90		YES	
02115 - City Administrator Call Center	7101 Edgewater Drive	City Administrator Analyst	11-JAN-10		YES	Spanish
02115 - City Administrator Call Center	7101 Edgewater Drive	Mayor's PSE 14	13-SEP-01		YES	Spanish
02115 - City Administrator Call Center	7101 Edgewater Drive	Office Assistant II, PT	19-OCT-19	*	YES	Spanish
02115 - City Administrator Call Center	7101 Edgewater Drive	Public Service Rep, Sr	16-AUG-10		YES	Chinese-Cantonese
02115 - City Administrator Call Center	7101 Edgewater Drive	Public Service Representative	29-OCT-12		YES	
02115 - City Administrator Call Center	7101 Edgewater Drive	Public Service Representative	15-MAY-00		YES	
02311 - Equal Opportunity Programs	One Frank Ogawa Plaza	EEO & Civil Rights Director	03-OCT-11		NO	
02311 - Equal Opportunity Programs	One Frank Ogawa Plaza	Equal Opportunity Specialist	06-NOV-17		NO	

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
02311 - Equal Opportunity Programs	One Frank Ogawa Plaza	Equal Opportunity Specialist	25-JAN-16		NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Administrative Assistant I	15-APR-05		NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant	03-NOV-18		NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant	25-AUG-18		NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant	03-JAN-17		NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant	12-MAR-16		NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant	07-JUL-14		NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant	17-JUN-14		NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant	17-OCT-11		NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	30-NOV-19	*	NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	21-JUL-18		NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	24-MAR-18		NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	05-JAN-13		NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	08-JAN-11		NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	09-OCT-06		NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	02-JAN-97		NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Control & Shelter Manager	10-APR-17		YES	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Control Officer	27-JUL-19	*	YES	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Control Officer	27-JUL-19	*	YES	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Control Officer	06-APR-19		YES	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Control Officer	20-OCT-18		YES	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Control Officer	30-MAR-15		YES	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Control Officer	19-JAN-15		YES	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Control Officer	21-DEC-14		YES	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Control Officer	03-NOV-09		YES	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Control Officer	28-JAN-08		YES	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Control Officer, PPT	18-MAR-13		YES	
02491 - Oakland Animal Services	1101 29TH AVENUE	Assistant to the Director	25-JAN-20	*	NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Director of Animal Services	15-FEB-20	*	YES	
02491 - Oakland Animal Services	1101 29TH AVENUE	Exec Asst to the Director	29-JUN-15		NO	*To retire on 6/26/20
02491 - Oakland Animal Services	1101 29TH AVENUE	Public Service Rep, PPT	27-MAR-18		YES	
02491 - Oakland Animal Services	1101 29TH AVENUE	Public Service Representative	08-JUN-13		YES	
02491 - Oakland Animal Services	1101 29TH AVENUE	Public Service Representative, PT	19-OCT-19	*	YES	
02491 - Oakland Animal Services	1101 29TH AVENUE	Temp Contract Svcs Employee, PT	28-DEC-19	*	NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Temp Contract Svcs Employee, PT	06-APR-19		NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Temp Contract Svcs Employee, PT	23-APR-18		NO	Arabic

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
02491 - Oakland Animal Services	1101 29TH AVENUE	Volunteer Program Specialist II	09-MAR-19		YES	
02611 - Contract Compliance Unit	250 Frank Ogawa Plaza	Administrative Services Manager I	17-FEB-98		NO	
02611 - Contract Compliance Unit	250 Frank Ogawa Plaza	Director of Contracts & Purchasing	11-MAY-98		NO	
02621 - Employment Services Unit	250 Frank Ogawa Plaza	Business Analyst III	26-MAY-98		NO	
02621 - Employment Services Unit	250 Frank Ogawa Plaza	Contract Compliance Field Tech	17-AUG-15		YES	
02621 - Employment Services Unit	250 Frank Ogawa Plaza	Contract Compliance Office Asst	22-JAN-08		YES	
02621 - Employment Services Unit	250 Frank Ogawa Plaza	Contract Compliance Officer	13-SEP-07		YES	
02621 - Employment Services Unit	250 Frank Ogawa Plaza	Contract Compliance Officer	12-MAY-98		YES	
02621 - Employment Services Unit	250 Frank Ogawa Plaza	Contract Compliance Officer, Sr.	01-JUN-15		YES	Spanish
02621 - Employment Services Unit	250 Frank Ogawa Plaza	Contract Compliance Officer, Sr.	08-OCT-91		YES	
02621 - Employment Services Unit	250 Frank Ogawa Plaza	Contract Compliance Supervisor	06-OCT-86		YES	
02621 - Employment Services Unit	250 Frank Ogawa Plaza	Employment Services Supervisor	13-SEP-04		YES	
02621 - Employment Services Unit	250 Frank Ogawa Plaza	Job Developer	31-AUG-87		YES	
02631 - Outreach & Administrative Support	250 Frank Ogawa Plaza	Administrative Analyst II	11-FEB-08		YES	Chinese-Cantonese
02631 - Outreach & Administrative Support	250 Frank Ogawa Plaza	Administrative Analyst II	06-NOV-06		YES	

Department Name: Office of the City Clerk  
Fiscal Year: FY2019-2020



## EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

### **I. DEPARTMENT CERTIFICATION**

Language Access Coordinator shall obtain Department Head approval before submitting the FY 2019-2020 report to Equal Access Office. Submit report via email to Equal Access Office (To: [mtam@oaklandca.gov](mailto:mtam@oaklandca.gov)) and cc Department Head in the submission email.

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

I, Asha Reed, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Office of the City Clerk was submitted on June 12, 2020.

Asha Reed, Acting City Clerk  
Type Name & Title

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

## II. QUANTITATIVE ASSESSMENT REPORT

### Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Asha Reed	Camille Harvey	Camille Harvey
Title	Acting City Clerk	Executive Assistant	Executive Assistant
Address	1 Frank Ogawa Plaza Suite 201	1 Frank Ogawa Plaza Suite 201	1 Frank Ogawa Plaza Suite 201
Phone#	510-238-7369	510-238-3122	510-238-3122
Email	<a href="mailto:areed@oaklandca.gov">areed@oaklandca.gov</a>	<a href="mailto:cmharvey@oaklandca.gov">cmharvey@oaklandca.gov</a>	<a href="mailto:cmharvey@oaklandca.gov">cmharvey@oaklandca.gov</a>

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	16		New Hires		
Public Contact Positions (PCP)	2	100%	New PCP Hires		100%
PCP With Spanish Language Skill	1	50 %	New PCP Hires with SP Skill		%
PCP With Chinese Language Skill	0	0 %	New PCP Hires with CH Skill		%

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
City Clerk's Office	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Description: LaTonda Simmons was promoted to Interim Assistant City Administrator, Asha Reed was promoted to Acting City Clerk	

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

<b>Table 4A Vital Documents List</b>			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
City Clerk Brochure	YES	YES	
City Council Meeting Speaker Card	YES	YES	
Customer Service Survey	YES	YES	
Voting Materials	YES	YES	

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

<b>Table 5. Multilingual Telephone Recordings</b>		
Location Description	Telephone Number	Status
City Clerk - Front Desk	x3226	Complete
Records Division	x3612	Complete
KTOP	x3566	Complete

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

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

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

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

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

**III. QUALITATIVE ASSESSMENT REPORT**

**A. Bilingual Public Contact Positions Assessment**

**Department Name:** Office of the City Clerk

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
16	2	1	1	Yes	0	1	No

Goal = PCP X %

This report covers fiscal year 2019-2020 and data is reported as of June 30, 2020.

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 Clerk works diligently to comply with the Equal Access Ordinance, making sure residents and other customers have language access to the services they need within the Office of the City Clerk.

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 Office of the City Clerk is currently not recruiting for any vacancies. If the Office of the City Clerk begins to recruit for any vacancies, staff will rely on the current recruitment guidelines conducted by Human Resources.

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 Clerk has not had any changes during this reporting period. Telephone messages continue to be recorded in threshold languages, language services are posted on the posting boards and vital documents translated in the 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.

Staff within the Office of the City Clerk continue to utilize telephone-based language translation services for customers who need translation assistance. This maintains compliance with the Equal Access Ordinance.

### **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 in the reception area.

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 Clerk does not have an extensive amount of documents to be translated but when we do, we make sure they are translated and available (e.g. Election materials).

3. Did the Department translate any other written documents in the reporting period 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).

The Office of the City Clerk maintains recorded telephone messages in Spanish and Chinese.

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

1. 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.

If customers enter or call the Office of the City Clerk needing translation services, we assess what language they need and will call for translation services. Staff are aware of and have access to all language assistance available for public usage

2. 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 Clerk has documentation available in Chinese and Spanish in its reception areas.

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

The Office of the City Clerk is unaware of any complaints received.

### **E. Action Plan**

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

The Office of the City Clerk will continue with its current language support, utilizing current translation services available as well as will continue to ensure that our core marketing materials are 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.

The Office of the City Clerk has Equal Access posters in its common areas on the 1<sup>st</sup> and 2<sup>nd</sup> floors. With the citywide website redesign, our webpages have the ability to be translated into multiple languages. The Office of the City Clerk also actively ensures that the language used on its website can be translated effectively as well as is ADA compliant.

ORGANIZATION	LOCATION	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
03121 - City Clerk Unit	City Hall 2nd Floor	Administrative Analyst I	14-JUN-96		YES	
03121 - City Clerk Unit	City Hall 2nd Floor	City Clerk	19-MAY-03		YES	Spanish
03121 - City Clerk Unit	City Hall 2nd Floor	City Clerk, Assistant	22-APR-13		NO	
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	01-DEC-17		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	
03211 - KTOP Operations	City Hall 2nd Floor	Cable Operations Technician	31-MAR-00		NO	
03211 - KTOP Operations	City Hall 2nd Floor	Cable Operations Technician	01-APR-00		NO	
03211 - KTOP Operations	City Hall 2nd Floor	Cable Operations Technician	10-SEP-02		NO	
03211 - KTOP Operations	City Hall 2nd Floor	Cable Operations Technician	03-JUL-95		NO	
03211 - KTOP Operations	City Hall 2nd Floor	Cable TV Operations Chief Engineer	08-JAN-18		NO	
03211 - KTOP Operations	City Hall 2nd Floor	Cable TV Prod & Ops Manager	12-JUN-89		NO	
03211 - KTOP Operations	City Hall 2nd Floor	Cable TV Production Assistant	09-APR-12		NO	Chinese
03211 - KTOP Operations	City Hall 2nd Floor	Cable TV Production Assistant	12-MAR-01		NO	
03211 - KTOP Operations	City Hall 2nd Floor	Cable TV Stage Manager, PT	01-NOV-17		NO	

Department Name: CPRA  
Fiscal Year: FY2019-2020



## EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

### **I. DEPARTMENT CERTIFICATION**

Language Access Coordinator shall obtain Department Head approval before submitting the FY 2019-2020 report to Equal Access Office. Submit report via email to Equal Access Office (To: [mtam@oaklandca.gov](mailto:mtam@oaklandca.gov)) and cc Department Head in the submission email.

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

I, John Alden, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Community Police Review Agency was submitted on June 22, 2020.



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John Alden, Executive Director

Department Name:  
Fiscal Year: FY2019-2020

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

## II. QUANTITATIVE ASSESSMENT REPORT

### Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	John Alden	Jan "Juanito" Rus	Jan "Juanito" Rus
Title	CPRA Executive Director	CPRA Policy Analyst	CPRA Policy Analyst
Address	250 Frank H. Ogawa Plaza, Ste. 6302	""	""
Phone#	510-238-7401	510-238-3325	""
Email	<a href="mailto:JAlden@oaklandca.gov">JAlden@oaklandca.gov</a>	<a href="mailto:jrus@oaklandca.gov">jrus@oaklandca.gov</a>	""

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	11		New Hires	3	
Public Contact Positions (PCP)	9	100%	New PCP Hires	2	100%
PCP With Spanish Language Skill	2	22 %	New PCP Hires with SP Skill	0	0%
PCP With Chinese Language Skill	1	11 %	New PCP Hires with CH Skill	0	0%

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Executive Director	
CPRA Policy Analyst	
Complaint Investigator III	
Complaint Investigator II (5)	
Intake Technician (3)	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Description: A permanent Executive Director was hired in July 2019. 3 additional Investigator IIs were hired in September 2019 (one of which has since left). The incumbent Office Assistant II passed away in December 2019; the Agency briefly hired a temporary part time staff person to fill the position in March 2020, however that person was let go when the shelter in place order was introduced, and the position has been frozen in the current budget.	

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

Department Name:  
 Fiscal Year: FY2019-2020

<b>Table 4A Vital Documents List</b>			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
CPRA Complaint Form – App	Yes	Yes	
Outreach Documents*	No	No	
* As Documented in Part III – Qualitative Assessment, the lack of translated outreach documents is not a language access or translation issue, but a more general problem of insufficient outreach documents in any language due to insufficient administrative support or staffing for those purposes.			

<b>Table 4B. Vital Documents Status Summary</b>	
Department's known vital documents translated into Spanish and Chinese?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No – Please describe below
<p>Action Plan &amp; Timeline: Complaint forms and certain other documentation related to investigations including the Agency's complaint App are translated into all City of Oakland threshold languages. The Oakland Police Commission has directed the CPRA to engage an outside professional to assist with the development of an outreach plan and associated materials, and these will be translated into all threshold languages as soon as they become available. Additionally, the initial Agency budget submission for FY 20/21 included an additional staff member dedicated to outreach, however that position has been removed and an existing open administrative support position which would have assisted in these efforts as well has been frozen as part of the budget revisions in response to Covid-19.</p>	

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

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

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

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

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

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

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

#### **A. Bilingual Public Contact Positions Assessment**

**Department Name:**

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
11	9	1	2	Yes	0.45	1	Yes

Goal = PCP X %

This report covers fiscal year 2019-2020 and data is reported as of June 30, 2020.

- 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 Community Police Review Agency strives to provide services to all members of the Oakland community. While the Agency has a relatively small staff (11 FTE), staff members include 3 certified Spanish speakers, 1 certified Cantonese (Chinese) speaker, and one member certified in American Sign Language – well above the levels mandated by the City of Oakland’s Equal Access to Services Ordinance (EAO). Additionally, both the Agency’s complaint forms and its App-based digital complaint platform are available in all City of Oakland threshold languages to assure equal access to the complaint process, and the Agency has worked with the City’s Equal Access Department and outside translation services as necessary when the need for additional language support is necessary as part of an Agency investigation or to respond to members of the Oakland community whose primary language is not English.

The 2019-20 fiscal year was a time of continuing changes for the Community Police Review Agency. In July 2019, the Agency got its first Executive Director not serving in an interim or Acting role, and in September the Agency was able to hire 3 additional investigators, bringing it up to the numbers mandated by City Charter Section 604 (Measure LL). The fiscal year also included new challenges for Agency staff, as the Agency was tasked with maintaining a high volume of complaint investigations and public accessibility while losing a key administrative support staff member in December 2019. These changes have allowed the Agency to begin to bring down the number of pending investigations of community complaints of misconduct by sworn members of the OPD - improving its responsiveness related to investigations. But they have also further limited its ability to engage in non-investigative activities including community outreach and engagement.

The primary challenge faced by the Agency in terms of its compliance with the Equal Access to Services Ordinance (EAO) is a direct result of this lack of departmental resources and administrative support. The transition from the former Community Police Review Board to the new Community Police Review Agency necessitated the creation of an entirely new set of outreach materials reflective of the mission and responsibilities of the new Agency. However, the Agency did not receive any additional resources to undertake this task and had no permanent Executive Director to lead the effort until the current fiscal year. This is not an EAO specific issue, as many of these outreach and community engagement materials have not been developed in any language, however the lack of outreach materials in languages other than English does impact the ability of the Agency to educate members of language minority

communities about the complaint process and the Agency's work. In the spring of 2020, the Oakland Police Commission began the process of contracting with an outside service provider for the creation of new outreach materials and an outreach plan for both the Commission and the Agency. Work on that contract has begun, however, given the length of the contracting process, it is unlikely that new outreach materials will be available before the second quarter of FY 20/21 – at which time these materials will all be translated into the threshold languages required by the EAO, and the Agency will be better able to engage and educate Oakland language minority communities about the complaint process and the Agency's work. Additionally, the initial budget request submitted by the Police Commission and Agency for FY 20/21 included funding for a new Administrative Analyst II position to be housed within the Agency and specifically tasked with community outreach and education. However, due to the budgetary impacts of the Covid-19 crisis, this position has been eliminated from the most current budget proposals, and the Agency's Office Assistant II position – which historically provided line administrative support to Agency operations and was a primary point of contact with outside parties – was also frozen. While the outreach plan and materials to be developed by an outside contractor will help the Agency engage and educate the Oakland community – including those who do not speak English – the lack of appropriate Agency staffing to support and maintain these efforts will continue to be an impediment to effective engagement.

**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 mentioned in the answer to question 1 above, in the first quarter of FY 19/20 the Agency hired three (3) additional investigators to bring it up to staffing levels required by City Charter section 604 (Measure LL). While preferences for candidates fluent in mandated threshold languages formed a part of the recruitment for these positions, because the CPRA is already in compliance with the bilingual public contact staffing provisions of the Equal Access to Services Ordinance (EAO), bilingual skills were not a requirement for any of these hires, and none of the hires in this period have additional bilingual certifications. The Agency will continue to assess language needs and prioritize bilingual certification for new hires as necessary to comply with the EAO and provide an adequate level of service to all members of the Oakland community.

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

The Oakland Police Commission hired the first permanent CPRA Executive Director in July 2019, which adds a level of staffing stability that will let the Agency pursue a more comprehensive long-term outreach plan. Additionally, the Agency focused on an intensive reworking of investigative procedures and training throughout the period to improve the primary Agency function of investigating community complaints of police misconduct. These changes to investigatory processes are vital to serve all members of the Oakland community, and investigations completed by the CPRA during the reporting period also included specific policy and training recommendations to improve the Oakland Police Department's interaction with limited English speakers during police actions and assure equal treatment regardless of language barriers.

**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 the provision of bilingual staffing and the translation of the Agency's webpage, materials, and public facing complaint App already described in (3) above, when members of the community with special language needs are involved as complainants or witnesses in CPRA investigations, the Agency makes every effort to assure that translators or translation services are made available to assure that these individuals are afforded the same degree of care as English speakers. Agency Investigators have made accommodations to conduct interviews related to ongoing investigations in languages other than English and to procure translated transcripts of these interviews for the investigatory files.

**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 language services are posted in the lobby of the CPRA office at 250 Frank Ogawa Plaza Ste. 6302, and on all written brochures and other materials available to members of the public who walk in.

**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 existing Agency vital documents have been translated into threshold languages, however as mentioned in Section A (above), the Agency does not have current materials designed for outreach, community engagement, and education about the Agency's complaint and investigatory processes in any language. When such materials are developed, the CPRA will immediately have them translated to all threshold languages, however given the current budget constraints and hiring freeze associated with the Covid-19 crisis, it is unclear when the resources for completing these materials will be available.

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

The only other written documents translated during the reported period were interviews conducted in languages other than English. While these translations themselves were not designed to serve the LES community, the CPRA considers the availability of staff able to conduct the original interviews in the language of the interviewee to be a vital part of the investigatory process and a key accommodation to assure that we are serving all members of the Oakland 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).**

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

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

- 1. 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 Community Police Review Agency is a small Agency with only 11 FTE staff. Therefore, when members of the public require a member of staff who is proficient in either Spanish or Chinese, such personnel is usually available during standard office hours. If specific activities require language assistance (interviews, etc.), staff is directed to schedule these interactions when translation services can be made available either in house or in conjunction with outside translators.

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

The Agency strives to translate all primary public documents into all required threshold languages and to clearly indicate the availability of language services both within the CPRA offices and on all public forums. The primary problem faced by the Agency in this regard is the lack of staffing resources available to conduct outreach or develop the necessary outreach materials in any language. Agency intake personnel and those serving on front desk duty are instructed to provide or seek the provision of translation services for those who contact the Agency by phone or in person, and have been provided with the full list of such services available through the City's Equal Access Department.

- 3. 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 to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.**

As mentioned in the answers in Section A, the Agency has undergone significant changes in the past year, with the hiring of a new Executive Director and multiple staffing changes including a significant decline in administrative staffing. During this time, the Agency's ability to undertake significant outreach efforts or redesign outreach materials (in any language) has been severely limited by staffing constraints. The Oakland Police Commission has begun the process of contracting with an outside consultant to design new outreach materials for both the

Police Commission and the Community Police Review Agency (CPRA), and when those outreach materials exist, the Agency will have them translated into all threshold languages. Additionally, the Commission – in conjunction with CPRA leadership – has developed a staffing plan which would greatly increase the Agency’s ability to engage the public – including the hiring of an additional position specifically dedicated to Outreach. Because of the current budget constraints related to Covid-19 however, it is unclear when or if this plan will be enacted or additional resources will become available. The lack of appropriate resources and staffing is the primary impediment to the Agency’s ability to actively engage language minority (or any other) communities in Oakland. However, these are not issues that the CPRA is able to resolve absent additional actions by the City to provide the necessary levels of staffing and administrative support.

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 is posted prominently at the Agency’s office at 250 Frank Ogawa Plaza Ste. 6302, and is featured on all public facing written materials including the CPRA website. The Annual Compliance Plan is available through the City’s Equal Access Office and on file in the offices of the CPRA.

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
<b>66111 - Police Commission</b>	<b>250 Frank Ogawa Plaza</b>	<b>Administrative Analyst II</b>	<b>16-NOV-18</b>		<b>NO</b>	
66211 - Community Police Review Agency	251 Frank Ogawa Plaza	Complaint Investigator II	12-SEP-16		YES	
66211 - Community Police Review Agency	252 Frank Ogawa Plaza	Complaint Investigator II	23-JUL-12		YES	Chinese
66211 - Community Police Review Agency	253 Frank Ogawa Plaza	Complaint Investigator II	05-OCT-19	*	YES	
66211 - Community Police Review Agency	254 Frank Ogawa Plaza	Complaint Investigator II	05-OCT-19	*	YES	
66211 - Community Police Review Agency	255 Frank Ogawa Plaza	Complaint Investigator II	04-OCT-10		YES	Spanish
66211 - Community Police Review Agency	256 Frank Ogawa Plaza	Complaint Investigator III	18-SEP-06		YES	
66211 - Community Police Review Agency	257 Frank Ogawa Plaza	CPRB Policy Analyst	12-SEP-16		NO	Spanish
66211 - Community Police Review Agency	258 Frank Ogawa Plaza	Executive Director CPRA	27-JUL-19	*	NO	
66211 - Community Police Review Agency	259 Frank Ogawa Plaza	Intake Technician	14-DEC-15		YES	
66211 - Community Police Review Agency	260 Frank Ogawa Plaza	Intake Technician	18-FEB-14		YES	
66211 - Community Police Review Agency	261 Frank Ogawa Plaza	Intake Technician	13-MAY-96		YES	Spanish

Note: the Administrative Analyst II position (in bold) serves the Oakland Police Commission not the Community Police Review Agency and is part of the 66111 Org. The position is not considered a Public Contact Position (PCP) for the purposes of this report however, so it does not affect compliance with the EAO for either the Agency or the Commission.

Department Name: Oakland Department of Transportation (OakDOT)  
Fiscal Year: FY2019-2020



## EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

### **I. DEPARTMENT CERTIFICATION**

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

I, Ryan Russo, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Oakland Department of Transportation (OakDOT) was submitted on June 15, 2020.

A handwritten signature in blue ink, appearing to read "Ryan Russo", written over a horizontal line.

Ryan Russo, Director, OakDOT

**II. QUANTITATIVE ASSESSMENT REPORT**

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

**Department Name:**

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Ryan Russo	Melanie Cockerham	Melanie Cockerham
Title	Director	Support Services Supervisor	Support Services Supervisor
Address	250 Frank H. Ogawa Plaza, #4314	250 Frank H. Ogawa Plaza, #4314	250 Frank H. Ogawa Plaza, #4314
Phone#			
Email			

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	325.04		New Hires	44	
Public Contact Positions (PCP)	88		New PCP Hires	20	
PCP With Spanish Language Skill	14	15.9%	New PCP Hires with SP Skill	1	5%
PCP With Chinese Language Skill	8	9%	New PCP Hires with CH Skill	1	5%

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

Department Name: OakDOT  
 Fiscal Year: FY2019-2020

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

DEPARTMENT OF TRANSPORTATION
35111 - Director's Office
35112 - Human Resources
35121 - DOT Fiscal Services
35211 - Great Streets Delivery Admin
35212 - Complete Streets Design
35213 - Complete Streets Pavement & Sidewalk Management
35214 - Complete Streets Planning & Project Development
35216 - Traffic Capital Projects
35217 - ROW Management
35218 - Survey
35221 - Great Streets Maintenance Admin
35222 - Great Streets Maintenance Street & Sidewalk
35223 - Great Streets Maintenance Asphalt
35224 - Great Streets Maintenance Concrete and Guardrails
35231 - Street Lighting Admin
35232 - Street Lighting Engineering
35233 - Street Lighting Maintenance
35241 - Safe Streets Admin
35242 - Complete Streets Maintenance
35244 - Neighborhood Traffic Safety
35245 - Bicycle & Pedestrian Program
35246 - Major Corridor Multimodal Operations
35247 - Mobility Management
35251 - ADA Programs Division
35311 - Parking Management Admin
35321 - Parking Meter Repair
35331 - Parking Enforcement

**Table 3B. Department Organization Structure -- Update**

Any changes occurred in the organization structure this fiscal year?	<input type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Description:	

**Table 3C. Department Organization Structure - Super PCP Unit Reporting**

Any Super PCP Unit in the department?	■ No <input type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
	SP=      CH =	SP=      CH =
	SP=      CH =	SP=      CH =
	SP=      CH =	SP=      CH =
	SP=      CH =	SP=      CH =

<b>Table 4A Vital Documents List</b>			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
"I [bike] Oakland" Newsletter	X	X	Vietnamese
ADA Program Brochure	X	X	
ADA Disability Access Poster	X	X	Vietnamese
ADA Place Card		X	
"Oakland Walks!" 2017 Pedestrian Plan Update	X	X	
Parking Management & Parking Troubles DOC	X	X	
China Town Boards Content		X	
Residential Parking Permit Flyer	X	X	
Gig Car	X	X	
Disability Accommodations	X	X	
RPP Petition	X	X	
Paving Plan Factsheet & Survey	X	X	
Oakland CIP Survey, CIP Fliers, CIP Description	X	X	Vietnamese
Outreach Mailer	X	X	
Paving plan presentation	X	X	
Sidewalk Fact Sheets & FAQs	X	X	Vietnamese
E-Scooter Letter, Description & Surveys	X	X	
Oakland CIP Survey, CIP Fliers, CIP Description	X	X	Vietnamese
Slow Streets Survey	X	X	Vietnamese
NEW Notice to Repair (NTR) Sidewalks Letter	X		
NEW Low-Income Sidewalks Application  <a href="https://www.oaklandca.gov/services/low-income-property-owner-sidewalk-repair-application">https://www.oaklandca.gov/services/low-income-property-owner-sidewalk-repair-application</a>	X		
NEW ADA Curb Ramp Program Application  <a href="https://www.oaklandca.gov/services/curb-ramp-program-application">https://www.oaklandca.gov/services/curb-ramp-program-application</a>			
NEW ADA Sidewalks Repair Application  <a href="https://www.oaklandca.gov/services/ada-sidewalk-repair-application">https://www.oaklandca.gov/services/ada-sidewalk-repair-application</a>			

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

<b>Table 5. Multilingual Telephone Recordings</b>		
Location Description	Telephone Number	Status
Front Desk	238-3961	Completed

Department Name: OakDOT  
 Fiscal Year: FY2019-2020

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

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

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

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

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

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

#### **A. Bilingual Public Contact Positions Assessment**

**Department Name:**

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP (5%)		
FTE	PCP	GOAL (11%)	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
325.04	88	9.68	14	YES	4.4	8	YES

Goal = PCP X %

This report covers fiscal year 2019-2020 and data is reported as of June 30, 2020.

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 Department of Transportation (OakDOT) meets compliance with the Equal Access to Services Ordinance (EAO) for this reporting period. The majority of OakDOT's designated Public Contact Position (PCP) roster is comprised of Parking Control Technicians (PCT), which primarily report in a Part-Time capacity. OakDOT's challenges to secure additional bilingual persons in these capacities may be attributed to multiple factors, including but not limited to, the longevity of current employees, department hiring priorities and the City of Oakland hiring processes, which are governed by the Civil Service Rules, as well as, criteria and stipulations set forth in negotiated Memorandums of Understanding.

These PCP's roam Citywide in the performance of their duties, where they may interact with a richly diverse population; there are 73 PCT PCP's on the roster, and one team member located in the office, who serves on dispatch, with Spanish language skills.

OakDOT increased its PCP roster by adding key Engineering, Bike & Pedestrian, Capital Improvement, Planning & Project Development, and Mobility Management staff that interact directly with the public coordinating advisory committee work, community engagement and outreach.

OakDOT strives to serve every member of the Oakland's diverse community. Because Oaklanders speak over 100 different languages, we recognize that there may be challenges to providing service for all our residents. However, OakDOT is committed to providing excellent service delivery through our language specific phone lines; website(s); mobile application(s); and special community-based events 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.

The Civil Service Rules and other established City processes serve as the guidelines by which OakDOT conducts its hiring and recruiting. This is overseen by the Department of Human Resources Management and Equal Access to determine whether our recruitment efforts meet the needs of the non-English speaking community. Currently, OakDOT employs staff who speak languages such as Spanish, Cantonese, Mandarin, Farsi, Tagalog, Hindi, Korean and Arabic, though not all staff classifications are designated public contact positions (PCPs).

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

Oakland is the most diverse city in the nation. Therefore, as part of the “Responsive Trustworthy Government” section of our Strategic Plan, OakDOT is committed to hiring a pool of employees that best reflect the rich multiethnic landscape that Oakland has to offer.

Responsive Trustworthy Government — Key Points

- Make OakDOT a great place to work and recruit the best employees.
- Ensure that job openings are seen by a wide array of potential talent to recruit the best employees.
- Develop a transportation “career ladder” of job opportunities so applicants can see the range of opportunity.

Additionally, OakDOT has posted job advertisements on Craigslist, on community and ethnic-specific newspapers and newsletters as well as on the @OakDOT twitter page. This process has resulted in the engagement and hiring of multi-cultural and ethnically diverse staff, which is representative of the community OakDOT serves. Additionally, we prioritized outreach to people of color when we launched our internship recruitment announcement this year by sending them the application details prior to sharing it with our large list-servers of potential applicants.

OakDOT has secured a diverse, full-time professional and part-time staff including Assistant Engineers, Engineers, Planners, and Paving and Maintenance skilled-workers. Additionally, Part-time Engineering Interns, Student Trainees, have been recruited through these means and are now proudly part of the OakDOT team.

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.

Some of the projects that included written material in languages other than English included:

Type	Name of Document	Spanish	Chinese	Vietnamese
Flyer	BPAC Flyer	X		
Newsletter	Bike Newsletter- Summer	X	X	X
Flyer	Parking Management & Parking Troubles DOC	X	X	
Text	China Town Boards Content		X	
Flyer	Residential Parking Permit Flyer	X	X	
Text	Foothill Text for translation	X	X	X
Documents	Sidewalk fact sheet & FAQs (2)	X	X	X
Survey	First Wed Survey		X	
Flyer	E-Scooter	X	X	

Text	ADA Place card		X	
Letter/Text	E-Scooters	X	X	
Text	Gig Car	X	X	
Text	Disability Accommodations		X	

**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 in common direct service delivery areas located at 250 Frank H. Ogawa Plaza, 4<sup>th</sup> Floor, Suite 4314 (general reception area) and Suite 4304, (Permit Service Counter). Notices do not however contain the name of staff who speak the 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?  
 As shown in Table 4A, 100% of vital documents were translated into either or both threshold languages; documents are not released without translation in place. This is OakDOT’s third reporting year, the list in section Part II, Table 4A serves as the baseline for future year increases.

Over the course of FY20-21, OakDOT will continue to perform a comprehensive assessment of documents to determine if the criteria for being identified as vital documents is met. OakDOT aims to request that identified documents meeting the “Vital Document” criteria be translated into threshold languages.

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

The following documents were translated into threshold languages to serve the LES community, though the documents may not have been identified as vital

Type	Document Name	Spanish	Chinese	Vietnamese
Flyer	BPAC Flyer	X		
Newsletter	Bike Newsletter- Summer	X	X	X
Flyer	Parking Management & Parking Troubles DOC	X	X	
Text	China Town Boards Content		X	
Flyer	Residential Parking Permit Flyer	X	X	
Text	Foothill Text for translation	X	X	X
Documents	Sidewalk fact sheet & FAQs (2)	X	X	X

Survey	First Wed Survey		X	
Flyer	E-Scooter	X	X	
Text	ADA Place Card		X	
Letter/Text	E-Scooters	X	X	
Text	Gig Car	X	X	
Text	Disability Accommodations		X	
Form	RPP Petition	X	X	
Text	Bike Newsletter	X	X	
Text	Paving Plan Factsheet	X	X	
Form	E-Scooter Survey	X	X	

Survey	Paving Plan Survey		X	
Text	Review			X
Survey	14st Project	X	X	
Text	Sidewalk Fact Sheet # 2	X	X	X
Power Point	Paving plan presentation	X	X	
Text	Outreach Mailer	X	X	

**C. Multilingual Telephone Messages Assessment**

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

OakDOT has translations available for our Front Desk services. An automated voicemail service directs callers to the language of their choice.

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

1. 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.

OakDOT and OPW have copies of Equal Access' "Removing Language Barriers – Enhancing Communication" pamphlets translated in Spanish and Chinese at the main reception information desk and the new Permit Counter information desk; both located at 250 Frank Ogawa Plaza, 4<sup>th</sup> floor

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

OakDOT has regular outreach and engagement sessions with LES communities through community forums and meetings; flyers, posters, pamphlets and other materials that inform the public of the services provided by OakDOT. OakDOT makes materials available in multiple languages and will continue this practice

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

OakDOT is not aware of any complaints received related to the provision (or lack of provision) of bilingual oral and written services

### **E. Action Plan**

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

OakDOT will discuss the formation of a departmental committee to explore the uses of our internal capacity beyond self-identified bilingual (threshold language) speakers as well as explore outreach and public engagement strategies and continued efforts.

OakDOT will collaborate with the Equal Access office to explore opportunities of identifying additional Public Contact Positions.

In addition, future recruitment and hiring efforts for existing PCT PCP positions may include specific threshold language skills as highly desired and/or include a selective language certification requirement.

OakDOT intends to perform a comprehensive assessment of documents to determine if the criteria for being identified as vital documents is met. OakDOT aims to move forward with requesting that identified documents meeting the "Vital Document" criteria be translated into threshold 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.

Notices of language access are posted at the OakDOT/OPW main reception information desk/counters at 250 Frank Ogawa Plaza – Administration, Suite 4314.

The Department will be posting the Final Report of the OAKLAND DEPARTMENT OF TRANSPORTATION FY 2019-2020 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/EqualAccess/index.htm>*

written copy of the report will be available for the public to view at OakDOT/OPW Administration Main Reception Information Desk, 250 Frank H. Ogawa Plaza, Suite 4314.

ORG	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
35211 - Great Streets Delivery Admin	Transportation Planner II	11-AUG-18		YES	<b>Spanish/BLPay</b>
35212 - Complete Streets Design	Engineer, Civil (Office)	18-OCT-10		YES	Self-Chinese
35213 - Complete Streets Pavement & Sidewalk	Engineer, Assistant II (Office)	14-OCT-02		YES	
35213 - Complete Streets Pavement & Sidewalk	Engineer, Civil (Office)	19-FEB-13		YES	<b>Spanish/BLPay</b>
35214 - Complete Streets Planning & Project De	Transportation Planner I	21-APR-18		YES	<b>Spanish/BLPay</b>
35217 - ROW Management	Engineer, Assistant II (Office)	10-FEB-18		YES	Self-Spanish
35217 - ROW Management	Engineer, Civil (Office)	07-NOV-16		YES	<b>Chinese/BLPay</b>
35244 - Neighborhood Traffic Safety	Engineer, Assistant II (Office)	02-JUN-18		YES	Self-Chinese
35244 - Neighborhood Traffic Safety	Engineer, Transportation	07-OCT-17		YES	
35245 - Bicycle & Pedestrian Program	Transportation Planner II	14-FEB-17		YES	<b>Spanish/BLPay</b>
35247 - Mobility Management	Program Analyst I	07-APR-18		YES	Self-Chinese
35331 - Parking Enforcement	Parking Control Technician	17-AUG-13		YES	<b>Chinese/BLPay</b>
35331 - Parking Enforcement	Parking Control Technician	02-APR-13		YES	
35331 - Parking Enforcement	Parking Control Technician	11-JUL-11		YES	<b>Spanish/BLPay</b>
35331 - Parking Enforcement	Parking Control Technician	11-JUL-11		YES	
35331 - Parking Enforcement	Parking Control Technician	11-JUL-11		YES	<b>Spanish/BLPay</b>
35331 - Parking Enforcement	Parking Control Technician	12-JUL-10		YES	<b>Spanish/BLPay</b>
35331 - Parking Enforcement	Parking Control Technician	06-JAN-09		YES	
35331 - Parking Enforcement	Parking Control Technician	05-NOV-07		YES	
35331 - Parking Enforcement	Parking Control Technician	05-NOV-07		YES	
35331 - Parking Enforcement	Parking Control Technician	27-AUG-07		YES	<b>Spanish/BLPay</b>
35331 - Parking Enforcement	Parking Control Technician	24-MAR-07		YES	
35331 - Parking Enforcement	Parking Control Technician	12-SEP-06		YES	
35331 - Parking Enforcement	Parking Control Technician	14-APR-03		YES	
35331 - Parking Enforcement	Parking Control Technician	09-DEC-02		YES	
35331 - Parking Enforcement	Parking Control Technician	02-APR-01		YES	<b>Spanish/BLPay</b>
35331 - Parking Enforcement	Parking Control Technician	08-JAN-00		YES	
35331 - Parking Enforcement	Parking Control Technician	26-OCT-99		YES	
35331 - Parking Enforcement	Parking Control Technician	23-FEB-99		YES	
35331 - Parking Enforcement	Parking Control Technician	21-APR-98		YES	
35331 - Parking Enforcement	Parking Control Technician	10-SEP-96		YES	
35331 - Parking Enforcement	Parking Control Technician	25-JUL-95		YES	
35331 - Parking Enforcement	Parking Control Technician	28-MAR-89		YES	
35331 - Parking Enforcement	Parking Control Technician	04-OCT-88		YES	<b>Chinese/BLPay</b>
35331 - Parking Enforcement	Parking Control Technician	13-AUG-84		YES	

ORG	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
35331 - Parking Enforcement	Parking Control Technician	26-APR-82		YES	
35331 - Parking Enforcement	Parking Control Technician, PPT	07-SEP-19	*	YES	
35331 - Parking Enforcement	Parking Control Technician, PPT	07-SEP-19	*	YES	
35331 - Parking Enforcement	Parking Control Technician, PPT	21-APR-18		YES	
35331 - Parking Enforcement	Parking Control Technician, PPT	21-APR-18		YES	
35331 - Parking Enforcement	Parking Control Technician, PPT	21-APR-18		YES	
35331 - Parking Enforcement	Parking Control Technician, PPT	30-AUG-14		YES	
35331 - Parking Enforcement	Parking Control Technician, PPT	02-APR-13		YES	
35331 - Parking Enforcement	Parking Control Technician, PPT	23-JAN-12		YES	
35331 - Parking Enforcement	Parking Control Technician, PPT	20-OCT-18		YES	
35331 - Parking Enforcement	Parking Control Technician, PPT	30-AUG-14		YES	
35331 - Parking Enforcement	Parking Control Technician, PPT	10-DEC-13		YES	Chinese/BLPay
35331 - Parking Enforcement	Parking Control Technician, PPT	18-MAY-09		YES	
35331 - Parking Enforcement	Parking Control Technician, PPT	21-APR-08		YES	
35331 - Parking Enforcement	Parking Control Technician, PPT	12-SEP-06		YES	
35331 - Parking Enforcement	Parking Control Technician, PT	30-NOV-19	*	YES	
35331 - Parking Enforcement	Parking Control Technician, PT	30-NOV-19	*	YES	
35331 - Parking Enforcement	Parking Control Technician, PT	30-NOV-19	*	YES	
35331 - Parking Enforcement	Parking Control Technician, PT	30-NOV-19	*	YES	
35331 - Parking Enforcement	Parking Control Technician, PT	30-NOV-19	*	YES	
35331 - Parking Enforcement	Parking Control Technician, PT	30-NOV-19	*	YES	Spanish/BLPay
35331 - Parking Enforcement	Parking Control Technician, PT	30-NOV-19	*	YES	
35331 - Parking Enforcement	Parking Control Technician, PT	30-NOV-19	*	YES	Vietnamese/BLPay
35331 - Parking Enforcement	Parking Control Technician, PT	07-SEP-19	*	YES	
35331 - Parking Enforcement	Parking Control Technician, PT	07-SEP-19	*	YES	
35331 - Parking Enforcement	Parking Control Technician, PT	07-SEP-19	*	YES	
35331 - Parking Enforcement	Parking Control Technician, PT	07-SEP-19	*	YES	
35331 - Parking Enforcement	Parking Control Technician, PT	07-SEP-19	*	YES	Chinese/BLPay
35331 - Parking Enforcement	Parking Control Technician, PT	07-SEP-19	*	YES	
35331 - Parking Enforcement	Parking Control Technician, PT	07-SEP-19	*	YES	
35331 - Parking Enforcement	Parking Control Technician, PT	07-SEP-19	*	YES	
35331 - Parking Enforcement	Parking Control Technician, PT	24-AUG-19	*	YES	
35331 - Parking Enforcement	Parking Control Technician, PT	24-AUG-19	*	YES	
35331 - Parking Enforcement	Parking Control Technician, PT	21-APR-18		YES	
35331 - Parking Enforcement	Parking Control Technician, PT	21-APR-18		YES	
35331 - Parking Enforcement	Parking Control Technician, PT	21-APR-18		YES	

<b>ORG</b>	<b>JOB_CLASS</b>	<b>HIRE_DATE</b>	<b>NEW</b>	<b>PCP</b>	<b>LANG</b>
35331 - Parking Enforcement	Parking Control Technician, PT	21-APR-18		YES	
35331 - Parking Enforcement	Parking Control Technician, PT	21-APR-18		YES	
35331 - Parking Enforcement	Parking Control Technician, PT	21-APR-18		YES	
35331 - Parking Enforcement	Parking Control Technician, PT	02-APR-13		YES	
35331 - Parking Enforcement	Parking Control Technician, PT	23-JUN-12		YES	<b>Spanish/BLPay</b>
35331 - Parking Enforcement	Parking Control Technician, PT	21-MAR-11		YES	
35331 - Parking Enforcement	Parking Control Technician, PT	12-JUL-10		YES	
35331 - Parking Enforcement	Parking Control Technician, PT	30-JUN-08		YES	
35331 - Parking Enforcement	Parking Control Technician, PT	07-MAY-07		YES	<b>Spanish/BLPay</b>
35331 - Parking Enforcement	Parking Control Technician, PT	23-APR-07		YES	
35331 - Parking Enforcement	Parking Control Technician, PT	10-JUL-06		YES	
35331 - Parking Enforcement	Parking Control Technician, PT	01-JUN-98		YES	
35331 - Parking Enforcement	Parking Control Technician, PT	13-JAN-97		YES	
35331 - Parking Enforcement	Parking Enforcement Supervisor I	20-JAN-04		YES	
35331 - Parking Enforcement	Parking Enforcement Supervisor I	09-DEC-02		YES	
35331 - Parking Enforcement	Parking Enforcement Supervisor I	26-JUL-99		YES	<b>Spanish/BLPay</b>
35331 - Parking Enforcement	Parking Enforcement Supervisor I	23-APR-94		YES	
			20 new		

ORG	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
35111 - Director's Office	Administrative Assistant II	06-OCT-03		NO	
35111 - Director's Office	Assist Director, Pub Works	23-APR-90		NO	Self-Spanish
35111 - Director's Office	Assistant to the Director	22-APR-17		NO	
35111 - Director's Office	Director of Transportation	08-MAY-17		NO	
35111 - Director's Office	Exec Asst to the Director	07-OCT-17		NO	
35111 - Director's Office	Manager, Agency Administrative	29-JUL-17		NO	Self-Chinese
35111 - Director's Office	Public Service Representative	08-JUN-15		NO	<b>BLPay</b>
35112 - Human Resources	Administrative Analyst II	26-OCT-15		NO	
35112 - Human Resources	Payroll Personnel Clerk III	17-MAR-08		NO	
35112 - Human Resources	Support Services Supervisor	30-SEP-96		NO	
35121 - DOT Fiscal Services	Account Clerk III	19-OCT-19	*	NO	
35121 - DOT Fiscal Services	Administrative Services Manager I	28-SEP-05		NO	
35121 - Fiscal Services	Accountant II	15-MAR-99		NO	
35211 - Great Streets Delivery Admin	Accountant III	15-MAY-89		NO	
35211 - Great Streets Delivery Admin	Assistant to the Director	23-MAR-19		NO	
35211 - Great Streets Delivery Admin	Engineer, Civil Principal	17-FEB-04		NO	
35212 - Complete Streets Design	Engineer, Assistant II (Office)	19-OCT-19	*	NO	
35212 - Complete Streets Design	Engineer, Assistant II (Office)	30-DEC-17		NO	
35212 - Complete Streets Design	Engineer, Assistant II (Office)	18-JAN-05		NO	
35212 - Complete Streets Design	Engineer, Assistant II (Office)	08-FEB-99		NO	Chinese
35212 - Complete Streets Design	Engineer, Civil (Office)	07-NOV-16		NO	
35212 - Complete Streets Design	Engineer, Civil (Office)	04-FEB-91		NO	
35212 - Complete Streets Design	Engineer, Civil Supv (Office)	09-JUN-03		NO	
35212 - Complete Streets Design	Temp Contract Svcs Employee, PT	09-FEB-19		NO	
35213 - Complete Streets Pavement & Sidew	Construction Inspector (Field)	22-FEB-20	*	NO	
35213 - Complete Streets Pavement & Sidew	Construction Inspector (Field)	07-NOV-16		NO	<b>BLPay</b>
35213 - Complete Streets Pavement & Sidew	Construction Inspector, Sr (Field)	10-JUN-91		NO	
35213 - Complete Streets Pavement & Sidew	Engineer, Assistant II (Office)	19-OCT-19	*	NO	
35213 - Complete Streets Pavement & Sidew	Engineer, Assistant II (Office)	30-DEC-17		NO	Self-Arabic
35213 - Complete Streets Pavement & Sidew	Engineer, Assistant II (Office)	15-AUG-16		NO	<b>BLPay</b>
35213 - Complete Streets Pavement & Sidew	Engineer, Assistant II (Office)	18-AUG-14		NO	
35213 - Complete Streets Pavement & Sidew	Engineer, Civil (Office)	07-JUL-03		NO	
35213 - Complete Streets Pavement & Sidew	Engineer, Transportation	30-DEC-17		NO	<b>Vietnamese/BLPay</b>
35213 - Complete Streets Pavement & Sidew	Project Manager	16-FEB-16		NO	

ORG	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
35213 - Complete Streets Pavement & Sidew	Student Trainee, PT	15-JUN-19		NO	
35213 - Complete Streets Pavement & Sidew	Transportation Planner, Senior	18-APR-20	*	NO	
35214 - Complete Streets Planning & Project	Student Trainee, PT	01-JUL-19	*	NO	
35214 - Complete Streets Planning & Project	Student Trainee, PT	01-JUN-19		NO	
35214 - Complete Streets Planning & Project	Student Trainee, PT	01-JUN-19		NO	
35214 - Complete Streets Planning & Project	Transportation Planner II	07-OCT-17		NO	
35214 - Complete Streets Planning & Project	Transportation Planner II	26-AUG-17		NO	Self-Vietnamese
35214 - Complete Streets Planning & Project	Transportation Planner III	02-MAY-20	*	NO	
35214 - Complete Streets Planning & Project	Transportation Planner, Senior	24-AUG-19	*	NO	
35216 - Traffic Capital Projects	Engineer, Assistant II (Office)	30-DEC-17		NO	
35216 - Traffic Capital Projects	Engineer, Assistant II (Office)	08-FEB-95		NO	Self-Vietnamese
35216 - Traffic Capital Projects	Engineer, Transportation	26-AUG-17		NO	
35216 - Traffic Capital Projects	Engineer, Transportation Supv	02-MAR-88		NO	
35216 - Traffic Capital Projects	Management Intern, PT	01-JUL-19	*	NO	
35216 - Traffic Capital Projects	Management Intern, PT	01-JUL-19	*	NO	
35216 - Traffic Capital Projects	Traffic Engineering Tech, Senior (O)	08-SEP-18		NO	
35217 - ROW Management	Administrative Assistant II	02-JUN-87		NO	
35217 - ROW Management	Construction Inspector (Field)	07-NOV-16		NO	
35217 - ROW Management	Construction Inspector (Field)	08-NOV-04		NO	
35217 - ROW Management	Construction Inspector (Field)	11-OCT-04		NO	
35217 - ROW Management	Construction Inspector (Field)	29-MAR-04		NO	
35217 - ROW Management	Construction Inspector (Field)	29-MAR-04		NO	
35217 - ROW Management	Construction Inspector (Field)	09-JUN-03		NO	Chinese/BLPay
35217 - ROW Management	Construction Inspector, Sr (Field)	29-MAR-04		NO	
35217 - ROW Management	Construction Inspector, Sr (Field)	15-OCT-01		NO	
35217 - ROW Management	Engineer, Assistant II (Office)	09-JUN-14		NO	
35217 - ROW Management	Engineer, Civil (Office)	21-NOV-16		NO	
35217 - ROW Management	Engineering Technician II (Office)	30-JUN-18		NO	
35217 - ROW Management	Engineering Technician II (Office)	29-JAN-18		NO	
35217 - ROW Management	Engineering Technician, Sr (Office)	18-APR-11		NO	
35217 - ROW Management	Engineering Technician, Sr (Office)	11-OCT-04		NO	
35218 - Survey	City Land Surveyor	26-NOV-12		NO	
35218 - Survey	Surveying Technician (Field)	12-SEP-16		NO	
35218 - Survey	Surveying Technician, Sr (Field)	02-SEP-08		NO	

ORG	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
35219 - Structures & Emergency Response	Engineer, Assistant I (Office)	07-MAR-20	*	NO	
35219 - Structures & Emergency Response	Engineer, Transportation	30-JUN-18		NO	BLPay
35219 - Structures & Emergency Response	Temp Contract Svcs Employee, PT	05-OCT-19	*	NO	
35221 - Great Streets Maintenance Admin	Administrative Assistant I	31-OCT-88		NO	
35221 - Great Streets Maintenance Admin	Public Works Operations Manager	11-FEB-91		NO	
35222 - Great Streets Maintenance Street &	Public Works Supervisor II	25-NOV-98		NO	
35223 - Great Streets Maintenance Asphalt	Heavy Equipment Operator	11-JAN-20	*	NO	
35223 - Great Streets Maintenance Asphalt	Heavy Equipment Operator	31-MAR-14		NO	
35223 - Great Streets Maintenance Asphalt	Heavy Equipment Operator	28-JAN-85		NO	
35223 - Great Streets Maintenance Asphalt	Public Works Maintenance Worker	22-FEB-20	*	NO	
35223 - Great Streets Maintenance Asphalt	Public Works Maintenance Worker	20-APR-19		NO	
35223 - Great Streets Maintenance Asphalt	Public Works Maintenance Worker	20-APR-19		NO	
35223 - Great Streets Maintenance Asphalt	Public Works Maintenance Worker	21-MAY-18		NO	
35223 - Great Streets Maintenance Asphalt	Public Works Maintenance Worker	05-JUL-16		NO	
35223 - Great Streets Maintenance Asphalt	Public Works Maintenance Worker	07-JUN-14		NO	
35223 - Great Streets Maintenance Asphalt	Public Works Maintenance Worker	17-MAR-14		NO	
35223 - Great Streets Maintenance Asphalt	Public Works Maintenance Worker	13-MAY-13		NO	
35223 - Great Streets Maintenance Asphalt	Public Works Maintenance Worker	09-MAY-05		NO	
35223 - Great Streets Maintenance Asphalt	Public Works Maintenance Worker	21-DEC-03		NO	
35223 - Great Streets Maintenance Asphalt	Public Works Maintenance Worker	04-MAR-00		NO	
35223 - Great Streets Maintenance Asphalt	Public Works Maintenance Worker	15-DEC-97		NO	
35223 - Great Streets Maintenance Asphalt	Public Works Supervisor I	17-FEB-04		NO	
35223 - Great Streets Maintenance Asphalt	Public Works Supervisor I	11-DEC-00		NO	
35223 - Great Streets Maintenance Asphalt	Street Maintenance Leader	31-AUG-09		NO	
35223 - Great Streets Maintenance Asphalt	Street Maintenance Leader	09-MAY-05		NO	
35223 - Great Streets Maintenance Asphalt	Street Maintenance Leader	09-MAY-05		NO	
35223 - Great Streets Maintenance Asphalt	Street Maintenance Leader	19-APR-99		NO	
35223 - Great Streets Maintenance Asphalt	Street Maintenance Leader	11-OCT-93		NO	
35223 - Great Streets Maintenance Asphalt	Street Maintenance Leader	07-MAY-90		NO	
35223 - Great Streets Maintenance Asphalt	Street Maintenance Leader	21-APR-86		NO	
35223 - Great Streets Maintenance Asphalt	Street Maintenance Leader	14-JAN-85		NO	
35223 - Great Streets Maintenance Asphalt	Street Maintenance Leader	30-APR-84		NO	
35224 - Great Streets Maintenance Concrete	Concrete Finisher	06-JUL-04		NO	
35224 - Great Streets Maintenance Concrete	Concrete Finisher	07-MAY-90		NO	

ORG	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
35224 - Great Streets Maintenance Concrete	Concrete Finisher	12-OCT-87		NO	
35224 - Great Streets Maintenance Concrete	Exempt Limited Duration Employee	22-FEB-20	*	NO	
35224 - Great Streets Maintenance Concrete	Exempt Limited Duration Employee	22-FEB-20	*	NO	
35224 - Great Streets Maintenance Concrete	Heavy Equipment Operator	29-APR-13		NO	
35224 - Great Streets Maintenance Concrete	Heavy Equipment Operator	12-OCT-87		NO	
35224 - Great Streets Maintenance Concrete	Public Works Maintenance Worker	22-FEB-20	*	NO	
35224 - Great Streets Maintenance Concrete	Public Works Maintenance Worker	11-JAN-20	*	NO	
35224 - Great Streets Maintenance Concrete	Public Works Maintenance Worker	01-JUN-19		NO	
35224 - Great Streets Maintenance Concrete	Public Works Maintenance Worker	20-APR-19		NO	
35224 - Great Streets Maintenance Concrete	Public Works Maintenance Worker	20-APR-19		NO	
35224 - Great Streets Maintenance Concrete	Public Works Maintenance Worker	20-APR-19		NO	
35224 - Great Streets Maintenance Concrete	Public Works Maintenance Worker	20-APR-19		NO	
35224 - Great Streets Maintenance Concrete	Public Works Maintenance Worker	28-JUL-18		NO	
35224 - Great Streets Maintenance Concrete	Public Works Maintenance Worker	21-MAY-18		NO	
35224 - Great Streets Maintenance Concrete	Public Works Maintenance Worker	07-APR-18		NO	
35224 - Great Streets Maintenance Concrete	Public Works Maintenance Worker	07-APR-18		NO	
35224 - Great Streets Maintenance Concrete	Public Works Maintenance Worker	31-MAR-14		NO	
35224 - Great Streets Maintenance Concrete	Public Works Maintenance Worker	20-SEP-10		NO	
35224 - Great Streets Maintenance Concrete	Public Works Maintenance Worker	30-DEC-91		NO	
35224 - Great Streets Maintenance Concrete	Public Works Supervisor I	01-MAR-14		NO	
35224 - Great Streets Maintenance Concrete	Public Works Supervisor I	15-DEC-97		NO	
35224 - Great Streets Maintenance Concrete	Public Works Supervisor I	04-FEB-91		NO	
35224 - Great Streets Maintenance Concrete	Public Works Supervisor II	05-OCT-87		NO	
35224 - Great Streets Maintenance Concrete	Street Maintenance Leader	23-NOV-15		NO	
35224 - Great Streets Maintenance Concrete	Street Maintenance Leader	05-JAN-15		NO	
35224 - Great Streets Maintenance Concrete	Street Maintenance Leader	17-MAR-14		NO	
35224 - Great Streets Maintenance Concrete	Street Maintenance Leader	03-AUG-13		NO	
35224 - Great Streets Maintenance Concrete	Street Maintenance Leader	13-MAY-13		NO	
35224 - Great Streets Maintenance Concrete	Street Maintenance Leader	20-SEP-10		NO	
35224 - Great Streets Maintenance Concrete	Street Maintenance Leader	28-JUN-10		NO	
35224 - Great Streets Maintenance Concrete	Street Maintenance Leader	21-FEB-78		NO	
35231 - Street Lighting Admin	Administrative Assistant II	22-SEP-03		NO	
35231 - Street Lighting Admin	Manager, Electrical Services	27-AUG-90		NO	
35232 - Street Lighting Engineering	Temp Contract Svcs Employee, PT	21-MAY-18		NO	Tagalog
35233 - Street Lighting Maintenance	Electrical Supervisor	05-SEP-89		NO	

ORG	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
35233 - Street Lighting Maintenance	Electrician	06-JUN-16		NO	
35233 - Street Lighting Maintenance	Electrician	02-APR-12		NO	
35233 - Street Lighting Maintenance	Electrician	31-DEC-07		NO	
35233 - Street Lighting Maintenance	Electrician	15-SEP-03		NO	
35233 - Street Lighting Maintenance	Electrician Helper	02-JAN-07		NO	
35233 - Street Lighting Maintenance	Electrician Leader	15-OCT-01		NO	
35241 - Safe Streets Admin	Manager, Transportation	21-MAR-20	*	NO	
35241 - Safe Streets Admin	Temp Contract Svcs Employee, PT	15-DEC-18		NO	
35242 - Complete Streets Maintenance	Public Works Maintenance Worker	16-JAN-18		NO	
35242 - Complete Streets Maintenance	Public Works Maintenance Worker	22-OCT-94		NO	
35242 - Complete Streets Maintenance	Public Works Maintenance Worker	03-SEP-88		NO	
35242 - Complete Streets Maintenance	Public Works Supervisor I	17-MAR-14		NO	
35242 - Complete Streets Maintenance	Public Works Supervisor I	18-JAN-05		NO	
35242 - Complete Streets Maintenance	Public Works Supervisor II	18-SEP-89		NO	
35242 - Complete Streets Maintenance	Sign Maintenance Worker	03-JUN-17		NO	
35242 - Complete Streets Maintenance	Sign Maintenance Worker	06-JUL-15		NO	
35242 - Complete Streets Maintenance	Sign Maintenance Worker	02-FEB-15		NO	
35242 - Complete Streets Maintenance	Sign Maintenance Worker	24-NOV-14		NO	
35242 - Complete Streets Maintenance	Sign Maintenance Worker	08-JUL-13		NO	
35242 - Complete Streets Maintenance	Sign Maintenance Worker	14-OCT-02		NO	
35242 - Complete Streets Maintenance	Traffic Painter	10-JUN-02		NO	
35242 - Complete Streets Maintenance	Traffic Painter	08-DEC-97		NO	
35242 - Complete Streets Maintenance	Traffic Painter	21-JAN-92		NO	
35242 - Complete Streets Maintenance	Traffic Painter	26-FEB-90		NO	
35242 - Complete Streets Maintenance	Traffic Sign Maker	11-JAN-20	*	NO	
35242 - Complete Streets Maintenance	Traffic Sign Maker	08-FEB-88		NO	
35244 - Neighborhood Traffic Safety	Engineer, Assistant II (Field)	21-NOV-16		NO	
35244 - Neighborhood Traffic Safety	Engineer, Assistant II (Office)	30-NOV-19	*	NO	
35244 - Neighborhood Traffic Safety	Engineer, Assistant II (Office)	16-SEP-02		NO	
35244 - Neighborhood Traffic Safety	Engineer, Assistant II (Office)	02-JUL-01		NO	
35244 - Neighborhood Traffic Safety	Engineer, Transportation	23-SEP-17		NO	
35244 - Neighborhood Traffic Safety	Engineer, Transportation Supv	28-APR-97		NO	
35244 - Neighborhood Traffic Safety	Engineering Intern, PT	27-JUL-19	*	NO	
35244 - Neighborhood Traffic Safety	Engineering Intern, PT	01-JUL-19	*	NO	

ORG	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
35245 - Bicycle & Pedestrian Program	Spatial Data Analyst III	11-APR-16		NO	
35245 - Bicycle & Pedestrian Program	Student Trainee, PT	23-FEB-19		NO	
35245 - Bicycle & Pedestrian Program	Student Trainee, PT	15-DEC-18		NO	
35245 - Bicycle & Pedestrian Program	Transportation Planner III	19-MAR-01		NO	
35245 - Bicycle & Pedestrian Program	Transportation Planner, Senior	13-NOV-01		NO	
35246 - Major Corridor Multimodal Operatio	Electrical Supervisor	21-MAR-95		NO	
35246 - Major Corridor Multimodal Operatio	Electrician	10-NOV-14		NO	
35246 - Major Corridor Multimodal Operatio	Electrician	15-APR-13		NO	
35246 - Major Corridor Multimodal Operatio	Electrician	17-DEC-07		NO	
35246 - Major Corridor Multimodal Operatio	Electrician	31-JAN-05		NO	
35246 - Major Corridor Multimodal Operatio	Electrician	05-SEP-89		NO	
35246 - Major Corridor Multimodal Operatio	Electrician Leader	16-DEC-96		NO	
35247 - Mobility Management	Engineering Technician II (Office)	01-DEC-18		NO	
35247 - Mobility Management	Program Analyst II	18-NOV-17		NO	Self-Spanish
35247 - Mobility Management	Student Trainee, PT	01-JUL-19	*	NO	
35247 - Mobility Management	Student Trainee, PT	01-JUN-19		NO	
35247 - Mobility Management	Student Trainee, PT	01-JUN-19		NO	
35251 - ADA Programs Division	Disability Access Coordinator	07-OCT-17		NO	
35311 - Parking Management Admin	Parking Control Technician	10-DEC-13		NO	
35311 - Parking Management Admin	Project Manager II	25-MAR-13		NO	
35321 - Parking Meter Repair	Parking Meter Repair Worker	08-JUL-13		NO	
35321 - Parking Meter Repair	Parking Meter Repair Worker	17-JAN-06		NO	
35321 - Parking Meter Repair	Parking Meter Repair Worker	03-JAN-05		NO	
35321 - Parking Meter Repair	Parking Meter Repair Worker	04-MAR-02		NO	
35321 - Parking Meter Repair	Parking Meter Repair Worker	02-SEP-97		NO	
35321 - Parking Meter Repair	Parking Meter Repair Worker	26-AUG-86		NO	
35321 - Parking Meter Repair	Public Works Supervisor I	15-DEC-97		NO	
			24 new		

Department Name:  
Fiscal Year: FY2019-2020



## EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

### **I. DEPARTMENT CERTIFICATION**

Language Access Coordinator shall obtain Department Head approval before submitting the FY 2019-2020 report to Equal Access Office. Submit report via email to Equal Access Office (To: [mtam@oaklandca.gov](mailto:mtam@oaklandca.gov)) and cc Department Head in the submission email.

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

I, Darlene Flynn, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Department of Race and Equity was submitted on June 15, 2020.

Darlene Flynn, Director  
Type Name & Title

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

## II. QUANTITATIVE ASSESSMENT REPORT

### Department of Race & Equity

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Darlene Flynn	Jacque Larrainzar	Richard Luna
Title	Director	Program Analyst	Assistant City Administrator
Address	1 Frank H Ogawa Plaza, 11th Floor	1 Frank H Ogawa Plaza, 11th Floor	1 Frank H Ogawa Plaza, 3rd Floor
Phone#	510-238-3638	510-238-7657	510-238-4756
Email	<a href="mailto:Dflynn2@oaklandca.gov">Dflynn2@oaklandca.gov</a>	<a href="mailto:JLarrainzar@oaklandca.gov">JLarrainzar@oaklandca.gov</a>	<a href="mailto:RLuna@oaklandca.gov">RLuna@oaklandca.gov</a>

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

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
The Department of Race and Equity has very limited staff (3)	
Darlene Flynn- Director	
Ayanna Allen- Executive Assistant to the Director	
Jacque Larrainzar- Program Analyst III	
All staff report directly to the director	

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

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

<b>Table 4A Vital Documents List</b>			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Department one pager describing the work of the department, hours of operation	Yes	Yes	English

<b>Table 4B. Vital Documents Status Summary</b>	
Department's known vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline:	
Department brochures posted on website June 3, 2019 available online at: <a href="https://www.oaklandca.gov/documents/document-brochure">https://www.oaklandca.gov/documents/document-brochure</a>	

<b>Table 5. Multilingual Telephone Recordings</b>		
Location Description	Telephone Number	Status
1 Frank H. Ogawa Plaza 11 th Floor	510- 238-2904	Completed

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

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

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

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

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

**III. QUALITATIVE ASSESSMENT REPORT**

**A. Bilingual Public Contact Positions Assessment**

**Race and Equity**

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
3	0	0	0	NA	NA	0	NA

Goal = PCP X %

This report covers fiscal year 2019-2020 and data is reported as of June 30, 2020.

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 Race and Equity scope of work is limited to provide internal technical assistance and support to City departments and elected officials providing on how to implement a racial equity framework in their lines of business in three city-wide strategic areas:

- Eliminate systemic causes of racial disparities in City Government.
- Promote inclusion and full participation for all residents of the City.
- Reduce race-based disparities in our communities.

The department small size (3 full time positions) allows to focus our efforts in supporting Racial Equity teams in departments and technical assistance on project implementation. Resources and capacity allow for very limited engagement with the public which is mostly conducted by the director. In most cases, the hosting community organization provides translated materials and interpretation- as needed- for community members attending these events per our language access ordinance.

Although, our contact with the public is very limited on a day to day basis, department staff has been trained on how to access the language line and how to contact and request translation and interpretation services via Language Access services.

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 department did not conduct any hiring process in this reporting period. Due the impacts of COVID-19 on City revenues our department will nor hire new staff and will not conduct any programing in the community for the rest of the reporting period.

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

In 2019 we thought to provide a translated copy of the 2018 Equity Indicators Report, but the costs were prohibitive for our limited budget. We then partnered with the Racial Equity Task Force to provide Oakland residents interested in learning more about racial equity on-site interpretation in Chinese, Spanish and Vietnamese. Thanks to a generous grant from the Akonadi Foundation to the Task Force Oakland residents were able to participate in house dialogues, a year-long door knocking campaign conducted in Oakland neighborhoods impacted by racial disparities and community dinners. The effort culminated in the creation of a report to bring up the town’s equity score and a gathering in June of 2019 attended by community members that participated in this efforts and city staff from Planning and Building, Public Works, the City Administrators Office and our department.

Our Department also organized 2 events to discuss Racial Equity in the community. The Town Talks about Racial Equity offered individuals who speak languages other than English a clear way to request interpretation to attend the events although we did not get any requests to provide interpretation. We noticed members of different languages communities not covered by the City’s language access ordinance attended and assisted those who needed language interpretation at the events. The languages represented were Arabic and Maam.

Due to COVID-19 and the SIP orders our department canceled all the public facing events we had planned for 2020 and we are not conduct any public facing activities until further notice.

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 received a refresher training on how to access the language line, how to assist individuals to file a Language Access complaint and received a Language Access Card with instructions to provide interpretation by phone, as needed. Language Access compliance poster were updated and posted at visible locations in our office location and a new phone line for the public was set up with recorded messages in Chinese, English 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.

Public notices are posted at the elevator exit at the east and west sides of the shared waiting area at 1 Frank Ogawa Plaza, 11<sup>th</sup> floor and in our floor conference room and brochures with instructions on how to file a Language Access complaint are provided by the West side elevator in our office.

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%. Following the recommendation of Language Access staff, the department created a brochure describing the work of the department, hours of operation and how to contact us. The brochure can be accessed via the department’s website which is the main form of

communication with the public. Our mission and scope of work is readily available to the public [here](#).

Content in our website, can be translated in nine languages including Chinese and Spanish using a google translate button at the top right corner of the page.

The department has identified only one vital document for translation at this point. The document is a brochure that has been translated in Chinese, Spanish and English and is available at our website. We also provide a printed copy if requested at no cost to the public. The document provides Oaklanders that speak a language other than English the same information we provide to English speakers regarding our work, ours of operation and how to contact us.

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

As COVID-19 started to impact Oakland, department staff joined a communications workgroup to support planning and communications for the Limited English Speaking communities in Oakland. The group device a plan to create and distribute information to these communities. As part of our supporting role in this effort staff has provided assistance to the Digital Service Division of the City Administrator Communications Office.

Our department also provided technical assistance to Alameda County so the impact of COVID-19 could be better tracked in Oakland. The resulting data board allowed the City to better understand the impacts of COVID-19 in the Spanish speaking community and in Oakland zip codes with large populations of non- English speakers allowing us to provide a better response: Provide free testing in these areas, PPE and information on services needed by these communities to maintain housing and food security, access to health and behavioral services and other supports. The department is also providing support to the COVID-19 Racial Disparities Task Force to respond to the disparate impacts of the virus among people of color, particularly blacks, Latino, Asian and Native American residents, including those experiencing poverty, immigrants, elderly people and people with disabilities and those who speak languages other than English.

### **C. Multilingual Telephone Messages Assessment**

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

In 2019, the department set up a public facing number, created a script in Chinese, English and Spanish for a recorded message and recorded messages in Chinese Spanish and English with hours of operation, and instructions on how to leave a message.

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

1. 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.

Per our Language Access Ordinance the Department of Race and Equity provides information to the public and to low English proficiency communities regarding the language assistance services available free of charge and the process to file a complaint regarding access to these services.

We also provide an online brochure in Chinese, English and Spanish with information about our mission vision and strategic goals, hour of operation and how to contact the department via phone, or email. The brochure is free online, and we offer free printed copies by request-budget permitting. Due to our limited staffing and location walk-ins in our offices are very rare and staff are trained and equity to provide on -site interpretation via the language line or by appointment provided they notify us with 48 hours, so we can make the appropriate arrangements to provide an interpreter. Staff has been trained and instructed in how to comply with ordinance requirements.

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

Language Access as a key component of our model for Inclusive Outreach and Engagement. We support the City's efforts by providing information about how to access and facilitate access to language services by providing information relevant to language access as part of the City of Oakland Advancing Racial Equity Academy. In our work with other City departments we advocate for the use of trained and local interpreters and translators for our required languages and support departments in working with local organizations serving LES in Oakland so their members can have access to information about projects and services that impact their daily lives and encourage them to partner with trusted community-based organizations to understand what culturally responsive customer service looks like for a particular language community and to share resources within and across departments. We are also part of a city-wide effort to better coordinate inclusive engagement across city departments and offer needed training to our staff so they in turn are better able to respond to the very complex and changing needs of LES communities in Oakland.

3. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services?  
None for these reporting period.

### **E. Action Plan**

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

We will continue to provide support to the City's COVID-19 response to make sure Oakland residents who speak languages other than English have the information they need to access testing, PPE and other services needed to stay well and healthy.

Our department is committed to make sure that language access is an essential piece in our engagement and outreach efforts to implement Racial Equity across departments and we will continue to work with Language Access to improve the City's inclusion of LES residents.

Due to COVID-19 and the SIP we do not plan to conduct any public events or outreach until further notice.

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

Department Name:  
Fiscal Year: FY2019-2020

plan. Public notices are posted at the elevator exit at the east and west sides of the shared waiting area at 1 Frank Ogawa Plaza, 11<sup>th</sup> floor and in our floor conference room.

Our Compliance plan can be accessed via the City's webpage.



Department Name:  
Fiscal Year: FY2019-2020



## EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

### **I. DEPARTMENT CERTIFICATION**

Language Access Coordinator shall obtain Department Head approval before submitting the FY 2019-2020 report to Equal Access Office. Submit report via email to Equal Access Office (To: [mtam@oaklandca.gov](mailto:mtam@oaklandca.gov)) and cc Department Head in the submission email.

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

I, Guillermo Cespedes, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Department of Violence Prevention was submitted on 6/30/2020.

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Guillermo Cespedes  
Chief of Violence Prevention

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

## II. QUANTITATIVE ASSESSMENT REPORT

### DVP

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Guillermo Cespedes	Peter Kim	Peter Kim
Title	Chief of Violence Prevention	Manager (Oakland Unite/HSD)	Manager (Oakland Unite/HSD)
Address	150 Frank Ogawa Plaza, 4 <sup>th</sup> floor	150 Frank Ogawa Plaza, 4 <sup>th</sup> floor	150 Frank Ogawa Plaza, 4 <sup>th</sup> floor
Phone#	510-238-2916	510-238-2916	510-238-2916
Email	gcespedes@oaklandca.gov	gcespedes@oaklandca.gov	gcespedes@oaklandca.gov

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

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Chief of Violence Prevention (Director) – filled 9/23/19	
Deputy Chief of Violence Prevention – filled 6/29/20	
Executive Assistant – not filled	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Description: The Dept of Violence Prevention is currently structured to house the three positions described above. The permanent Chief of Violence Prevention began on 9/23/19, and the Deputy Chief very recently began 6/29/20. The Executive Assistant is currently under recruitment and selection, and is expected to be hired early in the next fiscal year. Also in the new fiscal year, staff working in violence prevention (Oakland Unite division) will transition out of HSD and into DVP effective 7/1/20.	

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

<b>Table 4A Vital Documents List</b>			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
N/A			

<b>Table 4B. Vital Documents Status Summary</b>	
Department's known vital documents translated into Spanish and Chinese?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No – Please describe below
Action Plan & Timeline: New vital documents have not yet been developed, as violence prevention services will be officially transitioned into the Department July 1, 2020. However, older vital documents pertaining to violence prevention work conducted via Oakland Unite division of HSD are translated.	

<b>Table 5. Multilingual Telephone Recordings</b>		
Location Description	Telephone Number	Status
Chief of Violence Prevention	510-238-2916	in process
Deputy of Violence Prevention	TBD	In process

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

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

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

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

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

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

#### **A. Bilingual Public Contact Positions Assessment**

**Department  
 Name:**

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
2	2	0	1	Yes	0	0	Yes

Goal = PCP X %

This report covers fiscal year 2019-2020 and data is reported as of June 30, 2020.

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 permanent DVP Chief of Violence Prevention began his tenure on 9/23/19 and the Deputy Chief began hers on 6/29/20. During this fiscal year, strategic planning was conducted to transfer all violence prevention services, programming and staff under the auspices of DVP beginning 7/1/20. However, much work has been done in assessing the needs of priority populations most impacted by violence in Oakland, including the critical importance of addressing access to and engagement with African American and Spanish-speaking communities in neighborhoods hit hardest by gun violence, sex trafficking, domestic violence and COVID infection.

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 the recruitment and selection of the permanent Chief position, language capacity and cultural competency were among the criteria considered. Chief Guillermo Cespedes is bilingual in Spanish and English.

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

The DVP has engaged with other City oversight bodies (City Council, Safety and Services Oversight Commission, Police Commission, Community Policing Advisory Board), Department of Human Services, Police Department, Department of Transportation and the Department of Race and Equity around developing shared guiding principles of racial equity to inform how the City tracks outcomes and assesses success of their violence prevention and public safety efforts. This is an on-going project.

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 DVP is committed to serving the needs of those who are most impacted by violence and trauma in Oakland. This target population is disproportionately represented by African American and Latino residents and other communities of color. All services, interventions and policies of the DVP will be specifically designed with the needs of these residents in mind, especially in terms of racial equity and access.

## **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.

Currently, the Chief’s personal office is in 150 Frank Ogawa Plaza, 4<sup>th</sup> floor and the City Administrator is currently exploring securing permanent physical space for DVP. Once we are able to secure dedicated space for the DVP that includes a public reception area, we will post all required notices in the necessary and appropriate languages.

In addition, once the DVP has a website designed and in place, a notice of availability of language access will be posted there, as well.

In the meantime, the Manager and staff of Oakland Unite (who perform violence prevention duties and manage violence prevention contracts, and will formally transition into DVP on 7/1/20) are in the Human Services Department (150 Frank Ogawa Plaza, Suite 4340) on the same floor as the DVP Chief’s office, and HSD has all required notices posted in public reception areas.

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 DVP is currently planning a public roll-out of the department and its services that will include the creation of communication materials, programs literature and other vital documents. We will be sure all vital documents produced pertaining to the DVP and disseminated to the public will be translated. In the meantime, Oakland Unite has already translated the public materials and vital documents pertaining to its violence prevention efforts.

3. Did the Department translate any other written documents in the reporting period 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).

The Chief and Deputy Chief will work on scheduling time with the Equal Access Office to translate an outgoing phone message for their voice mails.

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

1. 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.

Administrative Instruction 145 is the policy to follow.

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

Strategic planning and implementation are currently underway to further develop and refine the DVP's vision, priorities and goals. As the public is invited to participate in those efforts, and as services/programming is made available, the Chief will work with EAO to ensure that bilingual communities know how to access translation services.

3. 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 to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.

The DVP Is committed to serving the needs of those who are most impacted by violence and trauma in Oakland. This target population is disproportionately represented by African American and Latino residents and other communities of color. All services, interventions and policies of the DVP will be specifically designed with the needs of these residents in mind, especially in terms of racial equity and access.

The DVP will meet with EAO during the next fiscal year to familiarize staff and leadership with requirements for fair and equal access, conduct a thorough review on compliance items, attend all necessary and appropriate trainings, and ensure that the DVP fulfills the mandated actions for compliance.

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.

Currently, the Chief's personal office is in 150 Frank Ogawa Plaza, 4<sup>th</sup> floor and the City Administrator is currently exploring securing permanent physical space for DVP. Once we are able to secure dedicated space for the DVP that includes a public reception area, we will post all required notices in the necessary and appropriate languages.

Department Name:  
Fiscal Year: FY2019-2020

In addition, once the DVP has a website designed and in place, a notice of availability of language access will be posted there, as well.

In the meantime, the Manager and staff of Oakland Unite (who perform violence prevention duties and manage violence prevention contracts, and will formally transition into DVP on 7/1/20) are in the Human Services Department (150 Frank Ogawa Plaza, Suite 4340) on the same floor as the DVP Chief's office, and HSD has all required notices posted in public reception areas.

ORG#	LOCATION	JOB_CLASS	FTE	HIRE_DATE	NEW	EMP_NAME	PCP	Language
70111	150 Frank Ogawa Plaza 4th floor	Chief	1	9/23/2019	*	Guillermo Cespedes	Yes	Spanish
70111	150 Frank Ogawa Plaza 4th floor	Deputy Chief	1	6/29/2020	*	Sarai Crane	Yes	

Department Name: Economic and Workforce Development Department  
Fiscal Year: FY2019-2020



## EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

### I. DEPARTMENT CERTIFICATION

Language Access Coordinator shall obtain Department Head approval before submitting the FY 2019-2020 report to Equal Access Office. Submit report via email to Equal Access Office (To: [mtam@oaklandca.gov](mailto:mtam@oaklandca.gov)) and cc Department Head in the submission email.

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

I, Alexa Jeffress, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Economic and Workforce Development Department was submitted on June 15, 2020.

A handwritten signature in blue ink, appearing to read "Alexa Jeffress", written over a horizontal line.

Type Name & Title  
Alexa Jeffress, Director, EWDD

Department Name:  
Fiscal Year: FY2019-2020

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

## II. QUANTITATIVE ASSESSMENT REPORT

### Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Alexa Jeffress	Gladylen Flores	Gladylen Flores
Title	Director	Management Assistant	Management Assistant
Address	250 Frank H Ogawa Plaza, Suite 5313 Oakland, CA 94612	250 Frank H Ogawa Plaza, Suite 5313 Oakland, CA 94612	250 Frank H Ogawa Plaza, Suite 5313 Oakland, CA 94612
Phone#	(510) 238-3653	(510) 238-3852	(510) 238-3852
Email	AJeffress@oaklandca.gov	GFlores@oaklandca.gov	GFlores@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	49.70		New Hires	5	
Public Contact Positions (PCP)	6.5	100%	New PCP Hires	0	100%
PCP With Spanish Language Skill	1	15.38 %	New PCP Hires with SP Skill	0	%
PCP With Chinese Language Skill	1	15.38 %	New PCP Hires with CH Skill	0	%

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Administration	
Business Development (Economic Development)	
Cultural Affairs	
Oakland Army Base Redevelopment	
Public/Private Development (Project Implementation)	
Real Estate Asset Management	
Workforce Development	

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

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

Department Name:  
 Fiscal Year: FY2019-2020

<b>Table 4A Vital Documents List</b>			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Apply for Grants	Yes	Yes	
Availability of Small Business Emergency Grants	Yes	Yes	Vietnamese
Available Business Resources	Yes	Yes	Vietnamese, Arabic
BRT Outreach Flyer	Yes	Yes	Vietnamese
Business Assistance Center	Yes	Yes	
Business Damage Survey	Yes	Yes	Vietnamese, Arabic, Korean
Business Re-opening & Recovery Survey	Yes	Yes	Vietnamese, Arabic
COVID-19 Art Business information Letter	Yes	Yes	Vietnamese
COVID-19 Business & Nonprofit Impact Data Survey	Yes	Yes	Vietnamese, Arabic
COVID-19 Business Assistance Center (and updates)	Yes	Yes	Vietnamese
COVID-19 Business Community of Flex Streets	Yes	Yes	Vietnamese, Arabic
COVID-19 Business Survey Reopening	Yes	Yes	Vietnamese, Arabic
COVID-19 Email updates to Small Business	Yes	Yes	Vietnamese, Arabic
COVID-19 Eviction Moratorium Business Tax insert	Yes	Yes	Vietnamese
COVID-19 Flex Street Survey			Korean
COVID-19 Flex Street Traffic Land Survey and card	Yes	Yes	Vietnamese
COVID-19 Information about Taxes	Yes	Yes	Vietnamese
COVID-19 Key Business Resources	Yes	Yes	Vietnamese
COVID-19 Press Release - Small Business Emergency Grant	Yes	Yes	Vietnamese
COVID-19 Small Business Grants – updates	Yes		
COVID-19 Small Business Emergency Grant	Yes	Yes	Vietnamese
COVID-19 Small Business Grant Decline Email	Yes	Yes	Vietnamese
COVID-19 Small Business Help	Yes	Yes	Vietnamese
Disability Access Workshop	Yes	Yes	
Façade and Tenant Improvement	Yes	Yes	
Flex Streets Initiative Survey	Yes	Yes	Korean, Vietnamese
Key Business Resources – EWDD Update (10 issues)	Yes	Yes	Vietnamese, Arabic
Minimum Wage Postcards, Employer Resource Sheet and Notification Posters	Yes	Yes	Vietnamese
Minimum Wage Workshop Flyer and On-Site Interpretation	Yes	Yes	
Oakland At-A-Glance Fact Sheet	Yes	Yes	
Opportunity Zone Community Meetings postcard, registration form and post-event survey	Yes	Yes	Vietnamese
Order Summary and Business Roster	Yes	Yes	Vietnamese, Arabic
Relief funds to support individual artists and art workers	Yes	Yes	Vietnamese
Social media communication (and updates)	Yes	Yes	Vietnamese
Small Business Frequently Asked Questions	Yes	Yes	Vietnamese, Arabic
Updates – Bart route	Yes	Yes	Vietnamese
Walking Tours Program Brochure	Yes	Yes	
What to do if your business was vandalized	Yes	Yes	Vietnamese, Arabic

Department Name:  
 Fiscal Year: FY2019-2020

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

<b>Table 5. Multilingual Telephone Recordings</b>		
Location Description	Telephone Number	Status
Business Assistance Center, 270 Frank H. Ogawa Plaza, Oakland, CA	510-238-7952	In Compliance
Economic Development, 250 Frank H. Ogawa Plaza, Oakland CA	510-238-3627	In Compliance

<b>Table 6. Analysis by Community Based Service Locations</b>				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
Table does not apply to the Economic & Workforce Development Department								

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

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

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

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

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

#### **A. Bilingual Public Contact Positions Assessment**

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

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
49.70	6.5	(11%) 0.7	1	Yes	(5%) 0.3	1	Yes

Goal = PCP X %

This report covers fiscal year 2019-2020 and data is reported as of June 30, 2020.

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 Business Assistance Center (BAC) provides direct public contact to entrepreneurs and business owners looking to start or grow a company. In addition to select materials being available in Spanish and Chinese, the BAC uses International Contact Inc. On-Call Interpretation when an on-site client visit requires language interpretation.

Through our partnerships with local business service organizations such as the Alameda County Small Business Development Center, AnewAmerica, Mason Tillman, Unity Council, Lawyer’s Committee for Civil Rights and others, the BAC provides technical assistance support to clients who are Limited English Speakers.

The Economic & Workforce Development Department (EWDD) strives to inform the public of all the rapid changing events that affects the Oakland community and business. In the rise of COVID-19, small businesses have been greatly affected. The Business Development Division (Biz Dev) posts Key Business Resources every week, with information translated to Spanish, Chinese, Vietnamese and Arabic. In addition, Biz Dev also reached out to business owners and seek out assistance from bilingual staff to assist in calling those who are non-English speakers.

With the recent social unrest, the department also have sent out information regarding resources for small business, also translated in Spanish and Chinese. As new pertinent information is made available, EWDD strives to have them translated in other language(s).

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 order to encourage a pool of qualified bilingual applicants, all job postings are advertised to LES communities to increase participation of bilingual applicants in competitive recruitments.

With the growth of the Vietnamese and Arabic population and business owners, the department certified a bilingual employee in Vietnamese this fiscal year. Another employee is scheduled for Vietnamese bilingual test as soon as the on-site testing has become available.

EWDD continues to update internal list of bilingual staff, both City-certified and self-identified bilingual employees. A self-identified Tagalog-bilingual staff hired in the middle of this fiscal year. Susana Villarreal, a Spanish-bilingual, is being funded by Housing and Community

Development but currently reporting to EWDD. She is located at the Business Assistance Center.

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

Extensive outreach along International Blvd. where several businesses with owners who are Spanish speaking have received comprehensive support through the City’s BRT Business Support Services program technical assistance partners, AnewAmerica and Mason Tillman. Case work has ranged from assisting with marketing and business plans to helping one firm purchase their own building. With the help of bilingual staff, Vietnamese-speaking business owners also avail of the assistance they needed to the application process.

The City established Oakland COVID-19 Relief Fund to help small businesses greatly affected by the impacts of pandemic. The Economic & Workforce Development Department (EWDD) and Working solutions did a targeted outreach to businesses who qualify, especially to business owners who are people of color, non-English speakers, immigrants and of other vulnerable populations.

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 the City’s new website offering information in multiple languages via an embedded Google Translate, two helpful tools for business owners are available in Chinese and Spanish. The [Zoning Check tool](#) can quickly inform users if their business venture is allowable at a particular location, while the [Business Permitting tool](#) walks users through a series of questions to help them learn what types of City licenses and permits are required, and how much the related fees would be. Outreach materials in multiple languages were printed for the launch and continue to be used to promote these resources.

## **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.

EWD posts public notices in public areas and submits printing requests to Equal Access to review for outreach materials. EWD programs include Business Development, Army Base, Cultural Affairs, Public/Private Development, Real Estate Asset Management, and Workforce. EWD continues to work closely 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 the BAC. EWD’s locations where these notices are posted are almost all shared with other departments and include:

- Business Assistance Center, 270 Frank H. Ogawa Plaza
- 250 Frank H. Ogawa Plaza, 3<sup>rd</sup> Floor (Business Development and Workforce)
- 250 Frank H. Ogawa Plaza, 4<sup>th</sup> Floor (Real Estate Asset Management)
- 250 Frank H. Ogawa Plaza, 5<sup>th</sup> Floor (Public/Private Development)

- 1 Frank H. Ogawa Plaza, 9<sup>th</sup> Floor (Cultural Affairs / Special Events / Film / Walking Tours)
- 1 Frank H. Ogawa Plaza, 11<sup>th</sup> Floor (Oakland Army Base)

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 in EWD are translated into the threshold languages, and frequently Vietnamese as well. A few documents were translated in Arabic as well. These translated vital documents are provided as handouts at various events, as well as being made available on the City website.

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

No; all the written documents translated are included on the Vital Documents List.

### **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 reception area for Business Development in the BAC offers multilingual interpretation on the main line: 510-238-7952.

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

1. 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 outreach material requiring translation from English to Spanish and Chinese is evaluated by Equal Access to ensure compliance.

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

Generally, EWDD does outreach to LES communities. Specifically, the BAC offers a variety of events, seminars, workshops, and activities including the 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 – over 50 business development and financing business providers (BSO), ethnic newspapers, press releases, town halls, ethnic chambers, etc. EWD provides information in Chinese, Spanish, and often Vietnamese.

3. 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 to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.  
  
EWDD plans to continue collaborating with Equal Access on all printed documents for program work, in addition to providing bilingual/translated materials for handouts, workshops, clinics, and presentations. On-site translation services will continue to be provided as needed through the phone line 510-238-7952.
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.

In the Business Assistance Center, there is a language list placard displayed at the front desk along with postings regarding available language access. In the pamphlets and brochures display, there are also pamphlets and brochures in Spanish and Chinese. The EWD Annual Compliance plan will also continue to be posted on our website. Furthermore, Equal Access flyers are posted as documented in Section B of this report.

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	POSITION_NO	FTE	HIRE_DATE	NEW	EMP_NAME	PCP	LANG
85111 - Admin: Economic & Workforce Development	250 FRANK H. OGAWA PLAZA, 3RD FL	Administrative Services Manager II	39770.31071	1	07-NOV-05		Mak, Kenton	NO	Chinese
85111 - Admin: Economic & Workforce Development	250 FRANK H. OGAWA PLAZA, 3RD FL	Director of Econ & Workfrce Dev	35757.34277	1	20-APR-19		Jeffress, Alexandra Valentina	NO	
85111 - Admin: Economic & Workforce Development	One Frank Ogawa Plaza	Exec Asst to the Director	40128.40128	1	26-FEB-18		Perry, Rebecca Lee	NO	
85111 - Admin: Economic & Workforce Development	One Frank Ogawa Plaza	Management Assistant	39310.30591	1	10-APR-06	* 11/30/2019	Flores, Gladylen	NO	Tagalog/Filipino
85221 - Project Implementation: Staffing	250 Frank H. Ogawa Plaza	Administrative Assistant I	35727.15841	1	09-APR-01		Griffin, Deborah Ann	NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Development/Redevelopment Pgrm MGR	35729.28277	1	30-APR-90		Gallegos, Larry A	NO	Spanish
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Development/Redevelopment Pgrm MGR	35730.25037	1	24-APR-89		Hillmer, Jens	NO	German
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	42538.42538	0	02-NOV-19	*	Lane, Patrick S	NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Urban Econ Analyst IV-Proj PPT	42196.38638	0.6	03-AUG-15		Lang, Janice S	NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Urban Economic Analyst I	36367.36367	1	23-SEP-17		Wolinsky, Brandon Ashatti	NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Urban Economic Analyst II	35737.32708	1	12-AUG-17		Le, David	NO	Vietnamese
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Urban Economic Analyst III	35741.28527	1	20-SEP-00		Kendall, Brian	NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Urban Economic Analyst III (PPT)	39143.39143	1	10-APR-17		Parikh, Rupa Indravadan	NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Urban Economic Analyst IV, Projects	35744.124	1	11-FEB-08		Li, Hui-Chang	NO	Chinese
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Urban Economic Analyst IV, Projects	36239.36239	1	01-MAR-05		Rogers, Kimani O	NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Urban Economic Analyst IV, Projects	35743.13741	1	27-OCT-88		Durney, George C	NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Urban Economic Coordinator	35746.3827	1	24-NOV-14		Lopez, Theresa Maria	NO	Spanish
85231 - Real Estate	250 Frank Ogawa Plaza	Account Clerk III	41755.41755	1	29-JUN-19		Tran, Vy Thi Hoai	NO	Vietnamese
85231 - Real Estate	250 Frank Ogawa Plaza	Manager, Real Property Asset	35751.33647	1	11-JAN-20	*	Moriarty, Brendan Robert	NO	
85231 - Real Estate	250 FRANK H. OGAWA PLAZA, 3RD FL	Real Estate Agent	35748.5	1	15-JUN-19		Schober, Frank Christopher	NO	
85231 - Real Estate	250 Frank Ogawa Plaza	Real Estate Agent	37650.36628	1	10-OCT-16		Su, Jinnhua	YES	Spanish, Chinese
85231 - Real Estate	250 Frank H. Ogawa Plaza	Real Estate Agent	35749.5637	1	06-JAN-14		Nguyen, Thang Huy	NO	Vietnamese
85231 - Real Estate	250 FRANK H. OGAWA PLAZA	Real Estate Agent	35750.19656	1	06-OCT-10		Reese, Anthony James	NO	
85244 - Oakland Army Base Redevelopment	250 Frank Ogawa Plaza	Project Manager	37684.33787	1	27-JUL-98		Monetta, John G	NO	
85311 - Workforce Development	250 FRANK H. OGAWA PLAZA, SUITE 3315	Program Analyst II	35761.14754	1	30-DEC-17		Gutierrez, Christina Danielle	NO	
85311 - Workforce Development	250 FRANK H. OGAWA PLAZA, SUITE 3315	Program Analyst II	35760.19926	1	29-FEB-16		Hudson, Enjema Diane	NO	
85311 - Workforce Development	250 FRANK H. OGAWA PLAZA, 3RD FL	Program Analyst II	35762.33785	1	09-DEC-13		Walker, Tamara	NO	
85311 - Workforce Development	250 FRANK H. OGAWA PLAZA, 3RD FL	Program Analyst III	35763.33784	1	28-MAR-16		Dial, Lazandra Michelle	NO	
85311 - Workforce Development	250 Frank Ogawa Plaza	Program Analyst III	42493.35949	1	30-JUL-12		Lindsay, Honorata Marie	NO	
85411 - Economic Development	250 Frank Ogawa Plaza	Deputy Director, Econ/Work Dev	40129.40129	1	20-OCT-18		Hinkle, Micah Pradip	NO	
85411 - Economic Development	250 Frank Ogawa Plaza	Marketing Program Coordinator	40721.40721	1	04-AUG-03		Hamilton, Harry J.	YES	
85411 - Economic Development	250 Frank Ogawa Plaza	Special Assistant to the Mayor III	42508.42508	0	04-MAR-13		Kahn, Kelley M.	YES	
85411 - Economic Development	250 Frank Ogawa Plaza	Urban Econ Analyst IV-Proj PPT	41738.41738	0.6	14-APR-14		Raya, Marisa Earl Berardesca	NO	
85411 - Economic Development	270 Frank Ogawa Plaza	Urban Economic Analyst II	41532.30051	1	01-MAY-06		Thomas, Juno C	NO	
85411 - Economic Development	250 Frank H. Ogawa Plaza	Urban Economic Analyst III	35769.689	1	15-JUL-17		Simundza, Eric Paul	NO	
85411 - Economic Development	250 FRANK H. OGAWA PLAZA, 3RD FL	Urban Economic Analyst III	35770.14816	1	04-JAN-00		Williams, Keira L	NO	
85411 - Economic Development	250 FRANK H. OGAWA PLAZA, 3RD FL	Urban Economic Analyst IV, Projects	35772.11872	1	16-MAY-94		Rocha, Maria V	NO	
85511 - Cultural Arts & Marketing	One Frank Ogawa Plaza	Program Analyst I	40507.40507	1	17-NOV-18		Balram, Neha Chanchala	YES	Hindi
85511 - Cultural Arts & Marketing	250 Frank H. Ogawa Plaza	Program Analyst II, PPT	35776.17479	0.5	05-JAN-98		Allen, Annalee M	YES	
85511 - Cultural Arts & Marketing	One Frank Ogawa Plaza	Program Analyst III	36098.33686	1	17-OCT-11		Pate-Pearson, Denise L.	NO	
85511 - Cultural Arts & Marketing	250 Frank H. Ogawa Plaza	Special Events Coordinator	35778.3649	1	13-NOV-01		MacIrvine, James A	Yes	
85511 - Cultural Arts & Marketing	One Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	42362.42362	0	13-JUL-19	*	Duhon-Kelley, Coco Lelah	NO	
85511 - Cultural Arts & Marketing	One Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	39397.39397	0	17-JUN-17		Kidder, Sarah Edith	NO	
85521 - Public Art	One Frank Ogawa Plaza	Manager, Cultural Affairs	38501.38501	1	12-SEP-16		Bedoya, Roberto Eligio	YES	Spanish
85521 - Public Art	One Frank Ogawa Plaza	Program Analyst III	41873.1213	1	27-JUN-05		Zaremba, Kristen White	NO	
Housing and Community Development funded	270 Frank Ogawa Plaza	Employment Services Supervisor		1			Villarreal, Susana	YES	Spanish

Department Name:  
Fiscal Year: FY2019-2020



EQUAL ACCESS ORDINANCE  
ANNUAL COMPLIANCE PLAN

**I. DEPARTMENT CERTIFICATION**

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

I, Adam Benson, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Department of Finance was submitted on June 15, 2020.

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Adam Benson, Director of Finance

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

**II. QUANTITATIVE ASSESSMENT REPORT**

**Department Name:**

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Adam Benson	Shahla Azimi	Shahla Azimi
Title	Director of Finance	Revenue Analyst	Revenue Analyst
Address	150 Frank H. Ogawa Plaza	150 Frank H. Ogawa Plaza	150 Frank H. Ogawa Plaza
Phone#	(510) 238-2026	(510)238-2972	(510) 238-2972
Email	<a href="mailto:ABenson@oaklandca.gov">ABenson@oaklandca.gov</a>	<a href="mailto:sazimi@oaklandca.gov">sazimi@oaklandca.gov</a>	<a href="mailto:sazimi@Oaklandca.gov">sazimi@Oaklandca.gov</a>

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	149		New Hires		
Public Contact Positions (PCP)	50	100%	New PCP Hires	8	100%
PCP With Spanish Language Skill	8	11%	New PCP Hire Spanish Language Skill	1	100%
PCP With Chinese Language Skill	4	8.33 %			

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Department	Revenue Administration
Bureaus	Audit Unit
Units	Business License Customer Service and Tax Compliance Units
	Citywide Collections Unit
Budget/Controller (Accounting & Purchasing) and Treasury (Treasury Admin. & Payroll)	Citywide Liens Unit
<i>Note: The above Bureaus have no public contacts</i>	Parking Citation Assistance Center Unit
Parking Meter Collectors are not PCPs.	Parking Meter Collections Unit

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

Table 3C. Department Organization Structure - Super PCP Unit Reporting			
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.		
Super PCP Unit	Language Goal FTE		Actual FTE
Business Tax	SP= 1	CH = 1	SP=4 CH =1
Parking Citation Assistance Center	SP= 1	CH = 1	SP= 1 CH =1
	SP=	CH =	SP= CH =
	SP=	CH =	SP= CH =

<b>Table 4A Vital Documents List</b>			
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	
Sugar Sweetened Beverage Tax Documents (FAQ's)	Yes	Yes	
AB503 (FAQ's)	Yes	Yes	
Parking Assistance Payment Plan Instructions	Yes	Yes	
All sections of the Bureau have instructional brochures and information flyers	Yes	Yes	
In all LES languages, including Vietnamese.	Yes	Yes	
Measure X Outreach	Yes	Yes	
Online Renewal	Yes	Yes	
Business Tax Brochure	Yes	Yes	
Business Tax Renewal Postcard	Yes	Yes	
Citywide Liens Brochure	Yes	Yes	

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

<b>Table 5. Multilingual Telephone Recordings</b>		
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

<b>Table 6. Analysis by Community Based Service Locations</b>							
N/A							

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

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

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

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

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

#### **A. Bilingual Public Contact Positions Assessment**

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
149	50	11%	8	Yes	5%	4	Yes

Goal = PCP X %

This report covers fiscal year 2019-2020 and data is reported as of June 30, 2020.

- 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 Department has a total of 149 FTE positions and 51 of these positions are Public Contact Positions (PCPs) within the following units of the Revenue Management Bureau (RMB):

- Audit
- Business Tax Customer Service
- Citywide Collections
- Citywide Liens
- Parking Citation Assistance Center (PCAC); and
- Tax Compliance

The Revenue Management Bureau within the Finance Department has a total of eight (8)<sup>1</sup> bilingual Spanish and four (4) bilingual Chinese speakers.

The Bureau, meets the percentage requirements of Equal Access Ordinance (EAO). It has sufficient number of bilingual (Chinese and Spanish) speaking employees to provide adequate services to the Limited English Speaking (LES) persons during the regular business hours. We continue to strive to provide the necessary services to all members of the community including the LES community.

As opportunities arrive to fill vacancies, the department prioritizes bilingual needs. Additionally, we have a VRI (virtual remote interpreter) for people who need assistance in American Sign Language.

To ensure Finance Department comply with the Equal Access Office (EAO) Services Ordinance, we’ve made concentrated efforts to enhance the multilingual services within the RMB in the past years. We’ve completed the multilingual telephone messages and is now

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<sup>1</sup> Five (5) of the bilingual Spanish speaking employees are PCPs and three (3) positions are not PCPs.

available for service to the LES communities. Combined with the multilingual telephone messages, translation services, and the level of bilingual staff in the Department, the department maintains and provides multilingual services to all its citizens and to those with multilingual service needs in Chinese, Spanish, and Vietnamese. We've also utilized the bilingual services provided by the Equal Access Office for additional support and services.

**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 uses Human Resources Management (HRM) Department data to determine if there is a selective certification recruitment for positions with bilingual requirements. As a department, we ensure that we meet the bilingual PCP goal set by the Equal Access. As vacancies arise, recruitment efforts focus on obtaining highly qualified bilingual candidates to ensure greater access to LES Oakland residents. The Finance Department regularly confers 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. With the assistance of HRM, the department posts and advertises in publications and papers geared toward these communities.

**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, the Finance Department has been working closely with the Equal Access Office to ensure up-to-date materials are made available to the public. The department completed the translation of all vital documents for public facing of units and is monitoring the success of these translations to determine if there are any documents needing further translation. As the department develops and implements new programs, we immediately request that our frequently Asked Questions (FAQs) be translated by Equal Access Office.

In addition, the department has established an outreach program to go out into the community to inform the public of what the department does and assists them with explaining and paying the business taxes due to the City. The department provides the public with instructional brochures, which have also been translated into the threshold languages of Chinese and Spanish.

As part of an ongoing effort, the Finance Department has been working closely with the Equal Access Office to ensure up-to-date materials are made available to the public. As pointed out earlier, we also have a VRI (virtual remote interpreter) for people who need assistance in American Sign Language.

The department completed the translation of all vital documents for public facing units and is monitoring the success of these translations to determine if there are any documents needing further translation. As the department develops and implements new programs, we immediately request that our frequently Asked Questions (FAQs) be translated by Equal Access Office.

In addition, the department has established an outreach program to go out into the community to inform the public of what the department does and assists them with explaining and paying the business taxes due to the City. The department also provides the public with instructional brochures, which have also been translated into the threshold languages of Chinese and Spanish.

**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 department. In addition, recorded telephone translated messages in the Business Tax and Parking Citation Assistance Center provide basic information in English, Chinese, and Spanish to bilingual speakers. And, the calls are routed to appropriate bilingual staff for further assistance. In PCAC, the Interactive Voice Response (IVR) system provides thorough instructions in English, Chinese, and Spanish 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's plans for the next 12 months to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.**

The Department has a few PCP vacancies to fill that will be selectively certified to ensure we further meet the needs of the LES community. The department will continue to communicate with the Equal Access Office on a regular basis to ensure the updated materials from Equal Access are shared with our departmental staff. Furthermore, we will continue to evaluate this process on an on-going basis to enhance our services to ensure equal and fair access to all members of the community. The department meets the percentage requirement for bilingual staffing, and the goal is to hire additional PCP bilingual employees to enhance our community outreach and bilingual services even further.

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

- Next to the phone at the entrance door of 150 Frank H. Ogawa Plaza Suite 5342.
- At our customer service lobby of 150 Frank H. Ogawa Plaza, Suite 5342. These notices are visible at each service station.
- 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?**

The Revenue Management Bureau has translated 100% of its vital documents into threshold languages (Chinese and Spanish). Some forms are even translated in Vietnamese language.

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

Yes, we have translated some documents into Chinese and Spanish that had been submitted for translations to better serve the LES community. Finance Department has translated community informational documents to inform the community of what the department 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 Finance Department 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 units such as: Business Tax, Citywide Collections, Citywide Liens and Parking Citation Assistance Center. In prior year, with the Department of Information Technology (IT) assistance, we have completed updating the Citywide Collections telephone lines with recorded telephonic messages to provide the basic and necessary information in English, Chinese, and Spanish.

In addition to the department's IVR system, to improve the response time for either face-to-face or telephone service, the department is implementing dedicated phone lines for citizen inquiries, where citizens can select English, Spanish, Cantonese, or Mandarin and leave messages in one of these languages. A bilingual staff will promptly return the citizen's call to provide the necessary services in the desired threshold languages (Chinese and Spanish).

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

**1. *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 Finance Department 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.

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

The Finance Department 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. Additionally, staff goes in the community to inform the citizens of the services provided by Finance – Revenue Management Bureau.

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

No, we did not receive any complaints regarding the provision of bilingual oral and testing services.

### **E. Action Plan**

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

We continue to implement improvements to our services to ensure equitable services are provided to all Oakland residents regardless of language spoken:

- We will continue to improve the bilingual and in general all service delivery to the Oakland residents.
- Continue having regular communications with the Equal Access Office to come up with better plans to include any updates and new information to provide adequate service delivery to LES communities.
- Maintain a high number of staff that are bilingual certified to ensure adequate language services to Oakland residents.
- Continue translating and developing additional documents into threshold languages for all units of the Bureau.
- Improve the response time for either face-to-face or telephone service.
- The department is exploring the possibility to obtain multi-functional kiosks, which could not only receive payments, but also provide valuable information about the department's programs and services in multiple languages.
- Most of the required bilingual forms will be made available on the Finance's Department website.

The plan is to work more closely with Equal Access on implementing more accessible line of communication and translations services to the LES community. We will continue to work with Equal Access in regards to PCP recruitments to hire highly qualified bilingual staff where possible.

**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's units have posted the notices pertaining to language translation services from the Equal Access at various customer service locations where they are easily visible by the public.
- In addition, as the City developed 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 department 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 PCAC, Business Tax Office and Revenue Management Bureau customer service area.

## FINANCE - Part IV PCP Report

FY2019-2020

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
08111 - Budget & Finance Administration	150 Frank	Account Clerk III	15-DEC-18		NO	
08111 - Budget & Finance Administration	150 Frank	Assistant to the Director	31-MAR-08		NO	
08111 - Budget & Finance Administration	150 Frank	Director of Finance	12-JUN-17		NO	
08111 - Budget & Finance Administration	150 Frank	Exec Asst to the Director	12-JUN-17		NO	
08111 - Budget & Finance Administration	150 Frank	Exec Asst to the Director	28-JUL-08		NO	
08111 - Budget & Finance Administration	150 Frank	Manager, Finance	25-FEB-19		NO	
08211 - Accounting Administration Unit	150 Frank	Administrative Analyst I	27-JUL-15		NO	
08211 - Accounting Administration Unit	150 Frank	Controller	22-SEP-18		NO	
08211 - Accounting Administration Unit	150 Frank	Project Manager II	24-APR-17		NO	
08211 - Accounting Administration Unit	150 Frank	Systems Accountant III	04-DEC-06		NO	
08211 - Accounting Administration Unit	150 Frank	Temp Contract Svcs Employee, PT	08-JAN-18		NO	
08222 - General Ledger	150 Frank	Accountant II	10-OCT-05		NO	
08222 - General Ledger	150 Frank	Accountant II	15-SEP-86		NO	
08222 - General Ledger	150 Frank	Accountant III	29-JUN-19		NO	
08222 - General Ledger	150 Frank	Accountant III	25-APR-16		NO	
08222 - General Ledger	150 Frank	Accountant III	04-DEC-06		NO	
08222 - General Ledger	150 Frank	Accountant III	22-SEP-01		NO	
08222 - General Ledger	150 Frank	Accounting Supervisor	30-MAR-15		NO	
08222 - General Ledger	150 Frank	Accounting Supervisor	01-AUG-05		NO	
08222 - General Ledger	150 Frank	Temp Contract Svcs Employee, PT	14-DEC-19	*	NO	
08222 - General Ledger	150 Frank	Temp Contract Svcs Employee, PT	18-JUN-18		NO	
08241 - Payables	150 Frank	Accounting Technician	11-AUG-18		NO	
08241 - Payables	150 Frank	Accounting Technician	22-JAN-11		NO	
08241 - Payables	150 Frank	Accounting Technician	16-NOV-09		NO	
08241 - Payables	150 Frank	Accounting Technician	31-DEC-05		NO	
08241 - Payables	150 Frank	Accounting Technician	04-SEP-90		NO	
08241 - Payables	150 Frank	Business Analyst I	11-JUL-18		NO	
08242 - Stores Operations	150 Frank	Storekeeper II	30-MAR-91		NO	
08242 - Stores Operations	150 Frank	Storekeeper III	20-MAR-89		NO	
08243 - Purchasing	150 Frank	Buyer	17-JUN-19		NO	
08243 - Purchasing	150 Frank	Buyer	12-JAN-19		NO	
08243 - Purchasing	150 Frank	Buyer	05-JUN-17		NO	
08243 - Purchasing	150 Frank	Buyer	10-APR-17		NO	
08243 - Purchasing	150 Frank	Buyer	10-DEC-12		NO	
08243 - Purchasing	150 Frank	Buyer, Senior	14-APR-14		NO	
08243 - Purchasing	150 Frank	Office Assistant I, PT	25-JAN-20	*	NO	

## FINANCE - Part IV PCP Report

FY2019-2020

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
08243 - Purchasing	150 Frank	Office Assistant II	16-FEB-89		NO	
08243 - Purchasing	150 Frank	Purchasing Supervisor	05-SEP-01		NO	
08411 - Revenue Administration Unit	150 Frank	Account Clerk II	07-MAR-20	*	NO	
08411 - Revenue Administration Unit	1 Frank Og	Account Clerk II	13-OCT-14		NO	
08411 - Revenue Administration Unit	150 Frank	Accountant II	19-SEP-19	*	NO	
08411 - Revenue Administration Unit	150 Frank	Accounting Technician	10-APR-06		NO	Spanish
08411 - Revenue Administration Unit	150 Frank	Business Analyst I	20-NOV-17		NO	
08411 - Revenue Administration Unit	150 Frank	Business Analyst II	05-OCT-19	*	NO	
08411 - Revenue Administration Unit	150 Frank	Business Analyst II	15-JUN-19		NO	
08411 - Revenue Administration Unit	150 Frank	Management Assistant	03-JAN-05		NO	Spanish
08411 - Revenue Administration Unit	150 Frank	Revenue & Tax Admin, Asst	10-AUG-19	*	NO	
08411 - Revenue Administration Unit	150 Frank	Revenue & Tax Administrator	19-AUG-13		NO	
08411 - Revenue Administration Unit	150 Frank	Revenue Analyst	12-JAN-98		No	
08411 - Revenue Administration Unit	150 Frank	Revenue Analyst, Principal	22-DEC-14		NO	
08411 - Revenue Administration Unit	150 Frank	Revenue Analyst, Principal	31-MAY-11		NO	Spanish
08411 - Revenue Administration Unit	150 Frank	Tax Enforcement Officer II	04-DEC-06		YES	
08421 - Revenue Audit Unit	150 Frank	Exempt Limited Duration Employee	10-AUG-19	*	NO	
08421 - Revenue Audit Unit	150 Frank	Revenue Assistant	02-APR-12		NO	
08421 - Revenue Audit Unit	150 Frank	Revenue Operations Supervisor	11-SEP-90		NO	
08421 - Revenue Audit Unit	150 Frank	Tax Auditor II	28-DEC-19	*	YES	
08421 - Revenue Audit Unit	150 Frank	Tax Auditor II	16-NOV-19	*	YES	
08421 - Revenue Audit Unit	150 Frank	Tax Auditor II	27-AUG-18		YES	
08421 - Revenue Audit Unit	150 Frank	Tax Auditor II	09-APR-18		YES	Chinese
08421 - Revenue Audit Unit	150 Frank	Tax Auditor II	06-JUN-16		YES	
08421 - Revenue Audit Unit	150 Frank	Tax Auditor II	27-SEP-04		YES	
08421 - Revenue Audit Unit	150 Frank	Tax Auditor II	13-JUN-11		YES	
08421 - Revenue Audit Unit	150 Frank	Tax Auditor III	05-NOV-07		YES	Chinese-Cantonese
08421 - Revenue Audit Unit	150 Frank	Tax Enforcement Officer II	04-DEC-06		YES	
08421 - Revenue Audit Unit	150 Frank	Tax Enforcement Officer II	01-DEC-87		YES	
08421 - Revenue Audit Unit	250 Frank	Tax Enforcement Officer II	30-DEC-02		YES	
08421 - Revenue Audit Unit	250 Frank	Tax Enforcement Officer II	28-JAN-02		YES	Korean
08421 - Revenue Audit Unit	150 Frank	Tax Enforcement Officer II	29-OCT-01		YES	
08421 - Revenue Audit Unit	150 Frank	Tax Enforcement Officer II	22-NOV-99		YES	Spanish
08421 - Revenue Audit Unit	150 Frank	Tax Enforcement Officer II	18-OCT-99		YES	
08431 - Business License Tax Unit	250 Frank	Cashier	20-APR-19		YES	
08431 - Business License Tax Unit	250 Frank	Cashier	27-FEB-12		YES	

## FINANCE - Part IV PCP Report

FY2019-2020

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
08431 - Business License Tax Unit	250 Frank	Exempt Limited Duration Employee	13-FEB-19		NO	
08431 - Business License Tax Unit	250 Frank	Revenue Assistant	29-JUN-19		YES	
08431 - Business License Tax Unit	250 Frank	Revenue Assistant	07-JAN-19		YES	Chinese-Cantonese
08431 - Business License Tax Unit	150 Frank	Revenue Assistant	04-DEC-06		YES	
08431 - Business License Tax Unit	250 Frank	Revenue Operations Supervisor	04-DEC-06		YES	Spanish
08431 - Business License Tax Unit	150 Frank	Tax Enforcement Officer II	05-JUL-16		YES	Spanish
08431 - Business License Tax Unit	150 Frank	Tax Enforcement Officer II	10-JUL-06		YES	
08431 - Business License Tax Unit	150 Frank	Tax Enforcement Officer II	02-JUN-97		YES	
08431 - Business License Tax Unit	250 Frank	Tax Enforcement Officer II	09-OCT-17		YES	Spanish
08431 - Business License Tax Unit	250 Frank	Tax Enforcement Officer II	28-JAN-02		YES	
08431 - Business License Tax Unit	250 Frank	Tax Enforcement Officer II	11-FEB-02		YES	
08441 - Revenue Collections Unit	150 Frank	Cashier	07-MAR-20	*	YES	
08441 - Revenue Collections Unit	150 Frank	Collections Officer	12-SEP-05		YES	
08441 - Revenue Collections Unit	150 Frank	Collections Officer	25-APR-05		YES	
08441 - Revenue Collections Unit	150 Frank	Collections Officer	06-DEC-04		YES	
08441 - Revenue Collections Unit	150 Frank	Collections Officer	30-DEC-02		YES	
08441 - Revenue Collections Unit	150 Frank	Collections Officer	29-SEP-97		YES	
08441 - Revenue Collections Unit	150 Frank	Collections Officer	05-NOV-94		YES	
08441 - Revenue Collections Unit	150 Frank	Revenue Assistant	09-OCT-17		YES	
08441 - Revenue Collections Unit	150 Frank	Revenue Assistant	09-OCT-17		YES	
08441 - Revenue Collections Unit	150 Frank	Revenue Assistant	23-MAR-83		YES	
08441 - Revenue Collections Unit	150 Frank	Revenue Assistant	09-JUN-89		YES	
08441 - Revenue Collections Unit	150 Frank	Revenue Operations Supervisor	28-JAN-02		NO	
08441 - Revenue Collections Unit	150 Frank	Revenue Operations Supervisor	28-JUN-93		NO	
08441 - Revenue Collections Unit	150 Frank	Tax Enforcement Officer II	12-OCT-15		YES	
08441 - Revenue Collections Unit	150 Frank	Tax Enforcement Officer II	24-JUL-95		YES	
08711 - Treasury Administration Unit	150 Frank	Administrative Assistant II	03-SEP-19	*	NO	
08711 - Treasury Administration Unit	150 Frank	Treasury Administrator	05-OCT-98		NO	
08721 - Treasury Operations Unit	150 Frank	Financial Analyst, Principal	27-OCT-14		NO	
08721 - Treasury Operations Unit	150 Frank	Investment Officer	10-OCT-05		NO	
08721 - Treasury Operations Unit	150 Frank	Temp Contract Svcs Employee, PT	06-SEP-19	*	NO	
08721 - Treasury Operations Unit	150 Frank	Treasury Administrator, Asst	19-FEB-08		NO	
08721 - Treasury Operations Unit	150 Frank	Treasury Analyst II	07-DEC-15		NO	
08721 - Treasury Operations Unit	150 Frank	Treasury Analyst III	29-AUG-05		NO	
08731 - Treasury Cashiering Unit	150 Frank	Cashier	21-MAR-20	*	YES	
08741 - Treasury Payroll	150 Frank	Exempt Limited Duration Employee	01-FEB-20	*	NO	

## FINANCE - Part IV PCP Report

FY2019-2020

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
08741 - Treasury Payroll	150 Frank	Financial Analyst, Principal	01-DEC-86		NO	
08741 - Treasury Payroll	150 Frank	Human Res Operations Tech, Senior	22-MAY-89		NO	
08741 - Treasury Payroll	150 Frank	Human Res Operations Technician	09-MAR-19		NO	
08741 - Treasury Payroll	150 Frank	Human Res Systems Analyst, Senior	14-JUN-10		NO	
08741 - Treasury Payroll	150 Frank	Human Res Systems Analyst, Senior	13-AUG-90		NO	
08741 - Treasury Payroll	150 Frank	Human Res Systems Analyst, Supervisor	20-NOV-06		NO	
08741 - Treasury Payroll	150 Frank	Payroll Personnel Clerk III	01-FEB-20	*	NO	
08741 - Treasury Payroll	150 Frank	Payroll Personnel Clerk III	28-DEC-19	*	NO	
08741 - Treasury Payroll	150 Frank	Retirement Systems Accountant	28-SEP-15		NO	
08751 - Retirement	150 Frank	Accountant III	19-JAN-16		NO	
08751 - Retirement	150 Frank	Benefits Representative	08-FEB-11		NO	
08751 - Retirement	150 Frank	Benefits Representative	01-OCT-03		NO	
08751 - Retirement	150 Frank	Investment Officer	25-APR-05		NO	
08751 - Retirement	150 Frank	Retirement Systems Accountant	27-JAN-06		NO	
08811 - Budget Unit	150 FRANK	Budget & Management Analyst	20-APR-19		NO	
08811 - Budget Unit	150 FRANK	Budget & Management Analyst	02-FEB-13		NO	
08811 - Budget Unit	150 FRANK	Budget & Management Analyst	26-JUL-10		NO	
08811 - Budget Unit	150 FRANK	Budget & Management Analyst	06-APR-09		NO	
08811 - Budget Unit	150 FRANK	Budget & Mgmt Analyst, Asst.	20-JUN-16		NO	
08811 - Budget Unit	150 FRANK	Budget & Mgmt Analyst, Principal	15-SEP-10		NO	
08811 - Budget Unit	150 FRANK	Budget Administrator	28-DEC-19	*	NO	
08811 - Budget Unit	150 Frank	Business Analyst IV	10-MAR-14		NO	
08921 - Parking Citation Assistance C	250 Frank	Cashier	08-FEB-20	*	YES	
08921 - Parking Citation Assistance C	250 Frank	Cashier	08-FEB-20	*	YES	
08921 - Parking Citation Assistance C	250 Frank	Exempt Limited Duration Employee	26-FEB-19		NO	
08921 - Parking Citation Assistance C	250 Frank	Public Service Rep, Sr	13-JAN-18		YES	
08921 - Parking Citation Assistance C	250 Frank	Public Service Representative	24-AUG-19	*	YES	Spanish
08921 - Parking Citation Assistance C	250 Frank	Public Service Representative	09-OCT-17		YES	
08921 - Parking Citation Assistance C	250 Frank	Public Service Representative	09-OCT-17		YES	
08921 - Parking Citation Assistance C	250 Frank	Public Service Representative	21-MAR-11		YES	
08921 - Parking Citation Assistance C	250 Frank	Public Service Representative	26-JUL-10		YES	Chinese-Cantonese
08921 - Parking Citation Assistance C	250 Frank	Public Service Representative	24-SEP-07		YES	
08921 - Parking Citation Assistance C	250 Frank	Revenue Operations Supervisor	20-OCT-97		NO	
08931 - Meter Operations	250 Frank	Parking Meter Collector	26-OCT-15		NO	
08931 - Meter Operations	250 Frank	Parking Meter Collector	14-SEP-15		NO	
08931 - Meter Operations	250 Frank	Parking Meter Collector	10-MAY-03		NO	

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
08931 - Meter Operations	250 Frank	Parking Meter Collector	10-OCT-94		NO	
08931 - Meter Operations	250 Frank	Parking Meter Collector	03-OCT-94		NO	
08931 - Meter Operations	250 Frank	Parking Meter Collector	28-SEP-15		NO	
08931 - Meter Operations	250 Frank	Parking Meter Collector Supervisor	23-AUG-10		NO	

Department Name: Housing and Community Development  
Fiscal Year: FY2019-2020



## EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

### I. DEPARTMENT CERTIFICATION

Language Access Coordinator shall obtain Department Head approval before submitting the FY 2019-2020 report to Equal Access Office. Submit report via email to Equal Access Office (To: [mtam@oaklandca.gov](mailto:mtam@oaklandca.gov)) and cc Department Head in the submission email.

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

I, Shola Olatoye, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Department of Housing and Community Development was submitted on June 15, 2020.

A handwritten signature in black ink, appearing to read "Shola Olatoye", written in a cursive style.

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Shola Olatoye, Director

Department Name: Housing and Community Development  
Fiscal Year: FY2019-2020

Department Name:  
Fiscal Year: FY2019-2020

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

## II. QUANTITATIVE ASSESSMENT REPORT

### Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Shola Olatoye	Ellen Dillard	Ellen Dillard
Title	Director	Home Management Specialist III	Home Management Specialist III
Address	250 Frank H. Ogawa Plaza, Suite 6301 Oakland, CA 94612	250 Frank H. Ogawa Plaza, Suite 5313 Oakland, CA 94612	250 Frank H. Ogawa Plaza, Suite 5313, Oakland, CA 94612
Phone#	(510) 238-3714	(510) 238-6514	(510) 238-6514
Email	solatoye@oaklandca.gov	edillard@oaklandca.gov	edillard@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	60		New Hires		
Public Contact Positions (PCP)	43	100%	New PCP Hires	4	6.56%
PCP With Spanish Language Skill	7	16%	New PCP Hires with SP Skill	0	0%
PCP With Chinese Language Skill	3	7%	New PCP Hires with CH Skill	1	25%

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Admin and Fiscal: Housing and Community Development	
Housing Development Services	
Municipal Lending	
CDBG Coordination	
Homeownership Programs	
Residential Rent Arbitration	

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

Table 3C. Department Organization Structure - Super PCP Unit Reporting			
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.		
Super PCP Unit	Language Goal FTE		Actual FTE
Municipal Lending (89939)	SP= 1	CH = 1	SP= 0 CH = 0
Residential Rent Arbitration	SP= 1	CH = 1	SP= 7 CH = 3
	SP=	CH =	SP= CH =
	SP=	CH =	SP= CH =

Department Name:  
Fiscal Year: FY2019-2020

<b>Table 4A Vital Documents List</b>			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
NFE Instructions	Yes	Yes	
Encampment Signs	Yes	Yes	
Client's letter	Yes		
Relocation Ordinance FAQ		Yes	
CPI Information	Yes	Yes	
Residential letters	Yes	Yes	
Public Notice CAPER	Yes	Yes	
Tenants Rights Workshop	Yes	No	
Notice letter – Housing Resource Center	Yes	Yes	
Rent Adjustment Program	Yes	Yes	
Programs Descriptions	Yes	Yes	
OPL Evening hours – RAP	Yes	Yes	
Evening workshops – RAP	Yes	Yes	
Screening Application – Relocation program	Yes	Yes	
Standard Footnote	Yes	Yes	
Fair Chance Housing Ordinance	Yes	Yes	
COVID 19 – Emergency Moratorium Rent	Yes	Yes	Arabic, Tagalog, Khmer, Korean
Update notice to tenants	Yes	Yes	
RAP letters	Yes	Yes	
RAP Covid 19 Impact for Tenant and Property Owner Survey	Yes	Yes	Vietnamese

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

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

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

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

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

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

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

**III. QUALITATIVE ASSESSMENT REPORT**

**A. Bilingual Public Contact Positions Assessment**

**Department Name:**

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
60	43	1	7	Yes	1	3	Yes

Goal = PCP X %

This report covers fiscal year 2019-2020 and data is reported as of June 30, 2020.

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, 2019 – June 30, 2020. The forms and brochures that are used to administer our housing programs have been revised and translated into Spanish and Chinese. Other documents were translated in Arabic, Tagalog, Khmer and Korean. Our program websites are regularly 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.

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 have always included language and materials that encourage bilingual candidates to apply for vacant positions that include placing job announcements in bilingual newspapers and/or websites. We will continue to hire bilingual candidates who could assist with providing multilingual services to the public. Although most positions that were filled during the reporting year were not designated as PCP positions, we do have multiple bilingual staff who can aid LES individuals as needed. Furthermore, our staff utilizes the translation services offered by the Equal Access office on an as-needed basis.

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

The Department of Housing and Community Development continues to provide written materials in multiple languages to assist the City’s LES population in obtaining the information that they require and need. Written materials were translated in Spanish, Chinese, Tagalog, Korean, Khmer and Arabic. During the current reporting period, the Residential Rent Arbitration Unit revised their program brochures, fliers and other materials that were used for community outreach throughout the City; the Homeownership Program’s brochures were updated and revised to reflect the most current information about available services; Residential Lending continues to provide program information in multiple languages. It is our goal to continue to provide public information in various languages to better serve the City.

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 divisions of the department produced and distributed a significant amount of written materials throughout the various outlets and events in the City of Oakland. This includes, but are not limited to relocation FAQs; encampment signs; public notices; NFE instructions; Relocation Program application; program descriptions; update notices to tenants; Covid 19 Emergency Rent Moratorium; etc. On occasion, DHCD provides bilingual public service announcements on KTOP with translations in Spanish, Cantonese, Mandarin, Vietnamese and other languages as needed. 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. We take proactive measures to ensure that our client's language access needs are immediately addressed. DHCD is following the City's Equal Access to Services Ordinance and Administrative Instruction (AI) 145.

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

1. Departments are required to "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 Department has been consistent in displaying our program notices in the reception areas of our offices located at 250 Frank H. Ogawa Plaza, Suite 5313 and 6301 (5<sup>th</sup> and 6<sup>th</sup> floors). The Municipal Lending Unit has a bookshelf where written materials are kept; Rental Arbitration Unit have written materials in bookshelves located at 250 Frank H. Ogawa Plaza, Suites 5313 and 6301. We continued to distribute brochures and other written materials at community events that took place inside and outside 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, Korean, Tagalog, Khmer and Arabic. These materials 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 to serve the LES community?

During the reporting period, we translated a few letters in English that we received from constituents. This enabled our staff to have a better understanding of the letters' content and how to proceed with assistance. DHCD is willing to translate other documents into other languages if needed to allow us to effectively assist and engage with the community.

### **C. Multilingual Telephone Messages Assessment**

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

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

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

1. Describe 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 compliance with the City's Equal Access to Services Ordinance and AI 145. We have bilingual staff who can provide translations in Spanish and Chinese. If a bilingual employee is not available, we seek assistance from the Equal Access office or utilize a third-party vendor for translation service(s). We will continue to take these steps to facilitate effective communication with the City's LES populations.

2. 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 staff attended various community events to promote our programs and services where written materials in multiple languages were distributed. LES residents of Oakland were given information on how to obtain and use our services.

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

The Department 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 to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.

We will expand our community outreach efforts by continuing to review and make improvements and adjustments to our program materials. Our current practice includes maintaining a list of LES people served within the different divisions of the Department, such as the Housing Resource Center and Administrative and Fiscal. 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.

Department Name: Housing and Community Development  
Fiscal Year: 2019-2020

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. The public may access the Department's Annual Compliance plan via the City's website.

## HCD - Part IV PCP Report

FY2019-2020

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
89919 - Admin: Housing & Community D	250 Frank Ogawa Plaza	Accountant II	05-DEC-05		NO	Chinese
89919 - Admin: Housing & Community D	250 Frank H. Ogawa Plaza	Administrative Assistant I	09-FEB-04		NO	
89919 - Admin: Housing & Community D	250 Frank Ogawa Plaza	Administrative Services Manager I	03-JUN-91		NO	
89919 - Admin: Housing & Community D	250 Frank Ogawa Plaza	Business Analyst III	10-AUG-19	*	NO	
89919 - Admin: Housing & Community D	250 Frank Ogawa Plaza	Community Dev Prgm Coordinator	27-MAR-06		YES	Spanish
89919 - Admin: Housing & Community D	250 Frank Ogawa Plaza	Deputy Director, Housing	13-FEB-18		NO	
89919 - Admin: Housing & Community D	250 Frank Ogawa Plaza	Director of Housing & Comm Dev	08-FEB-20	*	NO	
89919 - Admin: Housing & Community D	250 Frank Ogawa Plaza	Employment Services Supervisor	27-FEB-95		YES	Spanish
89919 - Admin: Housing & Community D	250 Frank Ogawa Plaza	Exec Asst to the Director	15-OCT-90		NO	
89919 - Admin: Housing & Community D	250 Frank Ogawa Plaza	Home Management Specialist II	17-MAR-14		YES	
89919 - Admin: Housing & Community D	250 Frank Ogawa Plaza	Home Management Specialist III	25-JUN-08		YES	Tagalog
89919 - Admin: Housing & Community D	250 Frank Ogawa Plaza	Loan Servicing Administrator	14-JAN-14		YES	
89919 - Admin: Housing & Community D	250 Frank H. Ogawa Plaza	Loan Servicing Specialist	25-JUN-90		YES	Tagalog
89919 - Admin: Housing & Community D	250 Frank H. Ogawa Plaza	Office Assistant II	27-MAY-00		NO	
89929 - Housing Development	250 Frank Ogawa Bldg	Administrative Assistant I	20-JUL-15		YES	
89929 - Housing Development	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	25-JAN-20	*	NO	
89929 - Housing Development	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	11-JAN-20	*	NO	
89929 - Housing Development	250 Frank Ogawa Plaza	Home Management Specialist III	25-JUN-12		YES	
89929 - Housing Development	250 Frank Ogawa Plaza	Housing Development Coordinator IV	26-FEB-18		NO	
89929 - Housing Development	250 Frank Ogawa Bldg	Housing Development Coordinator IV	07-MAY-18		NO	
89929 - Housing Development	250 Frank Ogawa Plaza	Housing Development Coordinator IV	08-DEC-05		NO	
89929 - Housing Development	250 Frank Ogawa Plaza	Manager, Housing Development	18-JUN-01		NO	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Administrative Analyst II	11-SEP-93		NO	
89939 - Municipal Lending	250 Frank Ogawa Bldg	Administrative Assistant II	08-SEP-18		YES	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Development/Redevelopment Pgrm MGR	27-OCT-88		NO	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	18-MAY-19		YES	Spanish
89939 - Municipal Lending	250 Frank Ogawa Plaza	Home Management Specialist III	27-MAY-14		YES	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Housing Development Coordinator III	09-FEB-09		YES	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Mortgage Advisor	10-AUG-09		YES	
89939 - Municipal Lending	250 Frank H. Ogawa Plaza	Program Analyst I	03-NOV-18		NO	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Project Manager	31-OCT-11		YES	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Rehabilitation Advisor I	23-APR-18		YES	German and Persian
89939 - Municipal Lending	250 Frank Ogawa Plaza	Rehabilitation Advisor III	22-MAY-17		YES	Arabic and Armenian
89939 - Municipal Lending	250 Frank H. Ogawa Plaza	Rehabilitation Advisor III	11-AUG-18		YES	

## HCD - Part IV PCP Report

FY2019-2020

89949 - CDBG Coordination	250 Frank Ogawa Plaza	Administrative Assistant I	17-DEC-16		YES	
89949 - CDBG Coordination	250 Frank H. Ogawa Plaza	Community Dev Prgm Coordinator	08-JAN-07		YES	
89949 - CDBG Coordination	250 Frank H. Ogawa Plaza	Community Dev Prgm Coordinator	26-OCT-73		YES	
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Development/Redevelopment Prgm MGR	14-JUN-94		NO	
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Program Analyst II	06-SEP-05		YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Administrative Assistant I, PT	10-AUG-19	*	YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Administrative Analyst I	10-AUG-19	*	YES	Chinese
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Administrative Analyst I	20-DEC-99		YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Administrative Assistant I	08-OCT-18		YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Administrative Assistant I	31-AUG-13		YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Administrative Assistant I	06-AUG-01		YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	14-DEC-19	*	YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	07-SEP-19	*	YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	01-OCT-12		YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Hearing Officer	06-APR-19		YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Hearing Officer	09-APR-18		YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Hearing Officer	14-FEB-17		YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Hearing Officer	25-FEB-08		YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Hearing Officer	13-AUG-02		YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Manager, Rent Adjustment Pgm	06-OCT-18		YES	French
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Program Analyst I	23-NOV-15		YES	Spanish
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Program Analyst II	27-OCT-14		YES	Chinese
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Program Analyst II	07-MAR-05		YES	Spanish
89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Program Analyst II	13-MAR-12		YES	Spanish
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Program Analyst III	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 Plaza	Senior Hearing Officer	02-OCT-06		YES	Chinese

Department Name: HUMAN RESOURCES MANAGEMENT  
Fiscal Year: FY2019-2020



EQUAL ACCESS ORDINANCE  
ANNUAL COMPLIANCE PLAN

**I. DEPARTMENT CERTIFICATION**

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

I, Ian Appleyard, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Human Resources Management Department was submitted on June 15<sup>th</sup>, 2020.

Ian Appleyard, Human Resources Director  
Type Name & Title

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

## II. QUANTITATIVE ASSESSMENT REPORT

Department Name: HUMAN RESOURCES MANAGEMENT

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Ian Appleyard	May Tam	Denise Aaron
Title	Director of Human Resources	Program Analyst III	Executive Assistant
Address	150 Frank H Ogawa Plaza	150 Frank H Ogawa Plaza	150 Frank H Ogawa Plaza
Phone#	510-238-3112	510-238-3112	510-238-3112
Email	lappleyard@oaklandca.gov	Mtam@oaklandca.gov	Daaron@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	49		New Hires	10	
Public Contact Positions (PCP)	4	100%	New PCP Hires	2	
PCP With Spanish Language Skill	1	25%	New PCP Hires with SP Skill	0	0%
PCP With Chinese Language Skill	1	25%	New PCP Hires with CH Skill	0	0%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below

Table 3A. Department Organization Structure
Personnel Administration
Employment & Classification
Equal Access
Employee Labor Relations
Human Resource Development
Employee Benefits
Risk Management

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

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

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

<b>Table 4A Vital Documents List (Continue)</b>			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Interpretation Equipment Usage Guideline	Yes	Yes	
Interpretation Equipment Poster	Yes	Yes	
Interpretation Equipment Signage and Forms	Yes	Yes	Vietnamese
Language Access Plan 2019	Yes	Yes	
Language Access Coordinator List	Yes	Yes	
Citywide Glossary	Yes	Yes	Vietnamese
Foreign Language Test Paper	Yes	Yes	Multiple
How to Apply for City Jobs	Yes	Yes	
Job Interest Card	Yes	Yes	
Outreach Flyer (Job Fair)	Yes	Yes	
Front Counter Notice (Social Distance)	Yes	Yes	

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

<b>Table 5 Multilingual Telephone Recordings</b>		
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

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

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

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

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

### III. QUALITATIVE ASSESSMENT REPORT

#### A. Bilingual Public Contact Positions Assessment

**Department Name: HUMAN RESOURCES MANAGEMENT**

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11%)	STAFF	GOAL MET?	GOAL (5%)	STAFF	GOAL MET?
49	4	0.4	1	Yes	0.2	1	Yes

Goal = PCP X %

This report covers fiscal year 2019-2020 and data is reported as of June 30, 2020.

1. Provide a summary narrative assessment of how and whether your Department is complying with the Equal Access to Services Ordinance. 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 is fully committed to providing limited-English speaking groups with equal access to services. We believe that the public safety, health, and general welfare can be enriched and enhanced by cultural and language diversity here in the City. Through the assistance of bilingual employees, qualified interpreters, qualified translators; telephone and/or video interpretation, we make great effort in providing language access to information and services to members of the public. Language Access Services is offered at no cost to the limited-English-speaking public. Interpretation headsets are available on a reservation system to all City organized meetings and events at no cost to the public or City departments. In terms of public contact positions, we have two HR Clerks stationed at our front counter on the 2<sup>nd</sup> floor of 150 Frank Ogawa Plaza; and another two are assigned to our Equal Access Office on the same floor. All employees have received trainings on language access services.

In terms of challenges, our existing Language Access Posters and Desktop Display no longer meets State and Federal requirement on language access. Because of that, our Equal Access unit works with graphic designer and print shop this year to redesign our materials. Materials were reviewed by City Attorney's Office and Civil Rights Director before print. Distribution of print materials to all service locations have begun in Spring 2020 but have been put on hold during Alameda County Public Health's Shelter-In-Place order, which is another challenge we faced this year. Distribution will resume later this year when it is safe to do so. In the meantime, language access I-Speak Card is made available on City website, and digital version is provided to all Language Access Coordinator for digital distribution to service locations.

Newly Designed Material	Quantity
Language Access Poster (with I speak card reference)	1,000
Desktop Display with Easel	250
Over the Phone Interpretation Guide	550
Wallet-Size Reference Card for Over the Phone Interpretation	1,050
Sticker Labels for Over the Phone Interpretation	Made to order

Interpretation Equipment	Quantity
Interpretation Equipment (5 sets)	125 Receivers, 7 Transmitters

In addition to providing language access at HRM service counter, the Citywide training unit under HRM puts together a concerted effort to highlight the importance of language access here in the City. Training sessions are offered at our classrooms or incorporated into curriculums of existing classes to City employees to raise awareness on language access. There are additional diversity and inclusion classes offered through L.E.A.D. (Learn, Education & Development) & Target Solutions training platform. Moreover, HRM works with the Department of Race and Equity to create an HRM Equity Change Team that is charged with driving the equity goals and actions of the department as well as monitoring impacts and outcomes. The team works in collaboration with staff to explore racial disparities across divisions by researching data, identifying gaps and existing systemic barriers. The table below summarizes our effort.

Training	Schedule	Ave # of participants/session
Personnel Coordinator/SPOC	Every two months	35
Supervisor Academy	Quarterly	40
New Employee Orientation	Monthly	50
HRM Equity Team Meeting	Monthly	10
HRM Equity Team Training	Quarterly	10
HRM Equity Team Subcommittee	Monthly	3-6

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 recruitment unit teams up with our Equal Access unit to review and recreate outreach flyers, job interest cards and informational material in Spanish and Chinese this year. In addition to participating at job fairs and recruitment events, we have the opportunity to partner with other City department, such as Department of Transportation, in co-hosting community events and information booths. Translated materials, bilingual employees and professional interpreters are available at events to enhance community access to City jobs and other important City services.

In terms of City-wide effort on recruiting bilingual candidates, our office continues to send out weekly updates of City of Oakland job openings to over 100 agencies in the Bay Area, including, various Chamber of Commerce, community-based organizations, faith-based organizations, career centers, and local newspapers, including ethnic newspapers.

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

HRM plays a vital role in the City of Oakland’s equity team. HR Director, HR Manager, Citywide Training Coordinator, Equal Access Program Analyst, and members of our recruitment team act as active member of the equity team. The team meets regularly to examine ways to enhance equity in the City. During this fiscal year, the team develops its charter to formalize its function and mission here in the City. HRM is in the process of working with Department of Race & Equity to look at breaking down barriers in the recruitment process in hiring people of different backgrounds and removing implicit bias. This effort further enhances diversity in the workplace. In addition, HRM leads the effort in GARE (Government Alliance for Racial Equity) and establishes connections with other jurisdictions, which allow us to learn and share best practices across agencies.

Our Equal Access unit has created a Citywide Glossary during this fiscal year. Glossary is shared with all vendors servicing the City to help standardize translation of department names and commonly used terminologies across all vendors. Glossary will undergo final review by City staff this coming Fall and a finalized version will be shared via internal web platform with Citywide bilingual employees to promote accuracy and language use across departments.

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.

HRM coordinates and brings in translation and interpretation contractors that service the entire City. During this fiscal year, we have launched a Request for Proposal and brought in four professional language service agencies to meet our growing need. The number of vendors, language list, service areas are expanded with the new established contractual terms. In addition, HRM is in the process of renewing contracts for on-demand remote interpreting with two of our current vendors.

During the fourth quarter, our Equal Access unit has developed new internal process and a working relationship with linguists to bring in special web-based interpretations. During County public health Shelter-In-Place order, a lot of meetings, have moved on to web-based platforms, such as Zoom, or Microsoft Teams, or Skype meetings. Our office works diligently to ensure interpretation is available for web-based meetings at the same service level as it would be available for on-site meetings.

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.

HRM is committed to the following:

- a. Fully supporting the Equal Access Office on advancing its technology. Further develop on-line and web-based service options. Provide trainings to City employees on using new technologies, such as meeting conference applications, how to host webinars & community meetings, and how to integrate interpretation into web-based sessions.
- b. Implement testing and certifications for bilingual employees to ensure high standard of bilingual services are available to the public. Under the current public health concerns, HRM will partner with testing facilities to implement safety measures that protect our employees while offering test opportunities to employees.
- c. Work with various City department in ensuring notices and flyers are translated as the City reopen its facilities to the public after Shelter-In-Place is lifted. HRM is currently part of the Return to Work Committee that analyzes risk factors and establishes guidelines for safe back to work process. As safety measures are implemented (face coverings, appointment system, social distancing.etc), our Equal Access unit will review public notices and provide technical support on language accessibility.
- d. Enhance language access awareness among frontline customer service & public contact employees. Distribution of new language access print materials will resume in FY 2020-2021, and at the same time, over the phone interpretation trainings with newly designed dialing instruction page will be offered.

## **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, 150<sup>th</sup> Frank H. Ogawa Plaza, 2nd Floor Oakland, CA 94612. In addition to public notices, our front counter is also equipped with Desktop Language Display.

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?

Efforts are made to ensure that vital documents are translated into Spanish and Chinese.

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

Our recruitment unit teams up with our Equal Access unit to recreate outreach flyers, job interest cards and informational material in Spanish and Chinese this year. HRM’s function is to provide support to all City departments, including but not limited to Recruitment, Citywide Trainings, Benefits Administration, Risk Management and Equal Access. Our Equal Access unit produces 400-700 translations annually to support City department’s operation.

## **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 recruitment line has outgoing messages available in English, Spanish and Chinese. Equal Access Office lines are also equipped with outgoing messages in Spanish and Chinese.

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

1. 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.

HRM followed City of Oakland Equal Access Ordinance (2001), Administrative Instruction 145 (2011) and Language Access Plan (2019) 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. In addition, HRM followed Administrative Instruction 558 on the implementation of Bilingual Pay & Certification in testing employee’s bilingual skill.

2. 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.

3. 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.

Fully supporting the Equal Access Office on advancing its technology. Further develop on-line and web-based service options. Provide trainings to City employees on using new technologies, such as meeting conference applications, how to host webinars & community meetings, and how to integrate interpretation into web-based sessions.

Implement testing and certifications for bilingual employees to ensure high standard of bilingual services are available to the public. Under the current public health concerns, HRM will partner with testing facilities to implement safety measures that protect our employees while offering test opportunities to employees.

Work with various City department in ensuring notices and flyers are translated as the City reopen its facilities to the public after Shelter-In-Place is lifted. HRM is currently part of the Return to Work Committee that analyzes risk factors and establishes guidelines for safe back to work process. As safety measures are implemented (face coverings, appointment system, social distancing.etc), our Equal Access unit will review public notices and provide technical support on language accessibility.

Enhance language access awareness among frontline customer service & public contact employees. Distribution of new language access print materials will resume in FY 2020-2021, and at the same time, over the phone interpretation trainings with newly designed dialing instruction page will be offered.

Providing monthly Supervisor Academy and monthly New Employee Orientation. Training modules on Language Access Service; Race & Equity; Title VI Civil Service Act, and ADA Accommodations will be presented to continue raising awareness on inclusion and fair access to City services.

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.

Posters, language guide, and bilingual materials were displayed prominently at our public counter letting constituents know language service was available. The City's Language Access Plan and Compliance Report is available on line on City page and hard copy is also available at our service counter at the 150 Frank Ogawa Plaza, second floor.

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
05111 - Personnel Admin/Human Re	150 Frank Ogawa Plaza	Administrative Analyst II	25-JAN-20	*	NO	
05111 - Personnel Admin/Human Re	150 Frank Ogawa Plaza	Director of Human Resources Mgmt	26-SEP-16		NO	
05111 - Personnel Admin/Human Re	150 Frank Ogawa Plaza	Exec Asst to the Director	03-JAN-17		NO	
05211 - Employment and Classificati	150 Frank Ogawa Plaza	Human Res Analyst, Sr Supervising	05-OCT-09		NO	
05211 - Employment and Classificati	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	10-AUG-19	*	NO	
05211 - Employment and Classificati	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	13-JUL-19	*	NO	
05211 - Employment and Classificati	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	13-JUL-19	*	NO	Spanish
05211 - Employment and Classificati	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	03-JUL-17		NO	
05211 - Employment and Classificati	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	31-MAR-14		NO	
05211 - Employment and Classificati	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	26-NOV-12		NO	
05211 - Employment and Classificati	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	11-APR-05		NO	Chinese
05211 - Employment and Classificati	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	23-OCT-04		NO	
05211 - Employment and Classificati	150 Frank Ogawa Plaza	Human Resource Analyst, Principal	23-MAR-19		NO	
05211 - Employment and Classificati	150 Frank Ogawa Plaza	Human Resource Analyst, Principal	04-MAY-15		NO	Spanish
05211 - Employment and Classificati	150 Frank Ogawa Plaza	Human Resource Analyst, Principal	31-JAN-00		NO	
05211 - Employment and Classificati	150 Frank Ogawa Plaza	Human Resource Analyst, Senior	19-JUN-17		NO	Spanish
05211 - Employment and Classificati	150 Frank Ogawa Plaza	Human Resource Clerk	14-DEC-19	*	YES	
05211 - Employment and Classificati	150 Frank Ogawa Plaza	Human Resource Clerk	22-FEB-20	*	YES	
05211 - Employment and Classificati	150 Frank Ogawa Plaza	Human Resource Oper Supervisor	05-MAR-90		NO	
05211 - Employment and Classificati	150 Frank Ogawa Plaza	Human Resource Technician	08-FEB-20	*	NO	
05211 - Employment and Classificati	150 Frank Ogawa Plaza	Human Resource Technician	08-FEB-20	*	NO	
05211 - Employment and Classificati	150 Frank Ogawa Plaza	Human Resource Technician	23-APR-18		NO	Chinese
05211 - Employment and Classificati	150 Frank Ogawa Plaza	Human Resource Technician	31-JUL-17		NO	
05211 - Employment and Classificati	150 Frank Ogawa Plaza	Human Resource Technician	21-NOV-16		NO	
05211 - Employment and Classificati	150 Frank Ogawa Plaza	Human Resource Technician, Senior	13-MAY-13		NO	
05211 - Employment and Classificati	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	24-SEP-18		NO	
05221 - Equal Access	150 Frank Ogawa Plaza	Program Analyst I	08-APR-13		YES	Spanish
05221 - Equal Access	150 Frank Ogawa Plaza	Program Analyst III	08-SEP-08		YES	Chinese
05311 - Employee Labor Relations	150 Frank Ogawa Plaza	Asst Human Resources Director	27-OCT-14		NO	
05311 - Employee Labor Relations	150 Frank Ogawa Plaza	Employee Relations Analyst Prin	19-JUN-17		NO	
05311 - Employee Labor Relations	150 Frank Ogawa Plaza	Employee Relations Analyst Prin	17-JAN-17		NO	
05311 - Employee Labor Relations	150 Frank Ogawa Plaza	Employee Relations Analyst Prin	10-OCT-01		NO	
05311 - Employee Labor Relations	150 Frank Ogawa Plaza	Human Resource Technician	17-JUL-17		NO	
05311 - Employee Labor Relations	150 Frank Ogawa Plaza	Human Resources Manager	24-APR-18		NO	
05511 - Human Resource Developme	150 Frank Ogawa Plaza	Human Resource Technician	12-SEP-05		NO	
05611 - Employee Benefits Services	150 Frank Ogawa Plaza	Benefits Analyst	05-NOV-07		NO	

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
05611 - Employee Benefits Services	150 Frank Ogawa Plaza	Benefits Coordinator	07-DEC-15		NO	
05611 - Employee Benefits Services	150 Frank Ogawa Plaza	Benefits Representative	22-JUL-13		NO	
05611 - Employee Benefits Services	150 Frank Ogawa Plaza	Benefits Technician	07-SEP-19	*	NO	
05621 - Risk Management	150 Frank Ogawa Plaza	Administrative Analyst II	22-DEC-14		NO	
05621 - Risk Management	150 Frank Ogawa Plaza	Administrative Assistant II	09-DEC-13		NO	
05621 - Risk Management	150 Frank Ogawa Plaza	Benefits Representative, PT	14-DEC-19	*	NO	
05621 - Risk Management	150 Frank Ogawa Plaza	Benefits Technician	11-SEP-17		NO	
05621 - Risk Management	150 Frank Ogawa Plaza	Benefits Technician	27-MAY-14		NO	
05621 - Risk Management	150 Frank Ogawa Plaza	Claims & Risk Manager	25-JUN-18		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		NO	
05621 - Risk Management	150 Frank Ogawa Plaza	Safety & Loss Control Specialist	05-JUL-16		NO	Vietnamese,Chinese

Department Name: Human Services  
Fiscal Year: FY2019-2020



## EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

### **I. DEPARTMENT CERTIFICATION**

Language Access Coordinator shall obtain Department Head approval before submitting the FY 2019-2020 report to Equal Access Office. Submit report via email to Equal Access Office (To: [mtam@oaklandca.gov](mailto:mtam@oaklandca.gov)) and cc Department Head in the submission email.

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

I, Sara Bedford, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Human Services was submitted on 6/15/2020.

Sara Bedford Director, Human Services  
Type Name & Title

**II. QUANTITATIVE ASSESSMENT REPORT**

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

**Department Name:** Human Services

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Sara Bedford	Kathy Hicks	Martina Bouey
Title	Director of Human Services	Executive Assistant	Project Manager
Address	150 Frank H. Ogawa Plaza, 4th Floor, Oakland, CA 94612	150 Frank H. Ogawa Plaza, 4th Floor, Oakland, CA 94612	150 Frank H. Ogawa Plaza, 4th Floor, Oakland, CA 94612
Phone#	(510) 238-6794	(510) 238-2214	(510) 238-7242
Email	<a href="mailto:sbedford@oaklandca.gov">sbedford@oaklandca.gov</a>	<a href="mailto:khicks@oaklandca.gov">khicks@oaklandca.gov</a>	<a href="mailto:mbouey@oaklandca.gov">mbouey@oaklandca.gov</a>
			Debra Davis-Curtis Head Start Supervisor 150 Frank H. Ogawa Plaza, 5 <sup>th</sup> Floor Oakland, CA 94612 (510) 238-2335 <a href="mailto:dflynn@oaklandca.gov">dflynn@oaklandca.gov</a>

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	243.13 FTE		New Hires	26	
Public Contact Positions (PCP)	149	100%	New PCP Hires	5	100%
PCP With Spanish Language Skill	29	19.46 %	New PCP Hires with SP Skill	0	0%
PCP With Chinese Language Skill	18	12.08 %	New PCP Hires with CH Skill	0	0%

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

Table 3A. Department Organization Structure	
Senior Aides	
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)	

Department Name: Human Services  
 Fiscal Year: 2019-2020

* 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 ) * Early Head Start - Service Area I (West Grand) * Head Start - Service Area I (Franklin) * Head Start - Service Area I (Frank G. Mar) * Early Head Start - Service Area I (San Antonio Park) * Early Head Start - Service Area II (Arroyo Viejo) * Head Start - Service Area II (Tassafaronga) *Early & 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) * Early Head Start – Service Area I (Broadway) * Head Start - Central Kitchen * Head Start - Central Office	
Early Childhood and Family Services Year-Round Lunch Program Unit Youth Services Children & Youth Services and Policy & Planning	

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

<b>Table 3C. Department Organization Structure - Super PCP Unit Reporting</b>		
Any Super PCP Unit in the department?	<input type="checkbox"/> 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
	SP=    CH =	SP=    CH =
	SP=    CH =	SP=    CH =
	SP=    CH =	SP=    CH =

<b>Table 4A Vital Documents List</b>			
Document Name	SP Translation	CH Translation	Other?
HSD Brochure	Y	Y	
Head Start Parents Handbook	Y	Y	
HSD Appendix A	Y	Y	
HSD Parent Survey	Y	Y	
Oakland Unite Program Brochure	Y	Y	
Oakland Unite Client Consent Form	Y	Y	
Oakland Unites Reentry Client Consent Form	Y	Y	
Older Americans Celebration Flyers	Y	Y	
Updated Senior Companion Program (SCP) Care Plans			
SCP Special Program Flyers	Y	Y	
SCP Volunteer Specific Guidelines/Procedures	Y	Y	
Updated Senior Companion Program (SCP) Care Plans	Y	Y	
Multipurpose Senior Services Program Brochure	Y	Y	
Senior Centers Brochure	Y	Y	
Homeless Program Brochure	Y	Y	
Hunger Program Brochure	Y	Y	
Community Action Partnership Brochure	Y	Y	
Summer Food Service Program Brochure	Y	Y	
Community Housing Program Brochure	Y	Y	
Senior Volunteers Program Brochure	Y	Y	
ASSETS Employment Program Brochure	Y	Y	
ASSETS Employer Brochure	Y	Y	
Oakland Paratransit Program Brochure	Y	Y	
Oakland Fund for Children & Youth	Y	Y	
Head Start Program Brochure	Y	Y	
Head Start Application Status Letter	Y	Y	
Head Start Acceptance Letter	Y	Y	
Head Start Parent Survey	Y	Y	
Head Start Enrollment Form	Y	Y	
Homeless Declaration Form	Y	Y	
Determination Record Form	Y	Y	
Summer Menu	Y	Y	
Survey Instructions & Letter	Y	Y	
Aging & Adult Services Older American's Flyer	Y	Y	
Help Feed Kids this Summer document	Y	Y	
Summer Food Service Program Site Eligibility Guidelines	Y	Y	
Consent for Release Information	Y	Y	
Free Food Distribution	Y	Y	
Nutrition Screening Charts/Forms	Y	Y	
Age Friendly Oakland	Y	Y	
Oakland Unite Consent Form	Y	Y	
Thanksgiving Flyer	Y	Y	Vietnamese,
Head Start/Early Head Start Family Assessment	Y	Y	
Social Emotional Learning Measures	Y	Y	
Policy Council Governance Training	Y	Y	
Health/Nutrition	Y	Y	
AARP Survey	Y	Y	
Statement of Intent	Y	Y	
Coordinated Entry Access Packet	Y	Y	
Oakland Unite Legal Ad	Y	Y	
Illegal Dumping/Vacate for Cleaning	Y	Y	
Opening Doors Registration Form	Y	Y	
Head Start and Senior Center Closures	Y	Y	
Fingerprinting Forms	Y	Y	

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

<b>Table 5. Multilingual Telephone Recordings</b>		
Location Description	Telephone Number	Status
HSD Front Desk	238-3121	Completed
Head Start	238-3165	Completed

<b>Table 6. Analysis by Community Based Service Locations</b>				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
DOWNTOWN OAKLAND SENIOR CENTER	200 Grand Avenue	94612	238-3284	2	0	0%	0	0%
EAST OAKLAND SENIOR CENTER	9255 Edes Avenue	94621	615-5731	2	1	50%	0	0%
NORTH OAKLAND SENIOR CENTER	5714 Martin Luther King Jr. Way	94618	597-5085	2	1	50%	0	0%
WEST OAKLAND SENIOR CENTER	1724 Adeline Street	94607	238-7017	2	0	0%	0	0%
FANNIE WALL	647 – 55th St.	94609	597-5040	5	1	20%	0	0%
FRANK G. MAR	274 – 12th ST.	94607	465-8403	4	1	25%	1	25%
FRANKLIN	1010 E. 15 <sup>th</sup> Street	94606	238-1306	4	0	25%	2	50%
SAN ANTONIO CDC	2228 E. 15 <sup>th</sup> Street	94606	535-5639	5	2	40%	1	20%
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	1	17%	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	4	1	25%	0	0%
WEST GRAND	1058 West Grand Avenue	94607	238-2268	9	3	75%	0	0%
85 <sup>th</sup> AVENUE	8501 International Blvd	94621	544-3821	9	1	25%	0	0%
FIRST PRESBYTERIAN	2619 Broadway	94612	238-7091	10	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 beat and firehouses.

<b>Table 7. Public Notices &amp; Resources *****NEW TABLE ****</b>	
Language access notice displayed at reception area	X Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	X Yes <input type="checkbox"/> No
Provide staff with language access resources (Interpretation#, FAQ, contact list, training...etc)	X Yes <input type="checkbox"/> No

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

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

### **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 MET?	GOAL (5.63%)	STAFF	GOAL MET?
243.13	149	19.46%	29	Y	12.08%	18	Y

Goal = PCP X %

This report covers fiscal year 2019-2020 and data is reported as of June 15, 2020.

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.

The following regulations from the Head Start Performance Standards reference staff communication in their native language include:

1302.31 (2) (i, ii, iii) Teaching and the Learning Environment

(2) For dual language learners, a program must recognize bilingualism and biliteracy as strengths and implement research-based teaching practices that support their development. These practices must:

(i) For an infant or toddler dual language learner, include teaching practices that focus on the development of the home language, when there is a teacher with appropriate language competency, and experiences that expose the child to English;

(ii) For a preschool age dual language learner, include teaching practices that focus on both English language acquisition and the continued development of the home language; or,

(iii) If staff do not speak the home language of all children in the learning environment, include steps to support the development of the home language for dual language learners such as having culturally and linguistically appropriate materials available and other evidence-based strategies. Programs must work to identify volunteers who speak children's home language/s who could be trained to work in the classroom to support children's continued development of the home language.

1302.41 Collaboration and communication with parents

(a) For all activities programs must collaborate with parents as partners in the health and well-being of their children in a linguistically and culturally appropriate manner and communicate with parents about their child's health needs and development concerns in a timely and effective manner.

1302.90 Personnel policies

(d) Communication with dual language learners and families

(1) A program must ensure staff and program consultants or contractors are familiar with the ethnic backgrounds and heritages of families in the program and are able to serve and effectively communicate, with either directly or through interpretation and translation, with children who are dual language learners and to the extent feasible, with families with limited English proficiency.

(2) If a majority of children in a class or home-based program speak the same language, at least one staff class member or home visitor must speak such 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 HR and Equal Access when recruitment is 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.

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 plans for the next 12 months 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. We will also continue to utilize translations services for Video Conference Calls for meetings as well as for Boards and Commissions.

**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.

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) Early Head Start - Service Area I (West Grand) Head Start - Service Area I (Franklin) Head Start - Service Area I (Frank G. Mar) Early Head Start - Service Area I (San Antonio Park) Early Head Start - Service Area II (Arroyo Viejo) Head Start - Service Area II (Tassafaronga) Head Start & Early 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) Early Head Start – First Presbyterian

2. Please describe the percentage of vital documents translated into threshold language(s).

100% have been translated into threshold languages.

What is the corrective action plan and timeline in getting the rest of the documents translated?

N/A

All vital documents are now translated into threshold languages.

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

Consent for Observations Consent for Release Information  Free Food Distribution  Nutrition Screening Charts/Forms  Age Friendly Oakland
---

Oakland Unite Consent Form

Thanksgiving Flyer  
Head Start Parent Handbook  
Head Start/Early Head Start Family Assessment

Social Emotional Learning Measures

Policy Council Governance Training

Health/Nutrition

Head Start and Senior Center Closures

Statement of Intent

Coordinated Entry Access Packet

Oakland Unite Legal Ad

Policy Council February

Opening Doors Registration Form

Illegal Dumping/Vacate for Cleaning

Fingerprinting Forms

Head Start Day Flyer

Head Start Council Meeting

AC-OCAP Survey

### **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 public in their threshold language.

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

1. 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.

2. 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.

3. 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 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. We will also use translation services for our Video Conferencing calls.

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 4th, 5th 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.

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
75231 - Multipurpose Senior Service Program	150 Frank Ogawa Plaza	Nurse Case Manager	25-APR-11		YES	Chinese-Mandarin
75231 - Multipurpose Senior Service Program	150 Frank Ogawa Plaza	Case Manager, Supervising	06-MAR-07		YES	Spanish
75231 - Multipurpose Senior Service Program	150 Frank Ogawa Plaza	Case Manager I	02-JUN-14		YES	
75231 - Multipurpose Senior Service Program	150 Frank Ogawa Plaza	Case Manager I	06-AUG-12		YES	
75231 - Multipurpose Senior Service Program	150 Frank Ogawa Plaza	Case Manager I, PT	30-JAN-17		YES	
75231 - Multipurpose Senior Service Program	150 Frank Ogawa Plaza	Case Manager I, PT	15-OCT-18		YES	
75231 - Multipurpose Senior Service Program	150 Frank Ogawa Plaza	Case Manager II	26-FEB-18		YES	
75231 - Multipurpose Senior Service Program	150 Frank Ogawa Plaza	Case Manager II	11-APR-16		YES	
75231 - Multipurpose Senior Service Program	150 Frank Ogawa Plaza	Case Manager, Supervising	12-NOV-09		YES	Spanish
75231 - Multipurpose Senior Service Program	150 Frank Ogawa Plaza	Nurse Case Manager	03-NOV-14		YES	
75231 - Multipurpose Senior Service Program	150 Frank Ogawa Plaza	Senior Services Prgm Assistant	09-APR-01		YES	
75231 - Multipurpose Senior Service Program	150 Frank Ogawa Plaza	Senior Services Supervisor	02-DEC-09		YES	
75241 - Senior Companion Program Unit	150 Frank Ogawa Plaza	Senior Services Prgm Assistant, PPT	05-JAN-05		YES	
75241 - Senior Companion Program Unit	150 Frank Ogawa Plaza	Senior Services Supervisor	12-SEP-85		YES	
75251 - Outreach Program Unit	150 Frank Ogawa Plaza	Outreach Worker, PT	25-AUG-14		YES	
75251 - Outreach Program Unit	150 Frank Ogawa Plaza	Outreach Worker, PT	27-AUG-07		YES	
75621 - Oakland Paratransit for the Elderly an	150 Frank Ogawa Plaza	Senior Services Prgm Assistant	16-FEB-16		YES	
75621 - Oakland Paratransit for the Elderly an	150 Frank Ogawa Plaza	Senior Services Prgm Assistant	13-MAY-00		YES	
75621 - Oakland Paratransit for the Elderly an	150 Frank Ogawa Plaza	Senior Services Supervisor	02-FEB-09		YES	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Administrative Assistant I	19-MAR-03		YES	Spanish
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Administrative Assistant I	14-MAR-11		YES	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Administrative Assistant I	02-SEP-08		YES	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Administrative Assistant I	28-JUL-07		YES	Spanish
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Program Analyst II, PPT	17-JUL-00		YES	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Senior Center Director	09-FEB-19		YES	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Senior Center Director	19-NOV-16		YES	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Senior Center Director	08-JAN-01		YES	
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Services Prgm Assistant	16-JUL-18		YES	Spanish
75231 - Multipurpose Senior Service Program	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	24-FEB-18		NO	
75621 - Oakland Paratransit for the Elderly an	150 Frank Ogawa Plaza	Accountant II	22-MAY-00		NO	
75621 - Oakland Paratransit for the Elderly an	150 Frank Ogawa Plaza	Administrative Assistant I, PT	07-MAR-20	*	NO	
75621 - Oakland Paratransit for the Elderly an	150 Frank Ogawa Plaza	Administrative Assistant I, PT	17-MAR-14		NO	
75621 - Oakland Paratransit for the Elderly an	150 Frank Ogawa Plaza	Administrative Assistant I	08-FEB-20	*	NO	
75621 - Oakland Paratransit for the Elderly an	150 Frank Ogawa Plaza	Office Assistant I, PT	07-MAR-20	*	NO	Spanish
75621 - Oakland Paratransit for the Elderly an	150 Frank Ogawa Plaza	Office Assistant I, PT	15-DEC-18		NO	
75621 - Oakland Paratransit for the Elderly an	150 Frank Ogawa Plaza	Office Assistant I, PT	04-MAY-10		NO	

## HSD - Part IV PCP Report

FY2019-2020

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
75621 - Oakland Paratransit for the Elderly ar	150 Frank Ogawa Plaza	Office Assistant I, PT	17-FEB-05		NO	
75621 - Oakland Paratransit for the Elderly ar	150 Frank Ogawa Plaza	Office Assistant I, PT	12-OCT-04		NO	
75621 - Oakland Paratransit for the Elderly ar	150 Frank Ogawa Plaza	Office Assistant I, PT	17-JUN-02		NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian	05-OCT-07		NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian	22-MAY-04		NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian	18-AUG-01		NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian Supervisor	01-NOV-95		NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	02-NOV-19	*	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	13-JUL-19	*	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	06-APR-19		NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	06-APR-19		NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	13-FEB-18		NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	07-OCT-17		NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	07-OCT-17		NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	22-APR-17		NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	22-APR-17		NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	22-APR-17		NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	20-JUL-15		NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	29-JUN-15		NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	31-MAR-14		NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	31-MAR-14		NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	26-AUG-13		NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	24-SEP-12		NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	20-MAR-08		NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	15-APR-02		NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	08-FEB-20	*	NO	
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	02-NOV-19	*	NO	
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	02-NOV-19	*	NO	
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	19-OCT-19	*	NO	
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	10-AUG-19	*	NO	
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	02-FEB-19		NO	
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	05-NOV-18		NO	
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	05-NOV-18		NO	
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	24-SEP-18		NO	
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	09-APR-18		NO	
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	09-APR-18		NO	

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	26-MAR-18		NO	
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	10-FEB-18		NO	
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	10-FEB-18		NO	
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	26-SEP-16		NO	
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	11-NOV-06		NO	

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	27-OCT-14		YES	Cantonese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	25-MAR-13		YES	Cantonese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	24-OCT-11		YES	Cantonese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	25-JUL-11		YES	Cantonese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	13-DEC-10		YES	Cantonese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Family Advocate	23-MAR-09		YES	Cantonese
78232 - Head Start - Central Office Prog	150 Frank Ogawa Plaza	Head Start Education Coord	15-AUG-92		YES	Cantonese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	28-MAY-13		YES	Cantonese-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	Head Start Instructor	19-FEB-02		YES	Chinese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	13-MAY-09		YES	Chinese-Cantonese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	24-FEB-00		YES	Chinese-Cantonese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	24-FEB-00		YES	Chinese-Cantonese
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	Early Childhood Center Director	27-OCT-08		YES	Mandarin
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	03-DEC-12		YES	Spanish
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	06-MAR-98		YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	02-SEP-17		YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	03-MAY-10		YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	03-MAY-10		YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	04-JAN-06		YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	04-SEP-03		YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Family Advocate	13-FEB-96		YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Family Advocate	03-APR-95		YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Family Advocate	25-MAR-87		YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	13-SEP-03		YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	02-DEC-02		YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	11-OCT-00		YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	11-OCT-99		YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	11-OCT-99		YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	14-JAN-99		YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	07-DEC-98		YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	28-SEP-98		YES	Spanish
78232 - Head Start - Central Office Prog	150 Frank Ogawa Plaza	Data Entry Operator	22-APR-02		YES	Spanish

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
78232 - Head Start - Central Office Prog	150 Frank Ogawa Plaza	Data Entry Operator, Senior	01-MAR-05		yes	Spanish
78235 - HS Central Office Administratio	150 Frank Ogawa Plaza	Head Start Supervisor	23-JUN-08		YES	Spanish
78235 - HS Central Office Administratio	150 Frank Ogawa Plaza	Head Start Supervisor	25-AUG-03		YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	26-JAN-09		YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early 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	19-OCT-19	*	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	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	01-DEC-90		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	27-JAN-14		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	06-APR-19		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	05-JAN-19		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	15-DEC-18		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	01-DEC-18		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	08-OCT-18		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	08-OCT-18		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	24-SEP-18		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	29-JAN-18		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	04-DEC-17		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	31-JUL-17		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	21-DEC-15		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	22-MAY-13		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	26-NOV-12		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	29-AUG-12		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	26-JUL-10		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Family Advocate	11-SEP-17		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Family Advocate	30-JAN-17		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Family Advocate	17-OCT-06		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Family Advocate	05-JUL-94		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Family Advocate	06-JUN-92		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	03-AUG-19	*	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	19-NOV-18		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	23-APR-18		YES	

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	05-SEP-13		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	14-JAN-08		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	17-DEC-07		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	18-JAN-05		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	06-MAR-03		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	28-OCT-02		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	09-JAN-02		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	18-SEP-00		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	18-SEP-00		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	22-FEB-00		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/EHS Sub Inst, PT	09-FEB-19		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Sub Inst, PT	10-SEP-18		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Sub Inst, PT	04-DEC-17		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Sub Inst, PT	13-APR-15		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Sub Inst, PT	26-NOV-12		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Sub Inst, PT	26-NOV-12		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Student Trainee, PT	08-OCT-18		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Student Trainee, PT	08-OCT-18		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Student Trainee, PT	24-OCT-11		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Student Trainee, PT	03-JAN-11		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	29-JAN-18		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	22-FEB-20	*	YES	
78232 - Head Start - Central Office Prog	150 Frank Ogawa Plaza	Administrative Assistant I, PT	23-FEB-19		YES	
78232 - Head Start - Central Office Prog	150 Frank Ogawa Plaza	Head Start Coach Coordinator	03-MAY-10		YES	
78232 - Head Start - Central Office Prog	150 Frank Ogawa Plaza	Head Start Fam & Comm Eng Coord	13-AUG-18		YES	
78232 - Head Start - Central Office Prog	150 Frank Ogawa Plaza	Head Start Health & Nutr Coordinator	07-MAR-20	*	YES	
78232 - Head Start - Central Office Prog	150 Frank Ogawa Plaza	Head Start School Ready Coord	27-OCT-14		YES	
78232 - Head Start - Central Office Prog	150 Frank Ogawa Plaza	Headstart Program Coordinator	08-SEP-88		YES	
78232 - Head Start - Central Office Prog	150 Frank Ogawa Plaza	Headstart Program Coordinator	08-FEB-10		YES	
78232 - Head Start - Central Office Prog	150 Frank Ogawa Plaza	Office Assistant II	18-JUL-92		YES	
78235 - HS Central Office Administratio	150 Frank Ogawa Plaza	Head Start Supervisor	17-SEP-13		YES	
78235 - HS Central Office Administratio	150 Frank Ogawa Plaza	Head Start Supervisor	16-AUG-04		YES	
78235 - HS Central Office Administratio	150 Frank Ogawa Plaza	Health & Human Svcs Prgm Planner	07-AUG-01		YES	
78235 - HS Central Office Administratio	150 Frank Ogawa Plaza	Manager, Human Services	12-MAR-18		YES	
78235 - HS Central Office Administratio	150 Frank Ogawa Plaza	Office Assistant I, PT	05-OCT-19	*	YES	

## HSD - Part IV PCP Report

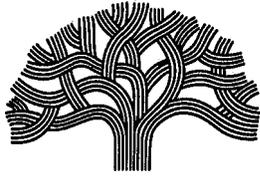
FY2019-2020

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
78235 - HS Central Office Administration	150 Frank Ogawa Plaza	Office Assistant I, PT	22-OCT-18		YES	
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	Food Program Monitor, PT	12-JUN-17		YES	
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	Food Program Monitor, PT	06-JUN-16		YES	
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	Food Program Monitor, PT	23-MAY-16		YES	
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	Food Program Monitor, PT	12-JUN-15		YES	
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	Food Program Monitor, PT	12-JUN-15		YES	
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	Food Program Monitor, PT	12-JUN-15		YES	
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	Food Program Monitor, PT	16-JUN-14		YES	
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	Food Program Monitor, PT	15-JUN-96		YES	
78251 - Youth Services	150 Frank Ogawa Plaza	Program Analyst I	04-MAY-19		YES	
78311 - Policy & Planning	250 Frank Ogawa Plaza	Case Manager I	09-MAY-16		YES	
78311 - Policy & Planning	250 Frank Ogawa Plaza	Case Manager I	10-FEB-14		YES	
78311 - Policy & Planning	150 Frank Ogawa Plaza	Outreach Developer	21-SEP-09		YES	
78361 - CSBG - Admin	150 Frank Ogawa Plaza	Community Action Agency Manager	07-JUL-97		YES	
78411 - Community Housing Services	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	11-SEP-17		YES	
78199 - DHS Fiscal Unit	150 Frank Ogawa Plaza	Accountant II	11-JAN-20	*	NO	Chinese
78111 - DHS Administration Unit	250 Frank Ogawa Plaza	Health & Human Svcs Prgm Planner	16-NOV-19	*	NO	Chinese-Cantonese
78235 - HS Central Office Administration	150 Frank Ogawa Plaza	Administrative Assistant II	07-DEC-15		NO	Chinese-Mandarin
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Administrative Assistant I	14-JAN-02		NO	Spanish
78311 - Policy & Planning	250 Frank Ogawa Plaza	Program Analyst II	24-JAN-11		NO	Spanish
78235 - HS Central Office Administration	150 Frank Ogawa Plaza	Accountant III	15-OCT-01		NO	Spanish, Tagalog
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Administrative Assistant II	06-APR-19		NO	
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	01-MAR-18		NO	
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Manager, Human Services	16-JUL-01		NO	
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Office Assistant I, PT	02-NOV-19	*	NO	
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Office Assistant I, PT	01-JUN-19		NO	
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Office Assistant I, PT	01-JUN-19		NO	
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Office Assistant I, PT	15-SEP-06		NO	
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Payroll Personnel Clerk III	02-JAN-01		NO	
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Project Manager	28-AUG-17		NO	
78199 - DHS Fiscal Unit	150 Frank Ogawa Plaza	Administrative Services Manager II	07-DEC-02		NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Administrative Assistant I, PT	04-JUN-18		NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Cook Supervising	07-MAY-12		NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Custodian	16-MAY-98		NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Food Service Worker	05-NOV-18		NO	

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Food Service Worker	18-APR-11		NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Food Service Worker	25-SEP-02		NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Food Service Worker, PT	13-MAY-09		NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Driver Courier	12-JUN-10		NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Driver Courier	30-MAR-91		NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Driver Courier	04-JUN-88		NO	
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, PT	08-OCT-18		NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Maintenance Mechanic, PT	20-OCT-97		NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Office Assistant II, PT	28-DEC-19	*	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Office Assistant II, PT	28-DEC-19	*	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Park Attendant, PT	17-SEP-01		NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Project Manager III, PT	08-FEB-20	*	NO	
78232 - Head Start - Central Office Prog	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	07-DEC-19	*	NO	
78232 - Head Start - Central Office Prog	150 Frank Ogawa Plaza	Head Start ERSEA & Data Coord	08-MAY-17		NO	
78232 - Head Start - Central Office Prog	150 Frank Ogawa Plaza	Head Start Facilities Coordinator	25-SEP-17		NO	
78235 - HS Central Office Administratio	150 Frank Ogawa Plaza	Accountant II	11-MAY-15		NO	Chinese
78235 - HS Central Office Administratio	150 Frank Ogawa Plaza	Administrative Analyst II	05-JAN-15		NO	
78235 - HS Central Office Administratio	150 Frank Ogawa Plaza	Administrative Assistant II	25-MAR-11		NO	
78235 - HS Central Office Administratio	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	27-JUL-19	*	NO	
78241 - Year Round Lunch Program Uni	150 Frank Ogawa Plaza	Food Program Driver, PT	03-JUN-17		NO	
78241 - Year Round Lunch Program Uni	150 Frank Ogawa Plaza	Food Program Driver, PT	13-JUN-14		NO	
78241 - Year Round Lunch Program Uni	150 Frank Ogawa Plaza	Food Program Driver, PT	18-JUN-12		NO	
78241 - Year Round Lunch Program Uni	150 Frank Ogawa Plaza	Food Program Driver, PT	30-JUN-03		NO	
78241 - Year Round Lunch Program Uni	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	23-MAY-16		NO	
78251 - Youth Sevices	150 Frank Ogawa Plaza	Health & Human Svcs Prgm Planner	15-MAR-10		NO	
78251 - Youth Sevices	150 Frank Ogawa Plaza	Manager, Human Services	23-MAR-98		NO	
78251 - Youth Sevices	150 Frank Ogawa Plaza	Program Analyst I	20-APR-19		NO	
78251 - Youth Sevices	150 Frank Ogawa Plaza	Program Analyst I	07-JAN-08		NO	
78251 - Youth Sevices	150 Frank Ogawa Plaza	Program Analyst I	13-JUL-96		NO	
78251 - Youth Sevices	150 Frank Ogawa Plaza	Program Analyst I, PT	21-SEP-19	*	NO	
78251 - Youth Sevices	150 Frank Ogawa Plaza	Program Analyst II	02-APR-12		NO	
78251 - Youth Sevices	150 Frank Ogawa Plaza	Program Analyst II	18-FEB-08		NO	
78311 - Policy & Planning	250 Frank Ogawa Plaza	Administrative Assistant I, PT	27-AUG-18		NO	
78311 - Policy & Planning	150 Frank Ogawa Plaza	Administrative Assistant I, PPT	11-SEP-13		NO	
78311 - Policy & Planning	250 Frank Ogawa Plaza	Health & Human Svcs Prgm Planner	09-NOV-15		NO	

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
78311 - Policy & Planning	250 Frank Ogawa Plaza	Health & Human Svcs Prgm Planner	13-OCT-14		NO	
78311 - Policy & Planning	250 Frank Ogawa Plaza	Manager, Human Services	01-MAR-14		NO	
78311 - Policy & Planning	250 Frank Ogawa Plaza	Office Assistant II, PT	03-JUN-17		NO	
78311 - Policy & Planning	250 Frank Ogawa Plaza	Program Analyst I	20-OCT-08		NO	
78311 - Policy & Planning	250 Frank Ogawa Plaza	Program Analyst II	07-MAY-18		NO	
78311 - Policy & Planning	250 Frank Ogawa Plaza	Program Analyst II	15-JAN-18		NO	
78311 - Policy & Planning	250 Frank Ogawa Plaza	Program Analyst II	19-AUG-13		NO	
78311 - Policy & Planning	250 Frank Ogawa Plaza	Program Analyst II	27-NOV-06		NO	
78311 - Policy & Planning	250 Frank Ogawa Plaza	Program Analyst III	20-FEB-07		NO	
78311 - Policy & Planning	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	02-MAY-20	*	NO	
78361 - CSBG - Admin	150 Frank Ogawa Plaza	Administrative Assistant I	14-JUL-18		NO	
78361 - CSBG - Admin	150 Frank Ogawa Plaza	Program Analyst I, PT	02-FEB-19		NO	
78362 - CSBG - Programs	150 Frank Ogawa Plaza	Program Analyst I	15-SEP-15		NO	
78411 - Community Housing Services	250 Frank Ogawa Plaza	Accountant II	30-MAY-06		NO	
78411 - Community Housing Services	250 Frank Ogawa Plaza	Administrative Assistant I, PT	30-NOV-19	*	NO	
78411 - Community Housing Services	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	11-FEB-19		NO	
78411 - Community Housing Services	250 Frank Ogawa Plaza	Health & Human Svcs Prgm Planner	30-NOV-15		NO	
78411 - Community Housing Services	250 Frank Ogawa Plaza	Manager, Human Services	03-JUN-15		NO	
78411 - Community Housing Services	150 Frank Ogawa Plaza	Program Analyst I	04-AUG-14		NO	
78411 - Community Housing Services	250 Frank Ogawa Plaza	Program Analyst II	04-JUN-18		NO	
78411 - Community Housing Services	150 Frank Ogawa Plaza	Program Analyst II	06-JUN-16		NO	
78411 - Community Housing Services	250 Frank Ogawa Plaza	Program Analyst II, PT	11-FEB-19		NO	
78411 - Community Housing Services	250 Frank Ogawa Plaza	Program Analyst III	13-JUL-15		NO	

Department Name: Information Technology Department  
Fiscal Year: 2019/20



CITY OF OAKLAND

EQUAL ACCESS ORDINANCE  
ANNUAL COMPLIANCE PLAN

**I. DEPARTMENT CERTIFICATION**

DEPARTMENT NAME: Information Technology Department  
FISCAL YEAR: 2019/20

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

I, Andrew Peterson, 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 Information Technology Department was submitted on May 21, 2020.

Andrew Peterson, Chief Information Officer  
Print Name & Title

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

**II. QUANTITATIVE ASSESSMENT REPORT**

**Department Name:**

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Andrew Peterson	N/A	Cynthia Perkins
Title	Chief Information Officer		Assistant to the Director
Address	150 Frank Ogawa Plaza, Oakland CA		150 Frank Ogawa Plaza, Oakland CA
Phone#	510-238-6741		510-238-4702
Email	<a href="mailto:apeterson@oaklandnet.com">apeterson@oaklandnet.com</a>		<a href="mailto:cperkins@oaklandnet.com">cperkins@oaklandnet.com</a>

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	82 (10 vacancies)		New Hires 6		
Public Contact Positions (PCP)	0	100%	New PCP Hires	0	100%
PCP With Spanish Language Skill	0	%	New PCP Hires with SP Skill	0	%
PCP With Chinese Language Skill	0	%	New PCP Hires with CH Skill	0	%

Table 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?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Description:	

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

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

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

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

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

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

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

**III. QUALITATIVE ASSESSMENT REPORT**

**A. Bilingual Public Contact Positions Assessment**

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL 0	STAFF	GOAL MET?	GOAL 0	STAFF	GOAL MET?
82	0	0	0	Yes	0	0	Yes

Goal = PCP X %

This report covers fiscal year 2018-2019 and data is reported as of June 30, 2019.

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 general public; our customers are limited to City employees. However, ITD is committed to supporting the Equal Access Ordinance by providing the necessary technological infrastructure to assist the City in reaching its Equal Access goals.

During this past year, ITD worked collaboratively with various agencies and departments to help implement new systems and projects. Some projects include the Oakland Police Department VISION personnel management system, Oakland Police Department 911 Vista Telephone Upgrade, and Citywide upgrade to Windows 10 operating system. Our Department continued its support on technological upgrades to City systems including Oracle, ShoreTel Phones, and Police and Fire Radio systems, all of which contributes to the City's overall goal of reaching 100% compliance with the Equal Access Ordinance.

ORGANIZATION	ADDRESS	JOB_CLASS	POSITION	FTE	HIRE_DATE	NEW	EMP_NAME	PCP	LANG
46111 - Administrative	150 Frank Og	Accountant III	42637.43	1	24-AUG-98		Pham, Leslie N	NO	
46111 - Administrative	150 Frank Og	Administrative Analyst I	36447.36	1	06-APR-19		Olson, Susan Marie	NO	
46111 - Administrative	150 Frank Og	Administrative Analyst II	38947.39	1	26-NOV-12		Urrutia, Kristin Barrios	NO	
46111 - Administrative	150 Frank Og	Assistant to the Director	38456.38	1	08-FEB-91		Perkins, Cynthia P.	NO	
46111 - Administrative	150 Frank Og	Director of Info Technology	34717.35	1	06-MAR-17		Peterson, Andrew Cled	NO	
46111 - Administrative	150 Frank Og	Exec Asst to the Director	35941.36	1	26-MAY-15		Turner, Phyllis Denise	NO	
46111 - Administrative	150 Frank Og	Project Manager III	41794.42	1	29-JUN-19		Islam, Pavel Azadul	NO	
46121 - Reprographic Se	150 Frank Og	Exempt Limited Duration Employee	42346.42	1	05-NOV-18		Williams, Mheret W	NO	
46121 - Reprographic Se	150 Frank Og	Reprographic Assistant	17212.17	1	04-JUN-02		Battle, Althea L.	NO	
46121 - Reprographic Se	150 Frank Og	Reprographic Offset Operator	27713.28	1	21-DEC-15		Ticas, Mario M	NO	
46121 - Reprographic Se	150 Frank Og	Reprographic Offset Operator	15857.59	1	05-MAR-07		Winston, Tracy L	NO	
46121 - Reprographic Se	150 Frank Og	Reprographic Shop Supervisor	15859.59	1	30-MAY-02		McElroy, Darryl R.	NO	
46211 - Help Desk	150 Frank Og	Help Desk Specialist	34847.35	1	16-FEB-16		White, Charles Alexand	NO	
46211 - Help Desk	150 Frank Og	Help Desk Specialist	34846.35	1	02-NOV-15		Lucha, Raul A	NO	
46211 - Help Desk	150 Frank Og	Help Desk Specialist	15863.59	1	26-OCT-15		Guydon-Fassette, Shar	NO	
46211 - Help Desk	150 Frank Og	Help Desk Supervisor	40683.22	1	09-FEB-04		Jelani, Tyehimba	NO	
46251 - Desktop Suppor	150 Frank Og	Information Systems Manager I	39718.28	1	06-OCT-03		Poon, Ivan S	NO	
46251 - Desktop Suppor	150 Frank Og	Information Systems Spec I	37574.38	1	02-NOV-15		Bullard Jr., Ronald Eug	NO	
46251 - Desktop Suppor	150 Frank Og	Information Systems Spec I	37573.38	1	14-SEP-15		Breckenridge, Frank La	NO	
46251 - Desktop Suppor	150 Frank Og	Information Systems Spec II	39707.26	1	05-JUN-17		Charoonwitt, Navapol	NO	
46251 - Desktop Suppor	150 Frank Og	Information Systems Spec II	32891.39	1	09-JAN-12		Everett, TC	NO	
46251 - Desktop Suppor	150 Frank Og	Information Systems Spec II	27955.28	1	14-NOV-11		Gonsalves, Daniel Anth	NO	
46251 - Desktop Suppor	150 Frank Og	Information Systems Spec II	28207.25	1	01-FEB-99		Aminsalehi, Kommy	NO	
46251 - Desktop Suppor	150 Frank Og	Information Systems Spec II	28205.17	1	13-NOV-98		Blue, Howard E	NO	
46251 - Desktop Suppor	150 Frank Og	Information Systems Spec III	39706.1	1	10-OCT-16		Astrera, Erwin Solomo	NO	
46251 - Desktop Suppor	150 Frank Og	Information Systems Spec III	42634.32	1	09-OCT-06		Yassini, Ali H	NO	
46251 - Desktop Suppor	150 Frank Og	Information Systems Spec III	39715.36	1	27-MAR-06		Vu, Hieu K	NO	
46271 - Telecommunica	150 Frank Og	Information Systems Manager II	39716.29	1	24-NOV-03		Olike, Chinwe Ifeoma	NO	
46271 - Telecommunica	150 Frank Og	Telephone Services Specialist	41793.42	1	24-AUG-19	*	Griffin, Jamie	NO	
46271 - Telecommunica	150 Frank Og	Telephone Services Specialist	31254.26	1	16-FEB-16		Qadr, Luqman Abdulla	NO	
46271 - Telecommunica	150 Frank Og	Telephone Services Specialist	31252.26	1	17-DEC-91		Carter, Willie L	NO	
46321 - Systems & Data	150 Frank Og	Application Developer III	31243.25	1	19-DEC-17		Thomas, Stephen Willi	NO	
46321 - Systems & Data	150 Frank Og	Application Developer III	39713.28	1	05-NOV-07		Huang, Yongwei	NO	
46321 - Systems & Data	150 Frank Og	Database Administrator	15906.71	1	14-SEP-15		Chen, Aibin Sherry	NO	
46321 - Systems & Data	150 Frank Og	Database Administrator	21664.22	1	23-JUN-03		Wang, Liaosheng	NO	
46321 - Systems & Data	150 Frank Og	Database Analyst III	24773.25	1	26-APR-99		Mixon, Linda C.	NO	



Department Name: Mayor's Office  
Fiscal Year: FY2019-2020



## EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

### I. DEPARTMENT CERTIFICATION

Language Access Coordinator shall obtain Department Head approval before submitting the FY 2019-2020 report to Equal Access Office. Submit report via email to Equal Access Office (To: [mtam@oaklandca.gov](mailto:mtam@oaklandca.gov)) and cc Department Head in the submission email.

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

I, Mayor Libby Schaaf hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Office of the Mayor was submitted on June 15<sup>th</sup>, 2020.

A handwritten signature in black ink, appearing to read "Libby Schaaf".

---

Type Name & Title

## II. QUANTITATIVE ASSESSMENT REPORT

### Mayor's Office

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Libby Schaaf	Caleb Smith	Richard Luna
Title	Mayor	Special Assistant to Mayor	Accountant III
Address	1 Frank Ogawa Plaza, 3 <sup>rd</sup> Floor	1 Frank Ogawa Plaza, 3 <sup>rd</sup> Floor	1 Frank Ogawa Plaza, 3 <sup>rd</sup> Floor
Phone#	(510) 238-3141	(510) 238-7340	(510) 238-4756
Email	<a href="mailto:lschaaf@oaklandca.gov">lschaaf@oaklandca.gov</a>	<a href="mailto:CSmith3@oaklandca.gov">CSmith3@oaklandca.gov</a>	<a href="mailto:RLuna@oaklandca.gov">RLuna@oaklandca.gov</a>

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	13		New Hires	3	
Public Contact Positions (PCP)	13	100%	New PCP Hires	3	100%
PCP With Spanish Language Skill	2	15 %	New PCP Hires with SP Skill	0	0%
PCP With Chinese Language Skill	1	7 %	New PCP Hires with CH Skill	0	0%

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

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

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

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

<b>Table 4A Vital Documents List</b>			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
1. Mobile Mayor Flyer		Yes	Vietnamese,
2. Newsletter re: Homelessness	Yes	Yes	
3. Article re: Progress on Potholes	Yes	Yes	
4. Resilient Fruitvale-Posada de Colores Flyers	Yes	Yes	
5. Resilient Fruitvale-Las Bougainvilleas Flyers	Yes	Yes	
6. Resilient Fruitvale-Fruitvale Senior Center Flyers	Yes	Yes	
7. Resilient Fruitvale Block Party Flyers	Yes	Yes	
8. Resilient Fruitvale Fact Sheet	Yes	Yes	
9. Safe Oakland Speaker Series	Yes	Yes	
10. Oakland Prepared Together Mini Grant Presentation	Yes	Yes	
11. Abandoned Autos Report in Area 5	Yes	Yes	
12. Mini Grant info Session Flyer	Yes	Yes	Vietnamese
13. Brilliant Baby 1 Pager Description	Yes	Yes	Tongan
14. Bulky Block Party Poster	Yes	Yes	Tongan
15. Council-Approved Illegal Dumping Resources	Yes	Yes	Tongan
16. Weekly EEO Success Story	Yes	Yes	
17. Our Budget Part I	Yes	Yes	
18. Our Budget Part II	Yes	Yes	
19. Our Budget Part III	Yes	Yes	
20. Our Budget Part IV	Yes	Yes	
21. Budget Town Hall Exit Ticket	Yes	Yes	Arabic
22. Mobile Mayor Poster	Yes	Yes	Vietnamese
23. Safety Town Hall	Yes	Yes	
24. 2018 Mayor Summary	Yes	Yes	
25. Inauguration Program	Yes	Yes	Tigrinya
26. Senior Bulky Pick Up Day flyer	Yes	Yes	Vietnamese
27. Illegal Dumping Infographic Flyer	Yes	Yes	Vietnamese
28. National Night Out Public Safety Flyer	Yes	Yes	Vietnamese
29. September 2019 Environmental Enforcement Officer Report	Yes	Yes	Vietnamese
30. Traffic Intervention October 2019	Yes	Yes	Vietnamese
31. Homelessness Update 2019	Yes	Yes	Vietnamese
32. Huong Thi Truong Statement	Yes	Yes	Vietnamese
33. Oakland Renter's Market Statement	Yes	Yes	
34. 3 <sup>rd</sup> RV Parking Location Opening	Yes	Yes	
35. Cultural Grant Press Release	Yes	Yes	
36. Moms 4 Housing Statement	Yes	Yes	
37. 7 <sup>th</sup> Community Cabin Site Opening Press Release	Yes	Yes	
38. Appointment of Department of Violence Prevention Director Press Release	Yes	Yes	Tagalog
39. No Dumping Produce District Language	Yes	Yes	
40. City Services Through Shelter In Place 3/17/20 Press Release	Yes	Yes	
41. Town Hall Transcript	Yes	Yes	
42. Town Hall Thought Exchange Report	Yes	Yes	Tagalog, Arabic
43. Great Oakland Check In Script	Yes	Yes	Tagalog, Arabic

Department Name: Mayor's Office  
 Fiscal Year: FY2019-2020

Supplementary Documents--Social Media Posts	Translated into Spanish	Translated into Chinese	Other languages
1. FB Construction Jobs Discussion 2019	Yes	Yes	
2. FB Senior Assistance Volunteering 2019	Yes	Yes	
3. FB Bulky Item Pick Up 2019	Yes	Yes	
4. FB August Mobile Mayor 2019	Yes		
5. FB Tenants Rights Workshop 2019	Yes	Yes	
6. TWT Senior Assistance Volunteering 2019	Yes		
7. TWT Immigration Response to Noticias14 2019	Yes		
8. TWT Wildfire Risk Updates 2019	Yes		
9. TWT Dia de Los Muertos Festival 2019	Yes		
10. FB: Announcement for Virtual Town Hall re COVID19	Yes		
11. FB Reminder Virtual Town Hall re COVID19	Yes		
12. FB Reminder Virtual Town Hall re COVID19	Yes		
13. FB Town Hall Google Form	Yes		
14. TWT Reminder Virtual Town Hall re COVID19	Yes		
15. FB Oakland Public Library Disaster Service	Yes		
16. FB Davis Street Bulky Items Drop-Off	Yes		
17. TWT Davis Street Bulky Items Drop-Off	Yes		
18. TWT End of City Curfew 06/04/2020	Yes		
19. TWT Fruitvale Community COVID19 Testing	Yes		
20. FB Fruitvale Community COVID19 Testing	Yes		

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

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Office of the Mayor Front Desk	510-238-3141	Completed
Mayor's Toy Drive Hotline	510-777-8697	Completed
Caleb Smith	510-238-7340	Completed
Sun Kwong Sze	510-238-7577	Completed
Yvonna Cazares	510-238-7157	Completed
David Silver	510-238-3990	Completed
Executive Scheduler	510-238-7414	Completed
Office of the Mayor Front Desk	510-238-3141	Completed

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
City Hall, Mayor's Office	1 Frank H. Ogawa Plaza	94612	510-238-3141	13	2	15	1	7

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

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

**III. QUALITATIVE ASSESSMENT REPORT**

**A. Bilingual Public Contact Positions (PCP) Assessment**

**Mayor’s Office**

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
13	13	1	2 (15%)	YES	1	1	YES (7%)

This report covers fiscal year 2019-2020 and data is reported as of June 15, 2020.

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 Mayor’s office is complying with the Equal Access Ordinance by having bilingual staff, volunteers and interns who make limited English proficiency and non-English speaking monolingual residents of Oakland feel welcome to engage with our office and City services in general. The Mayor’s Office centers accessibility to our various program offerings and outreach to community members city-wide. The office consistently translates its outreach materials into Spanish and Chinese to reflect the communities/neighborhoods it is reaching, and regularly schedules programming with 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 Limited English Proficient (LEP) persons may attend and translated documents are not sufficient for the purpose of the meeting.

The biggest challenge we have been confronted with this fiscal year is the COVID-19 pandemic. We have been diligent in requesting interpretation and translation services to get emergency information out to the public.

The Mayor’s office had a total of 13 PCPs this FY 2019-2020. Two PCPs are Spanish speaking and one is Chinese speaking.

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 emphasizes the practicality of bilingual language capacity when recruiting applicants and assesses their level of proficiency. During the Staff recruitment phase, the Mayor's office attracts a large pool of applicants that includes bilingual applicants. The most recent Spanish-speaking PCP was asked interview questions in Spanish twice during the application process and prepared a bilingual briefing memorandum for hiring Mayor's Office staff to evaluate. Since then, they have gone on to receive both (oral and written) bilingual certifications offered by the City of Oakland.

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

During the COVID-19 pandemic, the Mayor has had several media appearances in Spanish with Univision and Telemundo broadcasting to reach Spanish Speaking constituents. She has used her own social media platforms to host an online and dial-in Town Hall in Spanish and the indigenous Guatemalan language, Maya Mam. Another one is planned before the end of the fiscal year, but after the Equal Access Report due date.

Mayor Libby Schaaf connects with Oakland's Spanish speaking communities frequently via live radio interview on KIQI (1010 AM, "Radio Unica"). KIQI is a Spanish-language radio station based in San Francisco. It is under 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 approximately a half hour. During the first half, the host asks the Mayor questions (in English and Spanish) based on current events in Oakland and nationwide. During the second half, Mayor Schaaf takes live calls from listeners in English and Spanish. Following the call, the Language Access Coordinator offers the Mayor's bilingual talking points with links to City resources for the KIQI staff to share on their website. In addition, the Mayor speaks in Spanish at events with Spanish-speaking audiences. Spanish speaking PCPs, interns, and volunteers attend alongside her to maximize contact with the public and to provide clarification between the Mayor and LEP constituents as needed.

The Mayor's Office Chinese-speaking PCP engages Oakland's Mandarin and Cantonese-speaking constituents on Sing Tao Chinese Radio to provide updates on major City processes and events, including the release of the Mayor's budget proposal. Sing Tao Chinese Radio is broadcast in two Chinese dialects on two stations: AM 1400, Cantonese and FM 96.1, Mandarin. The live radio interview is conducted in Cantonese and the Mayor's responses to questions are interpreted into Chinese by her Staff. The Sing Tao Chinese Radio website cites a listenership of 85% of all Chinese residents the Bay Area

During the Mayor's Weekly Town Hall series (started week of March 17th to present), the Mayor has had her team of PCPs, interns, and volunteers staffing her social media live streams to translate resources being shared in English to Spanish or Chinese and questions

submitted in Spanish or Chinese are translated to that she can reply. Her response is then translated back to the LEP constituent's language in the live stream chat.

1. [Town Hall in Spanish and Mam](#) - April 29, 2020
2. English Language Town Halls with Translation support (not pictured in the recording, but viewable in the respective Live Stream Chats)
  1. [Oakland Virtual Town Hall](#) - May 28, 2020
  2. Town Hall on Phase 2 - Watch [section 1](#) - Watch [section 2](#) - May 21, 2020
  3. [COVID-19 Racial Disparities Task Force Public Hearing 1](#) - May 15, 2020
  4. [Town Hall on Oakland's Midcycle Budget](#) - May 7, 2020
  5. [Town Hall on COVID-19](#) - April 30, 2020
  6. [Town Hall on COVID-19](#) - April 23, 2020
  7. [Town Hall on COVID-19](#) - April 16, 2020
  8. [Town Hall on COVID-19](#) - April 9, 2020
  9. [Town Hall on COVID-19](#) - April 2, 2020
  10. [Town Hall on COVID-19](#) - March 27, 2020
  11. [Town Hall on COVID-19](#) - March 19, 2020
  12. [Town Hall on Homelessness](#) - March 16, 2020

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

The Mayor's Office has a designated Language Access Coordinator (LAC) and a back up in the event the LAC is out on leave who ensures that the office maintains a list of employees in the office who speak the threshold languages and trains volunteers and interns on how to use the interpretation service should it be necessary.

When working with LEP persons, we not only provide the appropriate language service but also culturally competent service to residents by meeting them in their neighborhoods and strengthening working relationships with trusted community leaders all year around.

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 utilized whenever possible if a bilingual PCP is not available to monolingual staff and constituents.

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 bilingual staff of the Mayor's Office will continue to actively engage LEP residents at meetings and events to ensure LEP communities know our commitment to language inclusivity. The Mayor's Office also consistently translates its materials into Spanish, Chinese,

and other languages as needed, makes regular use 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 and monolingual staff member is trained in the use of interim measures to assist LEP persons.

The Mayor's Office continues to respond to media requests from news outlets that provide information to LEP communities, including a new partnership with El Timpano, a media outlet that distributes news via WhatsApp messenger, text, and other nontraditional outlets to both Spanish and Mam-speaking constituents. Not only do they distribute news, they report back to the Mayor's Office with inquiries and feedback about what LEP constituents want to know. The Mayor's Office is constantly in search of means to leverage technology and organizations that hold cultural credibility to ease the flow of information to LEP 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.

Notices of interpretation services are available at the front desk area in the Mayor's Office. Upon request, receptionists alert the PCP to assist in providing language services. If the PCP is unavailable, the Mayor's Office Receptionists will dial the Equal Access Office's language interpretation services to assist the constituent.

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 22 vital document in FY 2018-2019, of which all 22 were translated into Spanish and Chinese, 3 into Tongan, 9 into Vietnamese, and 1 into Tigrinya. TIn 2019-2020 we have had 10 translated documents all of which are in Spanish and Chinese, 2 of which are in Tagalog and 1 in Arabic. Materials from previous years are still in use today as we engage LEP communities e.g. vital documents and town halls were held in: in Spanish, Chinese, Vietnamese, Arabic and Korean in 2017-2018 and materials continue to be used as we revisit and engage these communities.

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

Required documents were translated into Spanish and Chinese to better serve the community. Social media posts are used to expand language accessibility in the Mayor's digital presence. Non-English posts are typically in Spanish unless we are provided with language from a community organization or other government agency. Selected documents

were translated into Tongan, Vietnamese, Tongan, Tagalog, and Arabic 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 and the Mayor's Scheduler have recorded messages in Spanish or Chinese on their voicemails.

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

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

The Mayor's Office uses translated written materials, translators, bilingual volunteers, interns and staff to communicate with LEP Spanish, Cantonese and Mandarin populations. The Mayor's Office's policy is to abide by the Equal Access Ordinance. On all event posters, the Language Access Coordinator's contact information is provided in Spanish and Chinese so that constituents can request interpretation services. If we know there is an LEP presence in the neighborhood, we get written materials translated into the appropriate 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.

Bilingual staff of the Mayor's Office proactively attend community events and meetings to reach LEP populations, such as Latinx, Chinese, Korean, Cambodian, Arab communities and more. In addition, the Mayor and her bilingual staff participate in Spanish-speaking broadcast interviews to inform non-English speaking residents of important government information like the budget, immigrant protections and rights in the City of Oakland, affordable housing development, and City-provided language access services. The Mayor's Office uses translated written materials, translators, bilingual volunteers, interns and staff to communicate with LEP Spanish, Chinese, and other non-English speaking constituents.

3. 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 printed 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.

### **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 remain in compliance with the Equal Access Ordinance by means of having bilingual staff, interns and volunteers, continuing to use translated materials for community outreach and utilizing the Equal Access office and the Equal Access Language Line when necessary. The Mayor's Office will also ensure that translation signs are prominently posted in plain sight for LEP constituents. The Mayor's Office plans to increase multilingual social media posting in alignment with cultural and civic happenings that are particularly relevant to LEP constituents. The Mayor's Office will also work to increase transparency about how LEP attendees to public meetings can access language services. Additionally, the Mayor's Office will continue to build capacity to recruit multilingual interns, especially Chinese speaking applicants, so that we can expand language accessibility in our written materials, email campaigns, and social media channels.

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 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 needed. Annual compliance plan will be posted on the City website and accessible to the public. Additionally, we will provide hard copies upon request to constituents.

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Mayor	03-JAN-11		YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Mayor's PSE 14	26-NOV-18		YES	Spanish
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor I	30-MAY-17		YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor I	10-JUN-19		YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor I	07-APR-08		YES	Chinese
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor II	02-NOV-19	*	YES	
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	Special Assistant to the Mayor III	05-SEP-17		YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor III	13-JUL-19	*	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	Special Assistant to the Mayor III	07-DEC-19	*	YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor III	12-NOV-02		YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor III	07-NOV-16		YES	

Department Name: Office of the City Attorney  
Fiscal Year: FY2019-2020



## EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

### I. DEPARTMENT CERTIFICATION

Language Access Coordinator shall obtain Department Head approval before submitting the FY 2019-2020 report to Equal Access Office. Submit report via email to Equal Access Office (To: [mtam@oaklandca.gov](mailto:mtam@oaklandca.gov)) and cc Department Head in the submission email.

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 the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Office of the City Attorney was submitted on June 26, 2020.

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Type Name & Title

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

**II. QUANTITATIVE ASSESSMENT REPORT**

**Department Name:**

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Barbara J. Parker	Mark Forte	Mark Forte
Title	City Attorney	Open Gov't/Legal Services Coordinator	Open Gov't./Legal Services Coordinator
Address	1 Frank H. Ogawa Plaza	1 Frank H. Ogawa Plaza	1 Frank H. Ogawa Plaza
Phone#	510238-3815	510-238-2960	510-238-2960
Email	<a href="mailto:bparker@oaklandcityattorney.org">bparker@oaklandcityattorney.org</a>	<a href="mailto:mforte@oaklandcityattorney.org">mforte@oaklandcityattorney.org</a>	<a href="mailto:mforte@oaklandcityattorney.org">mforte@oaklandcityattorney.org</a>

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	76		New Hires	10	
Public Contact Positions (PCP)	10	13%	New PCP Hires	2	100%
PCP With Spanish Language Skill	3	30%	New PCP Hires with SP Skill	1	50%
PCP With Chinese Language Skill	2	20%	New PCP Hires with CH Skill	0	0%

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Administrative Unit	
Advisory Division	
Affirmative Litigation Division	
Labor & Employment Division	
Litigation Division	

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

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

<b>Table 4A Vital Documents List</b>			
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	

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

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

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

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

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

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

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

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

#### **A. Bilingual Public Contact Positions Assessment**

**Department Name:**

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
76	10	1	3	Yes	1	2	Yes

Goal = PCP X %

This report covers fiscal year 2019-2020 and data is reported as of June 30, 2020.

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 eighty-one authorized FTE's during FY 19-20. Seventy-six of these positions are encumbered. The total number of positions identified as Public Contact Positions (PCP) remains constant with a total of ten. At the beginning of the fiscal year, five of our Office's PCP positions were staffed by bilingual employees. Two were Chinese-speaking employees (Public Service Representative & Claims Investigator III), and three were Spanish speaking (two NLC attorneys and one Agency Administrative Manager).

During the fiscal year, three PCP positions (two NLC Attorneys and one Agency Administrative Manager) became vacant. The City Attorney filled the two NLC Attorneys position. One of the new NLC Attorneys is Spanish speaking. The Agency Administrative Manager remains vacant.

In addition to the two PCP positions filled during this fiscal year, the City Attorney filled eight non-PCP positions as well. Three of these hires were bilingual (2 Chinese speaking and 1 Spanish speaking).

In total, the City Attorney's office has four Chinese-speaking employees, six Spanish-speaking employees and one Vietnamese-speaking employee in non-PCP positions. Our bilingual, non-PCP staff, are available to assist the public in the even the employees in PCP position are unavailable. The City Attorney's Office continues to exceed the goals set forth in the City's EAO.

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 discussed above, the City Attorney's office filled two PCP positions during the fiscal year. One of these vacancies was filled with a bilingual employee. In preparation for the recruitment, the job announcement was prepared with a specific call for Spanish and/or Chinese speaking applicants. The department posted the job announcement on recruitment sites where there was an opportunity to attract Spanish and Chinese speaking applicants.

These efforts resulted in a pool of qualified candidates for consideration and ultimately in the hiring of a bilingual employee to fill one of the vacancies. The Department's other PCP positions did not experience vacancies during the fiscal year. Our efforts remain adequate as the department continues to exceed the ratio of bilingual employees set forth by the City.

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

The Department continues to emphasize the need for bilingual staff during the recruitment of PCP and non-PCP staff. We continue our best practice of utilizing our non-PCP bilingual employees to provide any language services needed as a way to insure that LES persons receive equal and fair access to the City services provided by this office. If the need extends beyond what the Department staff can provide, assistance is sought through the Equal Access 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.

There are no additional measures to report. However, the City Attorney's Office will continue to utilize non-PCP employees the City has certified as bilingual 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.

## **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 required notices remain posted in City Hall, One Frank H. Ogawa Plaza, at the City Attorney's sixth floor reception area, on the wall and on the counter. Additionally, the notices are available on the City Attorney's website.

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 of the City Attorney's vital documents, are available in Spanish and Chinese. The Claim form and information are also available in Vietnamese and are available to the public on line and in the sixth floor reception area at City Hall, One 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 to serve the LES community?

During this reporting period, the Department translated the following documents to serve the LES community:

1. Measure Z FAQs (Spanish, Chinese, Vietnamese)
2. Covid-19 – FAQ domestic violence (Spanish, Chinese, Vietnamese)
3. Covid-19 – Civil Rights FAQs (Spanish, Chinese, Vietnamese)
4. Letters regarding various claims (Spanish, Chinese)

### **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 Attorney's 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. 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.

To facilitate communication with the LES Spanish and Chinese populations, the City Attorney's Office utilizes the services of its bilingual employees and communicates with the Department of Human Resources Equal Access Office for assistance with services we are not adequately equipped to provide.

The City Attorney's Office continues to follow the requirements detailed in AI 145 and the Equal Access Ordinance to determine what is expected. The Equal Access Reference Guide is also used.

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

The City Attorney's Office informs the population of their right to bilingual services by posting the 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.

- 3 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 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 Position, by identifying and posting job announcements in targeted publications and job sites. The Office will also continue the practice of certifying qualified employees, whether or not their roles are classified as PCPs.

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 on the reception counter on the sixth floor at 1 Frank Ogawa Plaza and will be posted on the front page of the City Attorney website: <http://www.oaklandcityattorney.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 and Chinese. 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 sixth Floor reception desk in Vietnamese as well.

## OCA - Part IV PCP Report

FY2019-2020

ORGANIZATION	LOCATION	JOB_CLASS	POSITION_NO	FTE	HIRE_DATE	NEW	EMP_NAME	PCP	LANG
04111 - City Attorney	City Hall - 6th Fl	Open Govt & Legal Svcs Coord	33684.19902	1	24-NOV-14		Forte, Mark Lawrence	YES	
04111 - City Attorney	City Hall - 6th Fl	Public Service Representative	10370.1037	1	11-DEC-17		La, Nikki	YES	Chinese
04111 - City Attorney	City Hall - 6th Fl	Public Service Representative	10371.10371	1	23-APR-84		Pryor, Tamora	YES	
04211 - Litigation Unit	City Hall - 6th Fl	Claims Investigator III	35721.34681	1	22-JUN-15		Ho, Jerry	YES	Chinese
04411 - Affirmative Lit	City Hall - 6th Fl	Neighborhood Law Corps Attorney	40277.34976	1	25-SEP-17		Harris, Jaclyn Anne	YES	
04411 - Affirmative Lit	City Hall - 6th Fl	Neighborhood Law Corps Attorney	39456.21883	1	14-MAR-20	*	Phillips, Alynia Nicole	YES	
04111 - City Attorney	City Hall - 6th Fl	Manager, Agency Administrative	24575.13816	1	VACANT		VACANT	YES	
04411 - Affirmative Lit	City Hall - 6th Fl	Neighborhood Law Corps Attorney	39455.21882	1	02-MAR-20	*	Hernandez, Axell Bryan	YES	Spanish
04411 - Affirmative Lit	City Hall - 6th Fl	Neighborhood Law Corps Attorney	39457.34982	1	04-MAY-19		Gomez, David	YES	Spanish
04411 - Affirmative Lit	City Hall - 6th Fl	Neighborhood Law Corps Attorney	39454.21885	1	01-AUG-18		Rahman, Zarah Maria	YES	Spanish
04111 - City Attorney	City Hall - 6th Fl	Accountant II	15832.15832	1	11-MAY-89		Fung, Michael	NO	Chinese
04111 - City Attorney	City Hall - 6th Fl	Information System Administrator	730.73	1	24-OCT-16		Yuen, Alan Kan Fiet	NO	Chinese
04111 - City Attorney	City Hall - 6th Fl	Paralegal	39461.34489	1	25-NOV-19	*	Gades, Mylan Tran	NO	Chinese
04211 - Litigation Unit	City Hall - 6th Fl	Deputy City Attorney III	42448.42448	0	04-FEB-14		Lum, Christina	NO	Chinese
04111 - City Attorney	City Hall - 6th Fl	City Attorney	2147.2147	1	29-APR-91		Parker, Barbara J	NO	
04111 - City Attorney	City Hall - 6th Fl	Exec Asst to City Attorney	7183.1759	1	28-SEP-12		Smith, Jamie Renee	NO	
04111 - City Attorney	City Hall - 6th Fl	Exempt Limited Duration Employee	42635.42635	0	05-JUL-16		Hugo, Scott W.	NO	
04211 - Litigation Unit	City Hall - 6th Fl	Exec Asst to Asst City Attorney	24572.58	1	01-JUL-93		Li, Sophia S	NO	Chinese
04111 - City Attorney	City Hall - 6th Fl	Information Systems Spec II	34771.34771	1	14-AUG-04		Roe, Adrian	NO	
04111 - City Attorney	City Hall - 6th Fl	Legal Admin Assistant, Supervising	17250.1725	1	11-DEC-95		Andrada, Cynthia	NO	
04111 - City Attorney	City Hall - 6th Fl	Legal Administrative Assistant	4912.4912	1	05-NOV-18		Johnson, Nanette R	NO	
04111 - City Attorney	City Hall - 6th Fl	Legal Administrative Assistant	2407.2407	1	27-NOV-17		Leung, Jady Y	NO	
04111 - City Attorney	City Hall - 6th Fl	Legal Administrative Assistant	2770.277	1	27-FEB-17		Romero, Susan Lynn	NO	
04111 - City Attorney	City Hall - 6th Fl	Legal Administrative Assistant	4910.491	1	29-SEP-14		Ferrel, Elizabeth Jacqueline	NO	
04111 - City Attorney	City Hall - 6th Fl	Legal Administrative Assistant	34662.34435	1	05-NOV-01		Carden, Carma	NO	
04111 - City Attorney	City Hall - 6th Fl	Legal Administrative Assistant	18014.17891	1	11-SEP-01		Royal, Lenora Renee	NO	
04111 - City Attorney	City Hall - 6th Fl	Legal Administrative Assistant	14230.1423	1	16-AUG-99		Hall, Audrey	NO	
04111 - City Attorney	City Hall - 6th Fl	Legal Administrative Assistant	2570.257	1	06-JUL-98		Guerrero, Laura J.	NO	
04311 - Advisory Unit	City Hall - 6th Fl	Deputy City Attorney III	42204.42204	1	30-NOV-19	*	Chan, Naree	NO	Chinese
04111 - City Attorney	City Hall - 6th Fl	Legal Support Supervisor	2396.2396	1	03-JAN-17		Ochoa, Melinda Ann	NO	
04111 - City Attorney	City Hall - 6th Fl	Manager, Legal Admin Services	24571.847	1	07-JUL-97		Wiseman, Dara A	NO	
04111 - City Attorney	City Hall - 6th Fl	Office Assistant I	35789.35789	1	07-MAY-18		Hartfield, Rolanda Lynnese	NO	
04111 - City Attorney	City Hall - 6th Fl	Paralegal	5743.5743	1	18-APR-20	*	Hernandez, Gabriela	NO	
04111 - City Attorney	City Hall - 6th Fl	Paralegal	5732.5732	1	13-NOV-17		Butler, Eric D	NO	
04111 - City Attorney	City Hall - 6th Fl	Paralegal	37535.37535	1	28-SEP-15		Garrahan, Michael Sean	NO	
04111 - City Attorney	City Hall - 6th Fl	Paralegal	4911.4911	1	02-MAR-15		Bennett, Clea Holtom	NO	
04111 - City Attorney	City Hall - 6th Fl	Paralegal	13207.13207	1	02-APR-01		Morgan, Dondria Lynette	NO	
04111 - City Attorney	City Hall - 6th Fl	Paralegal	1186.1186	1	22-FEB-99		Daye, Connie R.	NO	
04211 - Litigation Unit	City Hall - 6th Fl	City Attorney, Assistant	33682.225	1	02-JUN-14		Bee, Maria Susan	NO	



OCA - Part IV PCP Report

FY2019-2020

ORGANIZATION	LOCATION	JOB_CLASS	POSITION_NO	FTE	HIRE_DATE	NEW	EMP_NAME	PCP	LANG

Department Name: Oakland Fire Department  
Fiscal Year: FY2019-2020



EQUAL ACCESS ORDINANCE  
ANNUAL COMPLIANCE PLAN

**I. DEPARTMENT CERTIFICATION**

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

I, Melinda Drayton, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Oakland Fire Department was submitted on June 15, 2020.

  
\_\_\_\_\_  
Melinda Drayton, Interim Fire Chief

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

**II. QUANTITATIVE ASSESSMENT REPORT**

**Department Name:**

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Melinda Drayton	Sonia Lara	Sonia Lara
Title	Interim Fire Chief	Acting 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) 238-6728	(510) 238-7803	(510) 238-7803
Email	<a href="mailto:Mdrayton@oaklandca.gov">Mdrayton@oaklandca.gov</a>	<a href="mailto:slara@oaklandca.gov">slara@oaklandca.gov</a>	<a href="mailto:slara@oaklandca.gov">slara@oaklandca.gov</a>

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	518		New Hires	23	
Public Contact Positions (PCP)	465		New PCP Hires	20	
PCP With Spanish Language Skill	76	16%	New PCP Hires with SP Skill	2	10%
PCP With Chinese Language Skill	18	4%	New PCP Hires with CH Skill	2	10%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Job Title	Outcome
Fire Inspector (Fire Prevention Bureau Inspector)	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input checked="" type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes: We started with the recruitment as selective certified in Chinese however, applicants would not apply. There was a candidate that applied and stated fluency in Chinese however, the candidate did not pass the test so we had to request and exemption for language through the City Administrator.	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Fire Chief's Office	
Field Operations Bureau (includes Training Division)	
Support Services Bureau	
Fire Prevention Bureau	
Fiscal and Administration Division	
Emergency Services Management Division	
Medical Services and IT Division	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Description: None	

Table 3C. Department Organization Structure - Super PCP Unit Reporting			
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.		
Super PCP Unit	Language Goal FTE	Actual FTE	
Fire Communications Unit (20241)	SP= 1 CH = 0	SP= 0 CH = 0	
Communications Emergency Dispatch Unit (20251)	SP= 2 CH = 1	SP= 4 CH = 1	
	SP= CH =	SP= CH =	
	SP= CH =	SP= CH =	

Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
SEE ATTACHMENT 1			

Department's known vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline: All documents are translated – See Attachment 1	

Location Description	Telephone Number	Status
Fire Administration	510-238-3856	Completed
Fire Prevention Bureau – Reception	510-238-3851	Completed
Fire Prevention Bureau - Arson	510-238-4031	Completed
Fire Prevention Bureau - Vegetation Management	510-238-7388	Completed
Office of Emergency Services – CORE	510-238-6351	Completed
Office of Emergency Services	510-238-3938	Completed

Facility Name	Address	Zip Code	Phone #	PCP #FTE	SP		CH	
					#FTE	%	#FTE	%
Station 1	1603 M. L. King Jr. Way	94612	839-5140	27	4	14.9	0	0
Station 3	1445 14th Street	94607	444-6042	24	8	33.4	0	0
Station 4	1235 International Blvd	94606	500-3995	27	5	18.6	3	11.2
Station 5	934 34th Street	94608	654-6122	12	0	0	0	0
Station 6	7080 Colton Blvd	94611	735-9052	12	0	0	1	8.4
Station 7	1006 Amato Avenue	94605	649-7925	12	1	8.4	0	0
Station 8	463 51st Street	94609	547-8878	24	3	12.5	0	0
Station 10	172 Santa Clara Avenue	94610	601-7170	12	2	16.7	0	0
Station 12	822 Alice Street	94607	893-4454	12	2	16.7	2	16.7
Station 13	1225 Derby Avenue	94601	533-8480	12	2	16.7	0	0
Station 15	455 27th Street	94612	451-4789	12	4	33.4	0	0
Station 16	3600 13th Avenue	94610	531-0785	12	2	16.7	0	0
Station 17	3344 High Street	94619	532-5173	27	2	7.4	2	7.4
Station 18	5008 Bancroft Avenue	94601	479-7598	24	8	33.4	0	0
Station 19	5776 Miles Avenue	94618	658-2756	12	0	0	0	0
Station 20	1401 98th Avenue	94603	569-2568	24	5	25.0	0	0
Station 21	13150 Skyline Boulevard	94619	635-7390	12	2	16.7	1	8.4
Station 22	751 Air Cargo Way	94621	635-8629	17	1	11.2	1	5.6
Station 23	7100 Foothill Blvd	94605	382-0763	12	3	25.0	0	0
Station 24	5900 Shepherd Canyon Road	94611	482-8133	12	2	25.0	0	0
Station 25	2795 Butters Drive	94602	531-1927	12	1	8.4	0	0

Department Name: FIRE DEPARTMENT  
 Fiscal Year: FY2019-2020

Station 26	2611 98th Avenue	94603	553-9118	12	1	8.4	0	0
Station 27	8501 Pardee Drive	94621	635-6792	12	4	33.4	1	8.4
Station 28	4615 Grass Valley Road	94621	569-3445	12	0	0	1	8.4
Station 29	1016 66th Avenue	94621	562-2852	12	1	8.4	1	8.4
Route					4			
<b>Total</b>				<b>396</b>	<b>67</b>		<b>13</b>	

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

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

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

Vital Documents List		Spanish	Chinese
FIRE	911 Register Form	YES	YES
FIRE	Administration Welcome	YES	YES
FIRE	Carbon Monoxide	YES	YES
FIRE	City Line Brochure	YES	YES
FIRE	Citywide Exercise Flyer Template (Annual Event)	YES	YES
FIRE	Class Completion Record	YES	YES
FIRE	Class Registration	YES	YES
FIRE	CORE I Manual	YES	YES
FIRE	CORE I Participant Evaluation	YES	YES
FIRE	CORE I Recruiter Flyer	YES	YES
FIRE	CORE II Manual	YES	YES
FIRE	CORE II Participant Evaluation	YES	YES
FIRE	CORE II Recruiter Flyer	YES	YES
FIRE	CORE III A Manual (CORE I)	YES	YES
FIRE	CORE III B Manual (CORE II)	YES	YES
FIRE	CORE III C Manual (CORE III)	YES	YES
FIRE	CORE III Recruiter Flyer	YES	YES
FIRE	CORE Public Class Schedule (Published Quarterly) <small>Trilingual information provided through recorded messages on hotline.</small>	YES	YES
FIRE	Disaster Supplies Calendar	YES	YES
FIRE	Emergency Help for Seniors	YES	YES
FIRE	Emergency Preparedness	YES	YES
FIRE	Emergency Procedures - Fire (Senior Residential Building)	YES	YES
FIRE	Emergency Supply List	YES	YES
FIRE	Evacuation Map Requirements	YES	YES
FIRE	False Alarm Billing Appeal Form - Fire Alarm	YES	YES
FIRE	Fire Extinguisher	YES	YES
FIRE	Fire Safety for Pre-School	YES	YES
FIRE	Fire Safety for Seniors	YES	YES
FIRE	Illegal Fireworks Flyer	YES	YES
FIRE	Incident Command Post Sep Up	YES	YES
FIRE	Instructions for the Neighborhood Incident Commander	YES	YES
FIRE	Join CORE Request CORE Class	YES	YES
FIRE	Kitchen Fire Prevention	YES	YES
FIRE	Language Line Solutions	YES	YES
FIRE	Neighbors Helping Neighbors	YES	YES
FIRE	Office Fire Safety	YES	YES
FIRE	Putting Down Roots in Earthquake Country	YES	YES
FIRE	Residential and Commercial Property Resource Guide	YES	YES
FIRE	Safe Housing Inspection Program Brochure	YES	YES
FIRE	Testing of Outdoor Sirens Flyer	YES	YES
FIRE	Testing of Outdoor Sirens Mailer	YES	YES
FIRE	Top 10 Things you Can Do to Prepare for a Disaster	YES	YES
FIRE	Volunteer Opportunity	YES	YES
FIRE	Working Smoke Alarms Save Lives	YES	YES
FIRE	Your Family Disaster Plan	YES	YES

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

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

#### **A. Bilingual Public Contact Positions Assessment**

**Department Name:** Oakland Fire Department

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11%)	STAFF	GOAL MET?	GOAL (5%)	STAFF	GOAL MET?
518	465	51	76	YES	23	18	NO

Goal = PCP X %

This report covers fiscal year 2019-2020 and data is reported as of June 30, 2020.

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.

In Fiscal Year (FY) 2019-2020, the Oakland Fire Department (OFD) had a total of 518 authorized Full Time Equivalent (FTE) positions. As of June 12, 2020, 518 positions were filled. Of the filled positions, 465 positions were Public Contact Positions (PCP).

The Equal Access Ordinance (EAO) goal for OFD Bilingual PCP (BPCP) for Spanish speaking was 11% or 51 positions; and for Chinese speaking was 5% or 23 positions. OFD had a total of 76 Spanish speaking and 18 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 one hundred (100) city-certified and self-identified employees who speak the threshold languages: 77 speak Spanish and 18 speak Chinese. Additionally, OFD bilingual employees speak Cambodian, Farsi, 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 public counters;
- (2) utilizing over-the-phone interpretation services;
- (3) making bilingual language notation in Telestaff, the department's public safety staffing software;
- (4) publishing a list of BPCP and non-PCP staff who speak the threshold languages;
- (5) utilizing non-PCP staff that can translate and/or interpret languages other than English;
- (6) referring service needs to the Equal Access Unit when OFD did not have the capability to serve;
- (7) including in our outreach efforts advertising in Spanish and Chinese media;
- (8) continuing outreach and recruitment at job fairs indicating desire for bilingual candidates

Successes achieved in FY 2019-20 included:

OFD hired two (2) bilingual Chinese speaking employees one as Fire Protection Engineer and another one as a Fire Communications Dispatcher.

A twenty (20) week Academy begins July 8, 2019 comprised of twenty-six recruits: five (5) Fire Fighter Paramedic Trainees and twenty-one (21) Fire Fighter Trainees. Among the selected candidates are one (1) Firefighter Paramedic Trainee and two (2) Firefighter Trainees bilingual in Spanish; and two (2) Fire Fighter Trainees bilingual in 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.

The Department's recruitment of bilingual applicants continues to be identified at public events such as job fairs, in recruitment advertisements, and in city job announcements.

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 Fire Safety Training, Fire Safety Information for Youth and Schools, Annual Fire Safety Day, an Emergency Preparedness Fair and CORE (Communities of Oakland Respond to Emergencies) Training. CORE curriculum was available in English, Spanish and Chinese.

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.

OFD front reception desks maintained 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.

## **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.

- (1) Fire Administration, 150 Frank H. Ogawa Plaza Oakland, CA 94612
- (2) Fire Prevention Bureau, 250 Frank H. Ogawa Plaza Oakland, CA 94612

OFD is currently meeting with Motorola in the roll out of the new Computer Aided Dispatch (CAD) system for OFD/OPD is being implemented and development of a new 9-1-1 Registry program. New materials will be developed after new system is set up.

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 Fiscal Year 2019-2020, OFD had a total of forty-five (45) vital documents. All vital documents were translated to Spanish and Chinese.

3. Did the Department translate any other written documents in the reporting period 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 six (6) public phone lines (see Part II, Table 5).

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

1. 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.

2. 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.

3. 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 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 bilingual applicants are highly desired.

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.

OFD - Part IV PCP Report

FY2019-2020

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP
20521 - Budget Unit	150 Frank H Ogawa Plaza	Accountant II	02-FEB-01		NO
20521 - Budget Unit	150 Frank H Ogawa Plaza	Accountant III	01-DEC-09		NO
20311 - Fire Marshals Office Unit	250 Frank Ogawa Plaza	Administrative Analyst II	24-FEB-20	*	NO
20811 - Human Resources	150 Frank Ogawa Plaza	Administrative Analyst II	08-FEB-01		NO
20311 - Fire Marshals Office Unit	250 Frank Ogawa Plaza	Administrative Assistant I	24-DEC-90		NO
20815 - U.S.A.R	150 Frank Ogawa Plaza	Administrative Assistant I	08-OCT-18		NO
20311 - Fire Marshals Office Unit	250 Frank Ogawa Plaza	Administrative Assistant II	13-NOV-06		NO
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Administrative Assistant II	16-JUL-18		NO
20311 - Fire Marshals Office Unit	250 Frank Ogawa Plaza	Administrative Services Manager I	06-MAR-89		NO
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Assistant Chief of Fire Department	23-FEB-04		NO
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Assistant Chief of Fire Department	14-MAY-90		NO
20331 - Inspectional Services Unit	250 Frank Ogawa Plaza	Assistant Fire Marshal-Non Sworn	07-JUL-12		NO
20110 - Fire Chief Unit	150 Frank H Ogawa Plaza	Assistant to the Director	02-MAR-15		NO
20241 - Fire Communications Unit	1603 Martin Luther King Jr Way	Battalion Chief	30-NOV-98		NO
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Battalion Chief	17-NOV-97		NO
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Battalion Chief	08-JUL-02		NO
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Battalion Chief	02-OCT-00		NO
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Battalion Chief	19-MAR-01		NO
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Battalion Chief	18-DEC-89		NO
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Battalion Chief	23-FEB-04		NO
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Battalion Chief	20-SEP-99		NO
20631 - In-Service Training Unit	250 Victory Court	Battalion Chief	17-NOV-97		NO
20511 - Budget and Planning Administration	150 Frank H Ogawa Plaza	Budget & Grants Administrator	27-JUL-15		NO
20331 - Inspectional Services Unit	250 Frank Ogawa Plaza	Business Analyst II	26-NOV-07		NO
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	23-FEB-04		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	29-JUN-00		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	08-JUL-02		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	17-NOV-97		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	26-JAN-98		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	19-MAR-01		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	18-DEC-89		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	29-JUN-00		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	14-JAN-02		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	14-MAY-90		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	14-JAN-02		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	17-NOV-97		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	14-JAN-02		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	29-JUN-00		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	16-DEC-91		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	28-APR-03		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	16-DEC-91		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	10-SEP-07		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	12-SEP-05		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	14-JAN-02		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	02-OCT-00		YES

## OFD - Part IV PCP Report

FY2019-2020

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	14-JAN-02		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	20-SEP-99		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	17-NOV-97		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	16-DEC-91		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	08-JUL-02		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	17-NOV-97		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	14-MAY-90		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	17-NOV-97		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	14-JAN-02		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	02-OCT-00		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	12-SEP-05		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	14-JAN-02		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	28-OCT-02		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	26-JAN-98		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	23-FEB-04		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	30-NOV-98		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	28-OCT-02		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	14-JUN-10		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	10-SEP-07		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	17-NOV-97		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	16-DEC-91		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	23-FEB-04		YES
20631 - In-Service Training Unit	250 Victory Court	Captain of Fire Department	19-MAR-01		NO
20814 - Airport	150 Frank H Ogawa Plaza	Captain of Fire Department	17-NOV-97		YES
20814 - Airport	150 Frank H Ogawa Plaza	Captain of Fire Department	02-OCT-00		YES
20816 - Fire - Support & Services Unit	150 Frank Ogawa Plaza	Captain of Fire Department	01-APR-96		NO
20816 - Fire - Support & Services Unit	150 Frank Ogawa Plaza	Captain of Fire Department	29-JUN-00		YES
20110 - Fire Chief Unit	150 Frank H Ogawa Plaza	Chief of Fire	26-JAN-98		NO
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Deputy Chief of Fire Department	20-SEP-99		NO
20912 - Measure N - Paramedic	150 Frank Ogawa Plaza	Emer Medical Srvcs Coordinator	04-MAY-15		YES
20912 - Measure N - Paramedic	150 Frank Ogawa Plaza	Emer Medical Srvcs Coordinator	18-JAN-16		YES
20912 - Measure N - Paramedic	150 Frank Ogawa Plaza	Emer Medical Srvcs Coordinator	18-JAN-16		YES
20913 - EMS Training	150 Frank Ogawa Plaza	Emer Medical Srvcs Coordinator	06-NOV-17		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	12-SEP-05		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	02-OCT-00		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	05-FEB-07		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	09-JUL-12		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	23-OCT-06		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	14-JAN-02		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	14-JAN-02		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	12-SEP-05		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	23-FEB-04		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	13-OCT-14		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	10-SEP-07		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	26-JAN-98		YES



OFD - Part IV PCP Report

FY2019-2020

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	14-JAN-02		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	27-SEP-04		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	08-JUL-02		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	12-SEP-05		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	28-OCT-02		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	01-APR-96		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	24-MAR-14		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	14-JAN-02		YES
20631 - In-Service Training Unit	250 Victory Court	Engineer of Fire Department	08-JUL-02		NO
20110 - Fire Chief Unit	150 Frank H Ogawa Plaza	Exec Asst to the Director	29-SEP-03		NO
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	21-SEP-19	*	YES
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	14-JAN-02		YES
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	08-APR-06		YES
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	18-APR-20	*	YES
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	03-DEC-16		YES
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	06-APR-19		YES
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	07-JAN-08		YES
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	09-OCT-06		YES
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	17-JUL-06		YES
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	16-JUL-18		YES
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	02-MAY-20	*	YES
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	18-APR-94		YES
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	02-NOV-19	*	YES
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	26-NOV-12		YES
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	05-NOV-05		YES
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	11-JAN-99		YES
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	16-JUL-01		YES
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	26-MAR-18		YES
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	25-SEP-17		YES
20241 - Fire Communications Unit	1603 Martin Luther King Jr Way	Fire Communications Manager	04-AUG-97		NO
20241 - Fire Communications Unit	1603 Martin Luther King Jr Way	Fire Communications Supervisor	17-JUL-06		NO
20241 - Fire Communications Unit	1603 Martin Luther King Jr Way	Fire Communications Supervisor	06-JUN-16		NO
20241 - Fire Communications Unit	1603 Martin Luther King Jr Way	Fire Communications Supervisor	18-APR-94		NO
20241 - Fire Communications Unit	1603 Martin Luther King Jr Way	Fire Communications Supervisor	07-JAN-08		NO
20816 - Fire - Support & Services Unit	150 Frank Ogawa Plaza	Fire Equipment Technician	03-SEP-96		NO
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-02		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	19-DEC-16		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	25-APR-16		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	24-MAR-14		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	06-JUN-16		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	24-MAR-14		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	19-DEC-16		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	13-OCT-14		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	28-OCT-02		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	27-SEP-04		YES

OFD - Part IV PCP Report

FY2019-2020

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	19-DEC-16		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	24-MAR-14		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	13-OCT-14		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	19-DEC-16		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	16-DEC-91		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	27-SEP-04		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	30-NOV-98		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	13-OCT-14		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	24-MAR-14		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	12-SEP-05		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	28-DEC-15		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	19-DEC-16		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	24-MAR-14		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	20-JUL-15		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	28-OCT-02		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-02		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	28-DEC-15		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	13-OCT-14		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	27-SEP-04		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	30-NOV-98		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	24-MAR-14		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	23-FEB-04		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	10-SEP-07		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	22-JAN-18		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	19-DEC-16		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	28-DEC-15		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	24-MAR-14		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	19-DEC-16		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	19-DEC-16		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	13-OCT-14		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-19	*	YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	28-OCT-02		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-19	*	YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	30-NOV-98		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	30-NOV-98		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	23-FEB-04		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	10-SEP-07		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	05-FEB-07		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-19	*	YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	16-DEC-91		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	22-JAN-18		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	06-JUN-16		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	29-NOV-10		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	24-MAR-14		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	06-JUN-16		YES

OFD - Part IV PCP Report

FY2019-2020

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	12-SEP-05		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	19-DEC-16		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	22-JAN-18		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	24-MAR-14		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	27-SEP-04		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-19	*	YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	10-SEP-07		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	20-NOV-04		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	19-DEC-16		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	06-JUN-16		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	14-MAY-90		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-19	*	YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	13-OCT-14		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	26-JAN-98		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	01-APR-96		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	17-NOV-97		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	20-JUL-15		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-19	*	YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	24-MAR-14		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	26-JAN-98		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	06-JUN-16		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	23-FEB-04		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	14-JAN-02		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	06-JUN-16		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	19-DEC-16		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-19	*	YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	24-MAR-14		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	06-JUN-16		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	17-NOV-97		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	14-JUN-10		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	12-SEP-05		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	20-SEP-99		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-19	*	YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	28-OCT-02		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	20-SEP-99		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	28-DEC-15		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-19	*	YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	12-SEP-05		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	06-JUN-16		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	21-OCT-91		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	10-SEP-07		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-19	*	YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	06-JUN-16		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	13-OCT-14		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	30-NOV-98		YES



## OFD - Part IV PCP Report

FY2019-2020

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	20-JUL-15		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	30-NOV-98		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	19-DEC-16		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-02		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	19-DEC-16		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	13-OCT-14		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	27-SEP-04		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	19-AUG-13		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	06-JUN-16		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	13-OCT-14		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	23-FEB-04		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	30-NOV-98		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	06-JUN-16		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	24-MAR-14		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	27-JUN-11		YES
20814 - Airport	150 Frank Ogawa Plaza	Fire Fighter	20-SEP-99		YES
20814 - Airport	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-02		YES
20814 - Airport	150 Frank H Ogawa Plaza	Fire Fighter	08-JUL-02		YES
20814 - Airport	150 Frank H Ogawa Plaza	Fire Fighter	05-FEB-07		YES
20814 - Airport	150 Frank H Ogawa Plaza	Fire Fighter	27-SEP-04		YES
20814 - Airport	150 Frank H Ogawa Plaza	Fire Fighter	27-SEP-04		YES
20814 - Airport	150 Frank Ogawa Plaza	Fire Fighter	14-MAY-90		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	28-DEC-15		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	28-DEC-15		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	13-OCT-14		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	13-OCT-14		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	19-DEC-16		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	06-JUN-16		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	06-JUN-16		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	20-JUL-15		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	13-OCT-14		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	06-JUN-16		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	14-JAN-02		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	06-JUN-16		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	28-DEC-15		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	30-NOV-98		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	20-JUL-15		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	19-DEC-16		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	26-JAN-98		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	09-JUL-12		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	05-FEB-07		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	30-NOV-98		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	28-OCT-02		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	06-JUN-16		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	20-JUL-15		YES



## OFD - Part IV PCP Report

FY2019-2020

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	23-OCT-06		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	23-FEB-04		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	02-OCT-00		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	14-JAN-02		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	06-JUN-16		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	08-JUL-19	*	YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	19-DEC-16		YES
20331 - Inspectional Services Unit	250 Frank Ogawa Plaza	Fire Inspector (Civilian)	24-NOV-14		YES
20331 - Inspectional Services Unit	250 Frank Ogawa Plaza	Fire Inspector (Civilian)	10-NOV-14		YES
20331 - Inspectional Services Unit	250 Frank Ogawa Plaza	Fire Inspector (Civilian)	17-NOV-17		YES
20331 - Inspectional Services Unit	250 Frank Ogawa Plaza	Fire Inspector (Civilian)	12-AUG-17		YES
20331 - Inspectional Services Unit	250 Frank Ogawa Plaza	Fire Inspector (Civilian)	09-JUL-12		YES
20331 - Inspectional Services Unit	250 Frank Ogawa Plaza	Fire Inspector (Civilian)	12-MAR-18		YES
20331 - Inspectional Services Unit	250 Frank Ogawa Plaza	Fire Inspector (Civilian)	09-MAY-16		YES
20331 - Inspectional Services Unit	250 Frank Ogawa Plaza	Fire Inspector (Civilian)	24-JAN-98		YES
20331 - Inspectional Services Unit	250 Frank Ogawa Plaza	Fire Inspector (Civilian)	12-AUG-08		YES
20331 - Inspectional Services Unit	250 Frank Ogawa Plaza	Fire Inspector (Civilian)	16-JUN-06		YES
20331 - Inspectional Services Unit	250 Frank Ogawa Plaza	Fire Inspector (Civilian)	17-OCT-05		YES
20331 - Inspectional Services Unit	250 Frank Ogawa Plaza	Fire Inspector (Civilian)	27-MAR-17		YES
20331 - Inspectional Services Unit	250 Frank Ogawa Plaza	Fire Inspector (Civilian)	01-MAY-10		YES
20331 - Inspectional Services Unit	250 Frank Ogawa Plaza	Fire Inspector (Civilian)	17-DEC-18		YES
20331 - Inspectional Services Unit	250 Frank Ogawa Plaza	Fire Inspector (Civilian)	17-JAN-17		YES
20331 - Inspectional Services Unit	250 Frank Ogawa Plaza	Fire Inspector (Civilian)	25-APR-05		YES
20331 - Inspectional Services Unit	250 Frank Ogawa Plaza	Fire Inspector (Civilian)	17-DEC-18		YES
20331 - Inspectional Services Unit	250 Frank Ogawa Plaza	Fire Inspector (Civilian)	16-JAN-18		YES
20331 - Inspectional Services Unit	250 Frank Ogawa Plaza	Fire Inspector (Civilian)	25-APR-16		YES
20331 - Inspectional Services Unit	250 Frank Ogawa Plaza	Fire Inspector (Civilian)	02-DEC-17		YES
20341 - Arson Investigation Unit	250 Frank Ogawa Plaza	Fire Investigator	02-OCT-00		NO
20341 - Arson Investigation Unit	250 Frank Ogawa Plaza	Fire Investigator	17-NOV-97		NO
20341 - Arson Investigation Unit	250 Frank Ogawa Plaza	Fire Investigator	12-SEP-05		NO
20311 - Fire Marshals Office Unit	250 Frank Ogawa Plaza	Fire Marshall	20-APR-19		NO
20371 - Vegetation Management Unit	250 Frank Ogawa Plaza	Fire Marshall, Assistant	28-OCT-02		NO
20811 - Human Resources	150 Frank Ogawa Plaza	Fire Personnel Operations Spec	12-AUG-02		NO
20351 - Engineering Unit	250 Frank Ogawa Plaza	Fire Protection Engineer	07-SEP-19	*	YES
20351 - Engineering Unit	250 Frank Ogawa Plaza	Fire Protection Engineer	14-OCT-91		YES
20351 - Engineering Unit	250 Frank Ogawa Plaza	Fire Protection Engineer	10-APR-17		YES
20311 - Fire Marshals Office Unit	250 Frank Ogawa Plaza	Fire Safety Education Coordinator	06-JUL-04		YES
20371 - Vegetation Management Unit	250 Frank Ogawa Plaza	Fire Suppression District Inspector	31-JUL-17		YES
20371 - Vegetation Management Unit	250 Frank Ogawa Plaza	Fire Suppression District Inspector	06-MAY-19		YES
20331 - Inspectional Services Unit	250 Frank Ogawa Plaza	Hazardous Materials Inspector II	20-OCT-08		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	23-FEB-04		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	30-NOV-98		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	09-JUL-12		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	05-FEB-07		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	23-OCT-06		YES

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	14-JAN-02		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	09-JUL-12		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	14-MAY-90		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	14-JAN-02		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	05-FEB-07		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	27-SEP-04		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	26-JAN-98		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	17-NOV-97		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	08-JUL-02		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	30-NOV-98		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	13-MAY-13		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	10-SEP-07		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	23-FEB-04		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	27-SEP-04		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	02-OCT-00		YES
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	08-JUL-02		YES

Department Name: Oakland Police Department  
Fiscal Year: FY2019-2020



## EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

### **I. DEPARTMENT CERTIFICATION**

Language Access Coordinator shall obtain Department Head approval before submitting the FY 2019-2020 report to Equal Access Office. Submit report via email to Equal Access Office (To: [mtam@oaklandca.gov](mailto:mtam@oaklandca.gov)) and cc Department Head in the submission email.

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

I, Susan E. Manheimer, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Police Department was submitted on June 15, 2020.

Susan E. Manheimer, Interim Chief of Police

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

## II. QUANTITATIVE ASSESSMENT REPORT

### Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Susan Manheimer	Apryl Belland-Smith	Kiona Suttle
Title	Interim 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#	510-238-3365	510-238-2288	510-238-6971
Email	<a href="mailto:smanheimer@oaklandca.gov">smanheimer@oaklandca.gov</a>	<a href="mailto:abelland-smith@oaklandca.gov">abelland-smith@oaklandca.gov</a>	<a href="mailto:ksuttle@oaklandca.gov">ksuttle@oaklandca.gov</a>

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	1148		New Hires	85	
Public Contact Positions (PCP)	1045	100%	New PCP Hires	31	36%
PCP With Spanish Language Skill	186	18 %	New PCP Hires with SP Skill	4	5%
PCP With Chinese Language Skill	44	4 %	New PCP Hires with CH Skill	0	1%

Table 2A.1 New Hire Analysis for FY 19-20	#FTE/PT	SP Speaking		CH Speaking	
		#	%	#	%
Accountant II	2				
Administrative Analyst II	2				
Interim Chief of Police	1				
Criminalist II	4				
Crossing Guard	8			1	13%
Exempt Limited Duration Employee	1				
Neighborhood Services Coordinator	2				
Office Assistant I (PT)	1				
Police Cadet	5				
Police Communications Dispatcher	5	1	20%		
Police Officer	18	3	17%	1	6%
Police Officer Trainee	29	5	17%	1	3%
Police Performance Auditor	1				
Police Records Specialist	3				
Police Records Supervisor	1				
Police Services Manager I	1				
Police Services Technician II	1				
	85	9	11%	3	4%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Job Title	Outcome
Neighborhood Services Coordinator/Chinese Speaking	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input checked="" type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes: Candidate successfully passed the bilingual test on 27 May 2020.	

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

Department Name: Oakland Police Department  
 Fiscal Year: FY2019-2020

See organizational chart attached.	

**Table 3B. Department Organization Structure -- Update**

Any changes occurred in the organization structure this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Description: No changes.	

**Table 3C. Department Organization Structure - Super PCP Unit Reporting**

Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
Records and Warrants (103240/103242)	SP= 1 CH = 1	SP= 4 CH = 2
Communications (103310)	SP= 1 CH = 1	SP= 9 CH = 2

<b>Table 4A Vital Documents List</b>			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
(TF-2096) Notification to Serve Crime Victims	Yes	Yes	
(TF-3098) Filing a Complaint	Yes	Yes	
Sexual Assault Resource Card – Marsy’s Card	Yes	Yes	
(TF-862-2) Citizen Crime Report	Yes	Yes	
(TF-3202) Tow Resource Guide	Yes	Yes	
(TF-869) Resource Card for Victims of Violent Crimes	Yes	Yes	
Courtesy Warning for Parked Cards	Yes	Yes	
(TF-3168) Identity Theft	Yes	Yes	
(TF-2093) Vehicle Release Free (stored vehicles)	Yes	Yes	
Safety Tips – Avoid Being a Robbery Victim	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	
(TF-3053) Business Information Record Card	Yes	Yes	
Police Commission Member Application Form	Yes	Yes	
Miranda Rights – Text	Yes	Yes	Vietnamese
Illegal Food Vending Handout	Yes	Yes	
Petition to Seal & Destroy Arrest Records	Yes	Yes	
ATM Safety Tips	Yes	Yes	
Holiday Safety Tips	Yes	Yes	
Miranda Rights	Yes	Yes	
Safety Brochure	Yes	Yes	
Immigration Policy 415	Yes	Yes	
Miranda Statement	Yes	Yes	
Oakland Door Hanger	Yes	Yes	Vietnamese
Flavored Tobacco Ordinance	Yes	Yes	Vietnamese/Farsi / Arabic
Gun Fire Alert Notice	Yes	Yes	Vietnamese
Phone Script	Yes	Yes	
U Visa Certification	Yes	Yes	
Town Hall Meeting	Yes	Yes	
Eastlake Merchant Meeting	Yes	Yes	Vietnamese
Tow Warning Notice	Yes	Yes	
Neighborhood Services Resource Card	Yes	Yes	Vietnamese
Business Card	Yes	Yes	Vietnamese/ Arabic
Marsy’s & AB1312	Yes	Yes	Vietnamese
Avoid Being a Victim		Yes	
Helpful Numbers	Yes	Yes	Vietnamese

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

<b>Table 5. Multilingual Telephone Recordings</b>		
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	986.9715	Completed
Criminal Investigation Division	238-3744	Completed
Emergency	777-3211	Completed
Non-Emergency	777-3333	Completed
Records Division	238-3021	Completed

<b>Table 6. Analysis by Community Based Service Locations</b>				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
Police Administration Building	455 7 <sup>th</sup> Street	94607	238-3455	637	110	17%	36	7%
Eastmont Sub-Station	2651 73 <sup>rd</sup> Avenue	94621	777-8500	395	66	17%	10	5%
Communications Division	7101 Edgewater	94621	777-3333	70	9	13%	2	3%
Recruiting & Backgrounds Unit and Internal Affairs Division	250 Frank H. Ogawa Plaza, Suite C and D	94612	238-3339 238-3161	36	2	6%	4	11%
Domestic Violence Unit	470 27 <sup>th</sup> Street	94612	547-2505	10	3	30%	0	0

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

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

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

Department Name: Oakland Police Department  
Fiscal Year: FY2019-2020

Oakland Police Department	FTE	Spanish	Chinese	Other
Communications Dispatchers	58	9	1	2
Communications Operators	2	0	0	0
Communications Supervisor	7	0	1	0
Total	67	9	2	2
Percentage of Total		13%	3%	3%

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

**III. QUALITATIVE ASSESSMENT REPORT**

**A. Bilingual Public Contact Positions Assessment**

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11%)	STAFF	GOAL MET?	GOAL (5%)	STAFF	GOAL MET?
1148	1045	115	186	Yes	52	44	No

Goal = PCP X %

This report covers fiscal year 2019-2020 and data is reported as of June 30, 2020.

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 Police Department (OPD) believes providing services to limited English speakers (LES) is of great importance. There are currently 1045 designated public contact positions located in various divisions within the Department. Of these positions, 190 are occupied by bilingual employees proficient in Spanish and 52 by employees proficient in Chinese.

During this reporting period, the OPD exceeded the current threshold of 11% for those that are proficient in Spanish and matched the threshold of 5% for those that are proficient in Chinese. However, due to attrition, the number of Spanish speaking employees decreased by three (3) and the number of Chinese speaking employees decreased by nine (9). Currently, the Department is in the process of recruiting an employee with a selective language certification to fill a Neighborhood Services Coordinator position to work with the community.

The OPD will continue working to increase its Chinese and Spanish speaking population by:

- Advertising in language diverse newspapers
- Ensuring the OPD Chinese and Spanish speaking sworn and professional staff respond to inquiries and attend community events
- Providing educational materials in the 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.

The OPD collaborates with the Equal Access Coordinator and the Human Resources Management (HRM) Department to attract Chinese and Spanish speaking candidates. The OPD also strategizes with community partners to successfully identify, recruit, and hire a diverse group of employees. Strategies include advertising and education.

The OPD attends community events on a regular basis to advertise and provide educational material. During this reporting period, recruitment and outreach strategies included but were not limited to the following:

- Attended the Chinatown Street Festival
- Attended the Chinatown Safety Fair
- Attended the Chinatown Lunar Bazaar

- Attended the Dia De Los Muertos Festival
- Attended the Latino Cultural Event
- Attended the Skyline High School Career Day (ethnic diversity 39% Hispanic/Latino and 16% Asian)
- Attended the Laney College Career Fair (ethnic diversity 19% Hispanic/Latino and 26% Asian)
- Attended the Merritt College Administration of Justice Class Presentation (ethnic diversity 25% Hispanic/Latino and 15% Asian)
- Attended the Cal State East Bay Law Enforcement Career Fair (ethnic diversity 32% Hispanic/Latino and 23% Asian)
- Attended the Sacramento State Criminal Justice Career Fair (ethnic diversity 30% Hispanic/Latino and 21% Asian)
- Enlisted the Chinese Police Officers Association and Spanish Police Officers Association to participate in recruitment efforts
- Produced, maintained, and distributed 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
- Attended various career events and job fairs with local faith-based communities to increase awareness and improve participation from Oakland residents

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

The OPD realizes the necessity of servicing LES communities and will continue to build upon the outreach efforts currently in practice. This reporting period, outreach focused on increasing the Spanish and Chinese community to build diversity within the OPD. Tables 2 and 2A below provide summaries with demographic information of the 183<sup>rd</sup> and 184<sup>th</sup> academies. It depicts Spanish and Chinese speaking Police Officer Trainee applicants and their progression through the employment process.

<b>183rd Academy</b>	<b>Applicants</b>	<b>Bilingual Spanish</b>	<b>Bilingual Chinese</b>
<b>Applications Received</b>	1149	320	38
<b>Invited to Physical Agility</b>	396	100	14
<b>Submitted Written Scores</b>	502	124	18
<b>Invited to Oral</b>	273	69	9

<b>Interview</b>			
<b>Referred to Department</b>	130	32	7

<b>184th Academy</b>	<b>Applicants</b>	<b>Bilingual Spanish</b>	<b>Bilingual Chinese</b>
<b>Applications Received</b>	1100	313	35
<b>Invited to Physical Agility</b>	446	97	14
<b>Submitted Written Scores</b>	566	126	25
<b>Invited to Oral Interview</b>	243	72	10
<b>Referred to Department</b>	112	27	6

- 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.

As in previous years, the primary method used by the Department to ensure LES persons receive the same level of service as English speakers is having bilingual staff in pre-identified locations with high public contact. This includes the lobby of the Police Administration Building (PAB), the Criminal Investigation Division (located on the second floor of the PAB), and the Records Division (located on the third floor of the PAB). The OPD is committed to hiring bilingual candidates to serve the city and to expand access to services offered to the community.

The Department also utilizes Voiance Language Services, which provides language interpretations over the phone for common languages. This is used when bilingual staff members are not available. This option is utilized most frequently in the Communications Division, which houses the 911 Center, when non-English speakers reach out for assistance over the phone.

In addition, the OPD utilizes an internal system called Telestaff to assist with locating employees who speak specific languages to assist with translation, which helps the Department better meet the needs of the community. The Telestaff database holds personnel data, which can be queried to locate employees who have the needed language skills.

## **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.

- Police Communications Division Lobby (7101 Edgewater Drive, Bldg. 8)
- Records Division (third floor), Patrol Desk Lobby (first floor), and Office of the Chief of Police (eighth floor) located in the Police Administration Building [PAB (455 7<sup>th</sup> Street)]
- Eastmont Sub Police Station (2651 73<sup>rd</sup> Avenue)
- Internal Affairs Division (250 Frank H. Ogawa Plaza, Suite C)
- Recruiting and Backgrounds Unit (250 Frank H. Ogawa Plaza, Suite D)
- Special Victims Unit (470 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 Department has translated one hundred percent (100%) of its vital document.

3. Did the Department translate any other written documents in the reporting period 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).

The OPD has maintained phone message recordings in Chinese and Spanish languages for public contact units. The Department currently has 13 lines that are recorded for multilingual users. Please refer to Table 5 Multilingual Telephone Recordings in the Quantitative Assessment.

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

1. 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 its 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-R 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.

2. 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 by informing LES Spanish and Chinese populations of their right 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 required for the public are translated and made available in the required languages.

3. 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 (Departmental General Order M-3) sets forth the procedural steps to receive, respond, investigate, and document complaints. All Departmental personnel have received specific training on how to handle the complaint process. The OPD documents all complaints received from all sources, both internal and external.

#### **E. Action Plan**

1. Please identify action steps for the next 12 months to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.
  - Ensure new vital documents are translated as soon as possible
  - Continue to recruit in LES communities to ensure the pool of candidates are well represented
  - Continue to increase relationships with LES individuals through our community outreach and community policing efforts
  - Maintain bilingual staff in all public contact positions
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.

Posters are placed in the following locations:

- 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 PAB

Department Name: Oakland Police Department  
Fiscal Year: FY2019-2020

- The Records Division, located on the third floor of the PAB (two posters are displayed in this area)
- The lobby of the Internal Affairs Division
- The lobby of the Recruiting and Backgrounds Unit

A link to the Department's Annual Compliance Report will be included on the City of Oakland Website at <https://www.oaklandca.gov/search?query=annual+compliance+report> after it is approved by the City Council.

## OPD - Part IV PCP Report

FY-2019-2020

108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Arabic
108110 - District Area 1	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Spanish
108110 - District Area 1	455 7th Street	Police Evidence Technician	08-DEC-14		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	11-MAY-18		YES	Spanish
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	19-JUN-00		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	
108110 - District Area 1	455 7th Street	Lieutenant of Police (PERS)	20-FEB-97		YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	12-JUL-99		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Spanish
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	16-JUN-00		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	11-DEC-06		YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	11-DEC-06		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	Vietnamese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	25-APR-97		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	Chinese-Cantonese
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	17-SEP-12		YES	Chinese-Cantonese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	05-JUN-06		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	03-AUG-15		YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	21-DEC-98		YES	
108110 - District Area 1	455 7th Street	Police Services Technician II	06-JAN-14		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	16-JUN-84		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-MAY-18		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	21-FEB-97		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	30-DEC-17		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	11-SEP-06		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	28-MAY-02		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	22-SEP-14		YES	Spanish

## OPD - Part IV PCP Report

FY-2019-2020

108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Arabic
108110 - District Area 1	455 7th Street	Police Officer (PERS)	05-JUN-06		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	30-DEC-17		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	06-SEP-17		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	26-OCT-15		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	05-DEC-11		YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	28-JUL-98		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	29-JUL-98		YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	17-SEP-12		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	Chinese-Cantonese
102120 - Property and Evidence	455 7th Street	Police Services Technician II	22-SEP-18		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	11-JUL-05		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	26-FEB-07		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	22-JUL-02		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	21-FEB-11		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	05-DEC-11		YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	11-JUL-05		YES	
108110 - District Area 1	455 7th Street	Police Services Technician II	02-DEC-13		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	21-FEB-11		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	15-MAY-17		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	25-AUG-14		YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	27-JAN-97		YES	Korean
108110 - District Area 1	455 7th Street	Police Officer (PERS)	11-MAY-98		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	03-AUG-15		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-MAY-18		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	29-NOV-99		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	26-FEB-07		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	24-APR-01		YES	Chinese-Cantonese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	21-FEB-97		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	06-SEP-17		YES	Vietnamese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	20-APR-15		YES	Vietnamese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-OCT-16		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	06-SEP-17		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	22-SEP-14		YES	

## OPD - Part IV PCP Report

FY-2019-2020

108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Arabic
108110 - District Area 1	455 7th Street	Police Officer (PERS)	25-AUG-18		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-OCT-14		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	01-FEB-16		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	22-SEP-18		YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	26-JUN-00		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	08-SEP-94		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	12-DEC-01		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-MAY-02		YES	Tagalog/Filipino
108110 - District Area 1	455 7th Street	Police Officer (PERS)	15-MAY-00		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Chinese-Cantonese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	20-APR-15		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	04-JAN-18		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	20-APR-15		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	11-MAY-18		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	21-APR-14		YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	06-FEB-06		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	04-JAN-99		YES	Vietnamese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	06-SEP-17		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	08-JUN-98		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	24-AUG-19	*	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	23-APR-01		YES	
108110 - District Area 1	455 7th Street	Lieutenant of Police (PERS)	02-AUG-96		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	25-AUG-18		YES	
108110 - District Area 1	455 7th Street	Police Services Technician II	11-MAY-18		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
108110 - District Area 1	455 7th Street	Police Services Technician II	04-JAN-18		YES	Spanish
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	16-OCT-98		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	28-NOV-05		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	26-JUL-10		YES	Spanish

## OPD - Part IV PCP Report

FY-2019-2020

108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Arabic
108110 - District Area 1	455 7th Street	Police Officer (PERS)	20-FEB-97		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	06-SEP-17		YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	04-APR-86		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	20-APR-15		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	21-FEB-11		YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	12-JAN-98		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	09-MAR-19		YES	
108110 - District Area 1	455 7th Street	Police Services Technician II	17-JUN-17		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	
108110 - District Area 1	455 7th Street	Police Services Technician II	18-JUN-16		YES	Mien
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	Chinese-Cantonese
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-DEC-05		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	22-SEP-14		YES	Spanish
108120 - District Area 2	455 7th Street	Police Officer (PERS)	08-SEP-18		YES	Spanish
108120 - District Area 2	455 7th Street	Police Officer (PERS)	04-DEC-17		YES	Spanish
108120 - District Area 2	455 7th Street	Police Services Technician II	06-JAN-14		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	09-MAR-00		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
108120 - District Area 2	455 7th Street	Captain of Police (PERS)	22-MAR-99		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	15-FEB-94		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	20-APR-15		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-MAY-18		YES	Spanish
108120 - District Area 2	455 7th Street	Police Officer (PERS)	06-MAR-00		YES	
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	21-FEB-97		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	29-JAN-94		YES	Spanish
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-MAY-18		YES	French
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	15-OCT-07		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	26-OCT-15		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	Tigrinya
108120 - District Area 2	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	Portugese
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	28-NOV-05		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	29-OCT-12		YES	Chinese-Cantonese

OPD - Part IV PCP Report

FY-2019-2020

108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Arabic
108120 - District Area 2	455 7th Street	Police Officer (PERS)	11-SEP-06		YES	
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	11-JUL-05		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	28-SEP-15		YES	
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	26-SEP-96		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	22-SEP-18		YES	Spanish
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	21-APR-14		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	07-OCT-98		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	22-JUL-02		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	Chinese-Cantonese
108120 - District Area 2	455 7th Street	Police Officer (PERS)	11-SEP-06		YES	
108120 - District Area 2	455 7th Street	Police Services Technician II	23-FEB-15		YES	Chinese-Cantonese
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	Tongon
108120 - District Area 2	455 7th Street	Police Officer (PERS)	21-APR-14		YES	Chinese-Cantonese
108120 - District Area 2	455 7th Street	Police Officer (PERS)	20-APR-15		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	21-APR-14		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	21-APR-14		YES	Japanese
108120 - District Area 2	455 7th Street	Police Officer (PERS)	22-SEP-14		YES	Vietnamese
108120 - District Area 2	455 7th Street	Police Officer (PERS)	19-MAR-99		YES	
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	05-JUN-06		YES	Spanish
108120 - District Area 2	455 7th Street	Police Officer (PERS)	28-SEP-15		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	23-FEB-15		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	06-SEP-17		YES	
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	12-SEP-94		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	Spanish
108120 - District Area 2	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	09-JUL-07		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	21-FEB-97		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	11-SEP-06		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	15-MAY-17		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	11-MAY-18		YES	
108120 - District Area 2	455 7th Street	Police Services Technician II	02-DEC-13		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	15-OCT-07		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	15-OCT-07		YES	

## OPD - Part IV PCP Report

FY-2019-2020

108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Arabic
108120 - District Area 2	455 7th Street	Lieutenant of Police (PERS)	21-AUG-06		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	13-JUL-19	*	YES	Spanish
108120 - District Area 2	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	15-MAY-17		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	06-SEP-17		YES	Spanish
108120 - District Area 2	455 7th Street	Lieutenant of Police (PERS)	15-JAN-03		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	10-MAR-00		YES	Spanish
108120 - District Area 2	455 7th Street	Police Officer (PERS)	21-MAY-18		YES	Cambodian
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	17-MAY-02		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	09-MAR-19		YES	Samoan
108120 - District Area 2	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	Tagalog/Filipino
108120 - District Area 2	455 7th Street	Police Officer (PERS)	28-AUG-06		YES	Cambodian
108120 - District Area 2	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Indonesian
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-DEC-07		YES	Vietnamese
108120 - District Area 2	455 7th Street	Police Officer (PERS)	04-MAY-98		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	26-FEB-07		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	20-APR-15		YES	
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	04-MAY-98		YES	Chinese-Cantonese
108130 - District Area 3	455 7th Street	Police Officer (PERS)	20-APR-15		YES	
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	28-FEB-05		YES	
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	22-JUN-00		YES	
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	24-AUG-05		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	17-OCT-16		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	17-OCT-16		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	24-AUG-19	*	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	20-APR-15		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	17-OCT-16		YES	
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	08-OCT-01		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	30-DEC-17		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	21-APR-14		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	29-AUG-16		YES	Punjabi
108130 - District Area 3	455 7th Street	Police Officer (PERS)	08-APR-91		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	11-JUL-16		YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	09-MAR-19		YES	

## OPD - Part IV PCP Report

FY-2019-2020

108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Arabic
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-NOV-99		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	21-APR-14		YES	Spanish
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	04-NOV-94		YES	Vietnamese
108130 - District Area 3	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	Serbian
108130 - District Area 3	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	23-FEB-19		YES	
108130 - District Area 3	455 7th Street	Lieutenant of Police (PERS)	08-MAY-00		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	18-AUG-12		YES	
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	01-AUG-11		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	25-MAR-13		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	17-MAR-14		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	29-AUG-16		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	17-OCT-16		YES	
108130 - District Area 3	2651 73rd Avenue	Police Services Technician II	08-DEC-14		YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	20-APR-15		YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	21-APR-14		YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	Chinese-Cantonese
108130 - District Area 3	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	Spanish
108130 - District Area 3	455 7th Street	Police Services Technician II	05-MAY-07		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	16-DEC-17		YES	Chinese-Cantonese
108130 - District Area 3	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	American Sign Lang
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	26-SEP-05		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	17-MAR-14		YES	Chinese-Cantonese
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	12-SEP-94		YES	Mien
108130 - District Area 3	455 7th Street	Police Officer (PERS)	17-OCT-16		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	22-JUL-02		YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	24-AUG-19	*	YES	Chinese - Cantonese
108130 - District Area 3	455 7th Street	Captain of Police (PERS)	23-MAR-98		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	01-FEB-16		YES	

## OPD - Part IV PCP Report

FY-2019-2020

108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Arabic
108130 - District Area 3	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	
108130 - District Area 3	455 7th Street	Police Services Technician II	02-DEC-13		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	01-JUN-19		YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	21-APR-14		YES	Korean
108130 - District Area 3	455 7th Street	Lieutenant of Police (PERS)	23-APR-01		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	09-FEB-19		YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	11-DEC-06		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	Vietnamese
108130 - District Area 3	455 7th Street	Police Officer (PERS)	23-FEB-19		YES	Vietnamese
108130 - District Area 3	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	06-SEP-17		YES	Spanish
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	11-DEC-06		YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	13-JAN-97		YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	18-MAY-15		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	16-DEC-17		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	06-SEP-17		YES	Spanish
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	01-AUG-11		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	19-DEC-11		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	26-OCT-15		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	03-MAR-14		YES	Punjabi
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	05-JUN-06		YES	
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	12-JUL-93		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	09-MAR-19		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	11-DEC-06		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	09-MAR-19		YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	29-JUL-98		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	20-APR-15		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	02-JAN-14		YES	Chinese-Cantonese
108130 - District Area 3	455 7th Street	Police Officer (PERS)	17-OCT-16		YES	

## OPD - Part IV PCP Report

FY-2019-2020

108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Arabic
108130 - District Area 3	455 7th Street	Police Officer (PERS)	04-JAN-18		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	01-MAR-99		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	04-JAN-18		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	16-DEC-13		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	05-JUN-06		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	11-MAY-18		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	01-OCT-18		YES	Spanish
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	02-APR-13		YES	Spanish
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	01-AUG-11		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	25-MAR-13		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	22-SEP-14		YES	
108140 - District Area 4	2651 73rd Avenue	Sergeant of Police (PERS)	01-AUG-11		YES	
108140 - District Area 4	2651 73rd Avenue	Sergeant of Police (PERS)	17-SEP-12		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	21-APR-14		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	17-SEP-12		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	02-DEC-13		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	22-SEP-14		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	22-JUN-15		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	26-JUL-10		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	24-OCT-16		YES	Spanish
108140 - District Area 4	2651 73rd Avenue	Sergeant of Police (PERS)	14-FEB-00		YES	
108140 - District Area 4	2651 73rd Avenue	Sergeant of Police (PERS)	13-MAY-91		YES	Korean
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	28-NOV-05		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	09-NOV-15		YES	Russian
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	12-MAY-98		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	09-NOV-15		YES	German
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	22-SEP-14		YES	Spanish
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	01-OCT-18		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	23-FEB-19		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	22-JUN-15		YES	
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)	09-NOV-15		YES	
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)	28-FEB-05		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	24-AUG-19	*	YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	22-JUN-15		YES	

## OPD - Part IV PCP Report

FY-2019-2020

108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Arabic
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	25-MAR-13		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	24-AUG-19		YES	Spanish
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	24-AUG-19	*	YES	
108140 - District Area 4	2651 73rd Avenue	Sergeant of Police (PERS)	06-NOV-97		YES	
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)	08-JUN-15		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	17-MAR-14		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	20-APR-15		YES	Arabic
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	22-JUN-15		YES	
108140 - District Area 4	2651 73rd Avenue	Sergeant of Police (PERS)	01-AUG-11		YES	
108140 - District Area 4	2651 73rd Avenue	Police Services Technician II	22-FEB-00		YES	
108140 - District Area 4	2651 73rd Avenue	Sergeant of Police (PERS)	09-JUL-07		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	17-OCT-16		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	03-AUG-98		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	17-MAR-14		YES	
108140 - District Area 4	2651 73rd Avenue	Police Services Technician II	11-MAY-18		YES	
108140 - District Area 4	2651 73rd Avenue	Sergeant of Police (PERS)	10-DEC-01		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	27-JUL-19	*	YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	25-MAY-99		YES	Spanish
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	25-MAR-13		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	21-APR-14		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	16-DEC-13		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	25-AUG-18		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	09-MAR-19		YES	Somoan
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	22-SEP-14		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	01-AUG-11		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	24-AUG-19	*	YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	21-APR-14		YES	
108140 - District Area 4	2651 73rd Avenue	Lieutenant of Police (PERS)	03-FEB-92		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	09-MAR-19		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	21-APR-14		YES	Chinese-Cantonese
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	16-DEC-13		YES	Spanish
108140 - District Area 4	2651 73rd Avenue	Lieutenant of Police (PERS)	28-FEB-00		YES	
108140 - District Area 4	2651 73rd Avenue	Captain of Police (PERS)	16-SEP-96		YES	Spanish
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	09-NOV-15		YES	Spanish
108140 - District Area 4	2651 73rd Avenue	Sergeant of Police (PERS)	01-AUG-11		YES	

## OPD - Part IV PCP Report

FY-2019-2020

108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Arabic
108140 - District Area 4	2651 73rd Avenue	Sergeant of Police (PERS)	01-AUG-11		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	25-SEP-13		YES	Spanish
108140 - District Area 4	2651 73rd Avenue	Sergeant of Police (PERS)	12-AUG-99		YES	Tagalog/Filipino
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	17-MAY-18		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	25-SEP-13		YES	
108140 - District Area 4	2651 73rd Avenue	Sergeant of Police (PERS)	21-JAN-92		YES	
108140 - District Area 4	455 7th Street	Police Services Technician II	24-MAR-14		YES	Spanish
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	25-MAR-13		YES	Spanish
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	16-DEC-13		YES	Spanish
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	11-MAY-18		YES	Spanish
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	01-OCT-18		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)	23-FEB-15		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	02-DEC-13		YES	
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)	30-DEC-17		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	15-OCT-07		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	22-MAR-99		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	09-MAR-19		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	22-JUL-02		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	16-DEC-13		YES	
108140 - District Area 4	2651 73rd Avenue	Police Services Technician II	22-SEP-18		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	24-AUG-19	*	YES	Vietnamese
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	25-SEP-13		YES	Spanish
108140 - District Area 4	2651 73rd Avenue	Lieutenant of Police (PERS)	22-JUL-96		YES	French
108140 - District Area 4	2651 73rd Avenue	Sergeant of Police (PERS)	01-MAR-00		YES	
108140 - District Area 4	2651 73rd Avenue	Sergeant of Police (PERS)	01-AUG-11		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	27-JUN-16		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	09-DEC-13		YES	Spanish
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	21-APR-14		YES	
108140 - District Area 4	455 7th Street	Police Services Technician II	22-JUN-15		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	25-MAR-13		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	16-DEC-13		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	17-MAR-14		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	22-JUN-15		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Sergeant of Police (PERS)	17-APR-98		YES	

## OPD - Part IV PCP Report

FY-2019-2020

108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Arabic
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	07-MAY-18		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	28-SEP-15		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	26-JUL-10		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	11-MAY-18		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	20-APR-15		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	22-SEP-14		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	28-JAN-08		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Sergeant of Police (PERS)	20-JUL-92		YES	
108150 - District Area 5	2651 73rd Avenue	Police Services Technician II	26-MAY-15		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	17-SEP-12		YES	Chinese-Cantonese
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	06-JAN-14		YES	Punjabi
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	21-APR-14		YES	
108150 - District Area 5	2651 73rd Avenue	Sergeant of Police (PERS)	22-MAY-00		YES	
108150 - District Area 5	455 7th Street	Police Services Technician II	08-SEP-18		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	14-FEB-17		YES	
108150 - District Area 5	2651 73rd Avenue	Police Services Technician II	16-SEP-91		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	25-SEP-13		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Sergeant of Police (PERS)	11-SEP-06		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	11-MAY-18		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	21-APR-14		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Sergeant of Police (PERS)	10-MAR-08		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	22-JUN-15		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	09-NOV-15		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	18-AUG-12		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	22-JUN-15		YES	Chinese-Cantonese
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	22-NOV-99		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	23-JUL-08		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	20-APR-15		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	17-OCT-16		YES	
108150 - District Area 5	2651 73rd Avenue	Sergeant of Police (PERS)	21-FEB-11		YES	
108150 - District Area 5	455 7th Street	Police Evidence Technician	20-AUG-12		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	20-APR-15		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	07-SEP-18		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	27-OCT-14		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	22-SEP-14		YES	Farsi
108150 - District Area 5	2651 73rd Avenue	Captain of Police (PERS)	26-AUG-91		YES	

## OPD - Part IV PCP Report

FY-2019-2020

108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Arabic
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	11-MAY-18		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	22-JUN-15		YES	
108150 - District Area 5	2651 73rd Avenue	Police Services Technician II	17-JAN-15		YES	Tagalog/Filipino
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	24-AUG-19	*	YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	16-DEC-13		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	09-AUG-99		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Sergeant of Police (PERS)	11-SEP-06		YES	
108150 - District Area 5	2651 73rd Avenue	Lieutenant of Police (PERS)	28-MAR-88		YES	
108150 - District Area 5	2651 73rd Avenue	Sergeant of Police (PERS)	08-NOV-99		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	21-APR-14		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	17-OCT-16		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	11-DEC-06		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	21-APR-14		YES	
108150 - District Area 5	2651 73rd Avenue	Sergeant of Police (PERS)	06-MAR-00		YES	
108150 - District Area 5	2651 73rd Avenue	Sergeant of Police (PERS)	30-JUL-01		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	27-JUN-16		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	20-APR-15		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	20-APR-15		YES	Chinese
108150 - District Area 5	2651 73rd Avenue	Sergeant of Police (PERS)	03-FEB-92		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	30-DEC-17		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	17-SEP-12		YES	Vietnamese
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	20-APR-15		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	22-JUN-15		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	09-NOV-15		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	17-SEP-12		YES	Vietnamese
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	08-JUN-15		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	20-APR-15		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	21-APR-14		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	24-AUG-19	*	YES	Farsi
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	13-MAY-91		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	09-NOV-15		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	10-OCT-16		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	17-MAY-18		YES	
108150 - District Area 5	2651 73rd Avenue	Sergeant of Police (PERS)	28-SEP-98		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	22-SEP-14		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	01-FEB-16		YES	

## OPD - Part IV PCP Report

FY-2019-2020

108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Arabic
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	25-SEP-13		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	21-APR-14		YES	Chinese-Cantonese
108150 - District Area 5	2651 73rd Avenue	Sergeant of Police (PERS)	01-AUG-11		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	28-JAN-08		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	14-MAR-16		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	01-AUG-11		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	17-OCT-16		YES	
108150 - District Area 5	2651 73rd Avenue	Sergeant of Police (PERS)	23-JUN-00		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	25-SEP-13		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Sergeant of Police (PERS)	01-AUG-11		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	15-MAY-17		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	28-JAN-08		YES	
108150 - District Area 5	2651 73rd Avenue	Sergeant of Police (PERS)	19-JUN-00		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	25-SEP-13		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	21-APR-14		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	22-JUN-15		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	23-FEB-19		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	20-JUL-87		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	25-MAR-13		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	09-NOV-15		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	02-JUL-07		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	20-APR-15		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	25-MAR-13		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	28-JAN-08		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	22-JUN-15		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	09-JUL-07		YES	
108150 - District Area 5	2651 73rd Avenue	Sergeant of Police (PERS)	10-DEC-01		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	20-JAN-15		YES	Hindi
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	22-JUN-15		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	22-SEP-18		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	20-APR-15		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	24-AUG-19	*	YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	22-SEP-14		YES	Vietnamese
108150 - District Area 5	2651 73rd Avenue	Lieutenant of Police (PERS)	03-AUG-98		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	20-APR-15		YES	
108150 - District Area 5	2651 73rd Avenue	Lieutenant of Police (PERS)	22-APR-02		YES	Chinese-Cantonese

OPD - Part IV PCP Report

FY-2019-2020

108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Arabic
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher	07-FEB-11		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	25-JAN-20	*	YES	Arabic
103242 - Records & Warrant	455 7th Street	Police Records Specialist	29-APR-97		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	27-AUG-18		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	12-JUN-17		YES	
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher	02-SEP-99		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	06-NOV-17		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	18-OCT-04		YES	
102330 - Robbery & Burglary	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	Spanish
103430 - Training Unit	455 7th Street	Police Cadet, PT	02-JUL-18		YES	Spanish
103430 - Training Unit	455 7th Street	Sergeant of Police (PERS)	13-MAR-00		YES	
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher	28-JUL-18		YES	
107710 - Special Operations	2651 73rd Avenue	Police Officer (PERS)	20-APR-15		YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
103242 - Records & Warrant	455 7th Street	Police Records Specialist	22-JUN-15		YES	Spanish
106410 - Police Information	455 7th Street	Police Officer (PERS)	18-OCT-99		YES	
102330 - Robbery & Burglary	455 7th Street	Police Officer (PERS)	17-MAR-14		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	25-JAN-20		YES	Farsi
103430 - Training Unit	455 7th Street	Police Cadet, PT	26-FEB-18		YES	
103242 - Records & Warrant	455 7th Street	Police Records Supervisor	07-SEP-19	*	YES	
102130 - Special Victims Section	470 27th Street	Police Officer (PERS)	20-APR-15		YES	Spanish
103430 - Training Unit	455 7th Street	Police Cadet, PT	02-JUN-18		YES	Twi
107410 - Support Operations	2651 73rd Avenue	Deputy Chief of Police (PERS)	22-FEB-99		YES	
102341 - Field Support	455 7th Street	Police Officer (PERS)	03-OCT-11		YES	Spanish
107710 - Special Operations	2651 73rd Avenue	Police Officer (PERS)	24-AUG-19	*	YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	03-AUG-98		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	25-JAN-20	*	YES	Spanish
108630 - Ceasefire	2651 73rd Avenue	Police Officer (PERS)	25-SEP-13		YES	Arabic
103430 - Training Unit	455 7th Street	Police Officer Trainee	28-DEC-19		YES	
102130 - Special Victims Section	470 27th Street	Police Officer (PERS)	28-JUL-12		YES	
103242 - Records & Warrant	455 7th Street	Police Records Specialist	13-JUL-19	*	YES	
102320 - Homicide	455 7th Street	Sergeant of Police (PERS)	26-JUN-00		YES	
103242 - Records & Warrant	455 7th Street	Police Records Supervisor	16-DEC-17		YES	
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Sergeant of Police (PERS)	17-MAY-02		YES	
108630 - Ceasefire	2651 73rd Avenue	Sergeant of Police (PERS)	17-MAY-02		YES	
102320 - Homicide	455 7th Street	Police Officer (PERS)	06-FEB-06		YES	Spanish

OPD - Part IV PCP Report

FY-2019-2020

108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Arabic
103430 - Training Unit	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	
108630 - Ceasefire	2651 73rd Avenue	Police Officer (PERS)	06-SEP-17		YES	
102130 - Special Victims Sect	470 27th Street	Police Officer (PERS)	17-SEP-12		YES	Spanish
102130 - Special Victims Sect	455 7th Street	Lieutenant of Police (PERS)	21-APR-97		YES	
107510 - Traffic Operations	2651 73rd Avenue	Sergeant of Police (PERS)	01-OCT-98		YES	
107710 - Special Operations	2651 73rd Avenue	Police Officer (PERS)	04-JUN-07		YES	
102320 - Homicide	455 7th Street	Sergeant of Police (PERS)	17-SEP-12		YES	Spanish
103242 - Records & Warrant	455 7th Street	Police Records Specialist	23-APR-18		YES	Spanish
102321 - Misdemeanor Crim	455 7th Street	Sergeant of Police (PERS)	10-NOV-12		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	04-DEC-17		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	06-NOV-17		YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	09-FEB-15		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	24-AUG-19	*	YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	29-MAR-10		YES	
102341 - Field Support	455 7th Street	Police Services Technician II	03-OCT-88		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	08-MAY-17		YES	
107510 - Traffic Operations	2651 73rd Avenue	Police Officer (PERS)	01-AUG-11		YES	
108630 - Ceasefire	2651 73rd Avenue	Police Officer (PERS)	21-APR-14		YES	
103242 - Records & Warrant	455 7th Street	Police Records Supervisor	03-FEB-14		YES	
108630 - Ceasefire	2651 73rd Avenue	Police Officer (PERS)	01-AUG-11		YES	
108010 - District Command A	455 7th Street	Police Records Specialist	22-JAN-02		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	10-AUG-19		YES	
108630 - Ceasefire	2651 73rd Avenue	Sergeant of Police (PERS)	05-JUN-06		YES	
101120 - Internal Affairs	250 Frank H. Ogawa P	Lieutenant of Police (PERS)	05-MAR-07		YES	
102120 - Property and Eviden	455 7th Street	Police Services Technician II	10-MAR-97		YES	
103430 - Training Unit	455 7th Street	Police Cadet, PT	23-MAR-19		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	25-AUG-18		YES	
107710 - Special Operations	2651 73rd Avenue	Sergeant of Police (PERS)	25-OCT-99		YES	Spanish
103430 - Training Unit	455 7th Street	Sergeant of Police (PERS)	06-FEB-06		YES	
108010 - District Command A	455 7th Street	Police Records Specialist	19-JUN-17		YES	Chinese-Cantonese
103430 - Training Unit	455 7th Street	Police Officer Trainee	10-OCT-16		YES	Spanish
102321 - Misdemeanor Crim	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
102130 - Special Victims Sect	455 7th Street	Sergeant of Police (PERS)	05-JUN-06		YES	Spanish
102130 - Special Victims Sect	470 27th Street	Police Officer (PERS)	16-DEC-13		YES	
102330 - Robbery & Burglary	455 7th Street	Police Officer (PERS)	04-APR-11		YES	
103242 - Records & Warrant	455 7th Street	Police Records Specialist	24-AUG-09		YES	

OPD - Part IV PCP Report

FY-2019-2020

108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Arabic
108630 - Ceasefire	2651 73rd Avenue	Police Officer (PERS)	22-JUN-15		YES	
103430 - Training Unit	455 7th Street	Police Cadet, PT	18-JUN-18		YES	Spanish
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	29-MAR-10		YES	
108710 - Neighborhood Serv	2651 73rd Avenue	Police Services Technician II	06-JAN-14		YES	
102321 - Misdemeanor Crim	455 7th Street	Police Officer (PERS)	13-MAR-00		YES	Spanish
108010 - District Command A	455 7th Street	Police Records Specialist	27-OCT-15		YES	
102130 - Special Victims Sect	455 7th Street	Police Officer (PERS)	20-JAN-99		YES	
108630 - Ceasefire	2651 73rd Avenue	Police Officer (PERS)	02-DEC-13		YES	Spanish
102130 - Special Victims Sect	455 7th Street	Police Officer (PERS)	28-NOV-05		YES	Spanish
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	17-OCT-05		YES	
102130 - Special Victims Sect	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	Chinese-Cantonese
103310 - Communications U	7101 Edgewater Drive	Police Communications Supe	07-FEB-11		YES	Chinese-Cantonese
108710 - Neighborhood Serv	2651 73rd Avenue	Neighborhood Services Coord	19-OCT-19	*	YES	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	09-JUN-01		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	16-NOV-00		YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	25-OCT-99		YES	
101120 - Internal Affairs	250 Frank H. Ogawa P	Sergeant of Police (PERS)	11-JUL-05		YES	
108630 - Ceasefire	2651 73rd Avenue	Police Officer (PERS)	21-APR-14		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	25-JAN-20	*	YES	
102130 - Special Victims Sect	470 27th Street	Police Officer (PERS)	16-DEC-13		YES	
102130 - Special Victims Sect	455 7th Street	Sergeant of Police (PERS)	13-MAR-06		YES	
101140 - Intelligence Unit	455 7th Street	Police Officer (PERS)	22-MAY-00		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	16-NOV-00		YES	
106610 - Background & Recr	250 Frank H. Ogawa P	Police Officer (PERS)	19-JUN-06		YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	24-APR-06		YES	
107710 - Special Operations	2651 73rd Avenue	Police Officer (PERS)	01-AUG-11		YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	16-APR-01		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	24-AUG-19	*	YES	
103242 - Records & Warrant	455 7th Street	Police Records Specialist	02-FEB-98		YES	
101140 - Intelligence Unit	455 7th Street	Sergeant of Police (PERS)	05-JUN-06		YES	Spanish
107510 - Traffic Operations	2651 73rd Avenue	Police Officer (PERS)	09-JUL-07		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	18-AUG-16		YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	17-NOV-18		YES	
108630 - Ceasefire	2651 73rd Avenue	Volunteer Program Specialist	03-JAN-13		YES	
102341 - Field Support	455 7th Street	Police Services Technician II	02-DEC-13		YES	Chinese-Cantonese
103242 - Records & Warrant	455 7th Street	Police Records Specialist	24-AUG-19	*	YES	

OPD - Part IV PCP Report

FY-2019-2020

108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Arabic
107510 - Traffic Operations	2651 73rd Avenue	Police Officer (PERS)	26-JUN-00		YES	
108630 - Ceasefire	2651 73rd Avenue	Police Officer (PERS)	21-APR-14		YES	
102120 - Property and Evidence	455 7th Street	Police Property Specialist	25-AUG-87		YES	
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher	17-NOV-18		YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	21-FEB-11		YES	
101130 - Office of the Inspector	455 7th Street	Police Records Specialist	21-AUG-00		YES	
107510 - Traffic Operations	2651 73rd Avenue	Police Officer (PERS)	09-JUL-07		YES	Spanish
102321 - Misdemeanor Crime	455 7th Street	Lieutenant of Police (PERS)	25-JUN-90		YES	
108630 - Ceasefire	2651 73rd Avenue	Police Officer (PERS)	26-SEP-11		YES	
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher	24-APR-06		YES	
107510 - Traffic Operations	2651 73rd Avenue	Police Records Specialist	14-OCT-96		YES	
108630 - Ceasefire	2651 73rd Avenue	Police Officer (PERS)	21-APR-14		YES	Spanish
107710 - Special Operations	2651 73rd Avenue	Police Officer (PERS)	24-AUG-19	*	YES	
108630 - Ceasefire	2651 73rd Avenue	Police Officer (PERS)	17-SEP-12		YES	Spanish
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	08-FEB-20	*	YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	21-APR-14		YES	Spanish
106610 - Background & Records	250 Frank H. Ogawa Plaza	Police Records Specialist	23-APR-18		YES	Chinese-Cantonese
102130 - Special Victims Section	470 27th Street	Police Officer (PERS)	22-SEP-14		YES	Spanish
102330 - Robbery & Burglary	455 7th Street	Police Officer (PERS)	20-FEB-12		YES	
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Supervisor	05-SEP-00		YES	
107510 - Traffic Operations	2651 73rd Avenue	Lieutenant of Police (PERS)	06-JUL-99		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	24-AUG-19	*	YES	
102341 - Field Support	455 7th Street	Police Officer (PERS)	11-JUL-05		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	21-SEP-19	*	YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	21-SEP-19	*	YES	
102130 - Special Victims Section	455 7th Street	Police Records Specialist	30-DEC-17		YES	
107510 - Traffic Operations	2651 73rd Avenue	Police Officer (PERS)	29-NOV-99		YES	
107710 - Special Operations	2651 73rd Avenue	Police Officer (PERS)	24-AUG-19	*	YES	Spanish
102350 - Youth & School Services	470 27th Street	Police Records Specialist	14-APR-03		YES	
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher	13-JUL-19	*	YES	
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Intake Technician	21-NOV-15		YES	
108630 - Ceasefire	2651 73rd Avenue	Police Officer (PERS)	25-MAR-13		YES	
103430 - Training Unit	455 7th Street	Police Cadet, PT	11-APR-16		YES	
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher	09-JUL-01		YES	Spanish
108010 - District Command Area	455 7th Street	Police Records Specialist	09-MAR-19		YES	Spanish
107710 - Special Operations	2651 73rd Avenue	Police Officer (PERS)	25-SEP-13		YES	

OPD - Part IV PCP Report

FY-2019-2020

108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Arabic
102330 - Robbery & Burglary	455 7th Street	Police Officer (PERS)	15-OCT-07		YES	Spanish
101140 - Intelligence Unit	455 7th Street	Police Officer (PERS)	26-FEB-07		YES	Spanish
102321 - Misdemeanor Crim	455 7th Street	Police Officer (PERS)	28-JAN-08		YES	Spanish
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	30-JUN-08		YES	
102310 - Criminal Investigati	455 7th Street	Police Records Specialist	18-FEB-14		YES	Chinese-Cantonese
106610 - Background & Recr	250 Frank H. Ogawa P	Police Officer (PERS)	19-FEB-97		YES	
102321 - Misdemeanor Crim	455 7th Street	Police Officer (PERS)	17-MAR-14		YES	
102350 - Youth & School Serv	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	10-NOV-15		YES	
107710 - Special Operations	2651 73rd Avenue	Sergeant of Police (PERS)	07-NOV-97		YES	
107510 - Traffic Operations	2651 73rd Avenue	Police Records Specialist	21-OCT-13		YES	
103430 - Training Unit	455 7th Street	Police Cadet, PT	07-MAR-20		YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	30-DEC-13		YES	Spanish
102321 - Misdemeanor Crim	455 7th Street	Police Officer (PERS)	07-DEC-00		YES	Spanish
103242 - Records & Warrant	455 7th Street	Police Records Specialist	17-NOV-14		YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	02-APR-01		YES	
103430 - Training Unit	455 7th Street	Police Records Specialist	16-OCT-89		YES	Tagalog/Filipino
108820 - Neighborhood Serv	455 7th Street	Neighborhood Services Coord	01-FEB-03		YES	Spanish
103430 - Training Unit	455 7th Street	Police Cadet, PT	28-JUL-18		YES	Spanish
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	18-MAY-19	*	YES	Spanish
108820 - Neighborhood Serv	455 7th Street	Police Services Technician II	06-JAN-14		YES	Spanish
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	29-JUN-19	*	YES	
101120 - Internal Affairs	250 Frank H. Ogawa P	Intake Technician	26-OCT-15		YES	
102120 - Property and Eviden	455 7th Street	Police Property Specialist	18-JUL-87		YES	Tagalog/Filipino
102130 - Special Victims Sect	455 7th Street	Police Officer (PERS)	08-OCT-01		YES	Spanish
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	04-DEC-17		YES	
101120 - Internal Affairs	250 Frank H. Ogawa P	Sergeant of Police (PERS)	06-JAN-97		YES	
107510 - Traffic Operations	2651 73rd Avenue	Police Officer (PERS)	22-MAY-00		YES	
108630 - Ceasefire	2651 73rd Avenue	Police Officer (PERS)	17-SEP-12		YES	Chinese-Cantonese
103242 - Records & Warrant	455 7th Street	Police Records Specialist	27-MAR-17		YES	
101120 - Internal Affairs	250 Frank H. Ogawa P	Sergeant of Police (PERS)	30-JUL-01		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	25-AUG-18		YES	
103310 - Communications U	7101 Edgewater Drive	Police Records Specialist	06-MAY-91		YES	
107510 - Traffic Operations	2651 73rd Avenue	Police Officer (PERS)	17-MAY-02		YES	
102330 - Robbery & Burglary	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	
102330 - Robbery & Burglary	455 7th Street	Police Officer (PERS)	11-SEP-06		YES	

OPD - Part IV PCP Report

FY-2019-2020

108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Arabic
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	09-DEC-13		YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	05-OCT-98		YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	07-FEB-11		YES	
102330 - Robbery & Burglary	455 7th Street	Police Records Specialist	01-JUL-13		YES	
102321 - Misdemeanor Crim	455 7th Street	Police Officer (PERS)	13-MAR-00		YES	
108630 - Ceasefire	2651 73rd Avenue	Police Officer (PERS)	17-MAR-14		YES	
101120 - Internal Affairs	250 Frank H. Ogawa P	Police Officer (PERS)	18-APR-97		YES	Spanish
103430 - Training Unit	455 7th Street	Police Cadet, PT	07-MAR-20	*	YES	
102350 - Youth & School Serv	455 7th Street	Police Officer (PERS)	03-AUG-98		YES	
103242 - Records & Warrant	455 7th Street	Police Records Specialist	04-DEC-17		YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	05-SEP-00		YES	Spanish
102130 - Special Victims Sect	455 7th Street	Police Services Technician II	04-MAY-00		YES	
102130 - Special Victims Sect	455 7th Street	Police Officer (PERS)	08-DEC-00		YES	
101110 - Office of Chief - Adm	455 7th Street	Lieutenant of Police (PERS)	12-NOV-96		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	12-FEB-18		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	25-JAN-20	*	YES	
102321 - Misdemeanor Crim	455 7th Street	Police Officer (PERS)	22-SEP-14		YES	
107510 - Traffic Operations	2651 73rd Avenue	Police Officer (PERS)	05-OCT-98		YES	
102120 - Property and Eviden	455 7th Street	Police Property Supervisor	15-JUL-06		YES	Spanish
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	08-JAN-11		YES	
108710 - Neighborhood Serv	2651 73rd Avenue	Neighborhood Services Coord	22-NOV-76		YES	
102130 - Special Victims Sect	455 7th Street	Police Officer (PERS)	21-APR-14		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	05-SEP-01		YES	
102341 - Field Support	455 7th Street	Police Services Technician II	13-FEB-08		YES	
102320 - Homicide	455 7th Street	Police Officer (PERS)	09-JUL-07		YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	01-SEP-15		YES	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	03-DEC-90		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	13-OCT-14		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	20-AUG-15		YES	
101120 - Internal Affairs	250 Frank H. Ogawa P	Sergeant of Police (PERS)	26-JUN-00		YES	Chinese-Cantonese
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	05-DEC-15		YES	
102320 - Homicide	455 7th Street	Police Officer (PERS)	02-OCT-03		YES	Spanish
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	22-FEB-20		YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	27-FEB-16		YES	
102310 - Criminal Investigati	455 7th Street	Sergeant of Police (PERS)	01-AUG-11		YES	
106610 - Background & Recr	250 Frank H. Ogawa P	Police Officer (PERS)	20-APR-15		YES	

## OPD - Part IV PCP Report

FY-2019-2020

108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Arabic
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	18-AUG-16		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	28-AUG-17		YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	28-FEB-05		YES	
101120 - Internal Affairs	250 Frank H. Ogawa P	Police Records Supervisor	15-DEC-86		YES	
103430 - Training Unit	455 7th Street	Captain of Police (PERS)	28-SEP-98		YES	Spanish
103242 - Records & Warrants	455 7th Street	Police Records Specialist	10-AUG-19	*	YES	
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispa	24-OCT-15		YES	
107510 - Traffic Operations	2651 73rd Avenue	Police Officer (PERS)	25-APR-97		YES	
108630 - Ceasefire	2651 73rd Avenue	Sergeant of Police (PERS)	03-AUG-98		YES	Spanish
102130 - Special Victims Sect	455 7th Street	Police Officer (PERS)	22-SEP-14		YES	
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispa	22-SEP-18		YES	
102330 - Robbery & Burglary	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	Cambodien
103430 - Training Unit	455 7th Street	Police Cadet, PT	07-MAR-20	*	YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	29-SEP-03		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	08-MAR-00		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	19-OCT-19	*	YES	
102130 - Special Victims Sect	470 27th Street	Police Officer (PERS)	04-OCT-95		YES	
107510 - Traffic Operations	2651 73rd Avenue	Police Officer (PERS)	16-JUL-98		YES	Chinese-Cantonese
102350 - Youth & School Serv	455 7th Street	Sergeant of Police (PERS)	22-NOV-99		YES	
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispa	12-APR-93		YES	
102120 - Property and Eviden	455 7th Street	Police Property Specialist	22-SEP-18		YES	Chinese-Cantonese
103430 - Training Unit	455 7th Street	Police Officer Trainee	25-JAN-20		YES	Korean
102130 - Special Victims Sect	455 7th Street	Police Services Technician II	02-DEC-13		YES	Chinese-Cantonese
106810 - PAS Administration	455 7th Street	Police Records Specialist	02-FEB-15		YES	Chinese- Cantonese
102320 - Homicide	455 7th Street	Police Records Specialist	03-MAR-99		YES	
102321 - Misdemeanor Crim	455 7th Street	Police Officer (PERS)	17-MAY-02		YES	Spanish
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	18-AUG-16		YES	
101130 - Office of the Inspec	455 7th Street	Lieutenant of Police (PERS)	11-SEP-06		YES	Chinese-Cantonese
102321 - Misdemeanor Crim	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
101120 - Internal Affairs	250 Frank H. Ogawa P	Sergeant of Police (PERS)	26-FEB-07		YES	Chinese
101120 - Internal Affairs	250 Frank H. Ogawa P	Police Records Specialist	20-JAN-14		YES	
102130 - Special Victims Sect	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	28-AUG-17		YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	22-MAY-03		YES	Chinese-Cantonese
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	04-DEC-17		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	27-AUG-18		YES	Tongon

## OPD - Part IV PCP Report

FY-2019-2020

108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Arabic
106410 - Police Information	455 7th Street	Police Services Technician II	19-NOV-07		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	09-FEB-19		YES	Chinese-Cantonese
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	01-SEP-15		YES	
102321 - Misdemeanor Crim	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
101120 - Internal Affairs	250 Frank H. Ogawa P	Intake Technician	17-JAN-17		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	08-FEB-02		YES	Spanish
107510 - Traffic Operations	2651 73rd Avenue	Police Officer (PERS)	05-JUN-06		YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	06-JUL-15		YES	Chinese-Cantonese
107510 - Traffic Operations	2651 73rd Avenue	Police Officer (PERS)	17-SEP-12		YES	
108630 - Ceasefire	2651 73rd Avenue	Police Officer (PERS)	22-SEP-14		YES	Spanish
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	27-AUG-11		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-MAR-19		YES	German
101140 - Intelligence Unit	455 7th Street	Police Officer (PERS)	06-NOV-01		YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	14-JAN-08		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	25-JAN-20	*	YES	Tagalog/Filipino
103430 - Training Unit	455 7th Street	Police Officer (PERS)	11-JUL-05		YES	Spanish
103430 - Training Unit	455 7th Street	Police Officer (PERS)	23-FEB-99		YES	Spanish
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	31-MAR-14		YES	
107710 - Special Operations	2651 73rd Avenue	Police Officer (PERS)	23-FEB-15		YES	
102321 - Misdemeanor Crim	455 7th Street	Police Officer (PERS)	20-APR-15		YES	Spanish
102130 - Special Victims Sect	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	
102321 - Misdemeanor Crim	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	Spanish
108630 - Ceasefire	2651 73rd Avenue	Police Officer (PERS)	25-MAR-13		YES	
108630 - Ceasefire	2651 73rd Avenue	Police Officer (PERS)	28-FEB-05		YES	French
103430 - Training Unit	455 7th Street	Police Officer Trainee	25-JAN-20	*	YES	Spanish
103430 - Training Unit	455 7th Street	Police Cadet, PT	06-NOV-17		YES	Spanish
101120 - Internal Affairs	250 Frank H. Ogawa P	Police Officer (PERS)	11-DEC-06		YES	
107710 - Special Operations	2651 73rd Avenue	Police Officer (PERS)	23-APR-97		YES	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
108820 - Neighborhood Serv	455 7th Street	Neighborhood Services Coord	26-JUL-99		YES	Spanish
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	15-JUL-91		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	25-JAN-20	*	YES	Spanish
107510 - Traffic Operations	2651 73rd Avenue	Police Officer (PERS)	05-OCT-98		YES	Spanish
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	17-JUN-17		YES	
108630 - Ceasefire	2651 73rd Avenue	Sergeant of Police (PERS)	09-JUL-07		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	28-AUG-17		YES	

OPD - Part IV PCP Report

FY-2019-2020

108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Arabic
103430 - Training Unit	455 7th Street	Police Officer Trainee	25-JAN-20	*	YES	
102320 - Homicide	455 7th Street	Police Officer (PERS)	02-MAR-88		YES	
107710 - Special Operations	2651 73rd Avenue	Police Officer (PERS)	14-MAY-90		YES	
102321 - Misdemeanor Crim	455 7th Street	Police Officer (PERS)	21-FEB-11		YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	29-NOV-99		YES	Spanish
103430 - Training Unit	455 7th Street	Police Officer Trainee	25-JAN-20	*	YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	06-OCT-97		YES	
107710 - Special Operations	2651 73rd Avenue	Police Officer (PERS)	24-AUG-19	*	YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	03-NOV-18		YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	17-SEP-74		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	08-FEB-20		YES	
102321 - Misdemeanor Crim	455 7th Street	Police Officer (PERS)	12-JUL-08		YES	
107710 - Special Operations	2651 73rd Avenue	Police Officer (PERS)	20-APR-15		YES	Spanish
103430 - Training Unit	455 7th Street	Police Officer Trainee	25-JAN-20	*	YES	
101140 - Intelligence Unit	455 7th Street	Police Officer (PERS)	12-JUL-93		YES	Spanish
101120 - Internal Affairs	250 Frank H. Ogawa P	Sergeant of Police (PERS)	16-JUN-94		YES	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	23-NOV-99		YES	Spanish
102321 - Misdemeanor Crim	455 7th Street	Police Officer (PERS)	06-FEB-06		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	25-JAN-20	*	YES	
107510 - Traffic Operations	2651 73rd Avenue	Police Officer (PERS)	26-JUN-00		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	27-JAN-14		YES	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	07-FEB-00		YES	
102341 - Field Support	455 7th Street	Police Services Technician II	25-JUL-88		YES	
102321 - Misdemeanor Crim	455 7th Street	Police Officer (PERS)	26-JUL-10		YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Oper	15-JUL-17		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	08-FEB-20	*	YES	
108710 - Neighborhood Serv	2651 73rd Avenue	Neighborhood Services Coord	02-NOV-19	*	YES	
102321 - Misdemeanor Crim	455 7th Street	Police Officer (PERS)	01-AUG-11		YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	29-OCT-12		YES	Spanish
102330 - Robbery & Burglary	455 7th Street	Police Officer (PERS)	24-AUG-19	*	YES	
108630 - Ceasefire	2651 73rd Avenue	Police Officer (PERS)	22-OCT-12		YES	
102130 - Special Victims Sect	455 7th Street	Police Officer (PERS)	21-APR-14		YES	Spanish
101140 - Intelligence Unit	455 7th Street	Police Officer (PERS)	14-APR-98		YES	
106610 - Background & Recr	250 Frank H. Ogawa P	Police Officer (PERS)	13-MAY-94		YES	Spanish
102320 - Homicide	455 7th Street	Police Officer (PERS)	12-SEP-11		YES	Spanish
102320 - Homicide	455 7th Street	Lieutenant of Police (PERS)	27-FEB-98		YES	

OPD - Part IV PCP Report

FY-2019-2020

108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Arabic
102330 - Robbery & Burglary	455 7th Street	Sergeant of Police (PERS)	10-FEB-92		YES	
107710 - Special Operations	2651 73rd Avenue	Police Officer (PERS)	18-MAY-15		YES	
102321 - Misdemeanor Crim	455 7th Street	Sergeant of Police (PERS)	21-FEB-97		YES	
107510 - Traffic Operations	2651 73rd Avenue	Police Officer (PERS)	10-MAR-00		YES	
102130 - Special Victims Sect	455 7th Street	Police Officer (PERS)	11-DEC-06		YES	
108630 - Ceasefire	2651 73rd Avenue	Police Officer (PERS)	05-DEC-11		YES	Spanish
107710 - Special Operations	2651 73rd Avenue	Sergeant of Police (PERS)	10-DEC-01		YES	American Sign Lang
101120 - Internal Affairs	250 Frank H. Ogawa P	Police Officer (PERS)	25-MAR-13		YES	
102350 - Youth & School Serv	455 7th Street	Police Services Technician II	17-FEB-15		YES	
102350 - Youth & School Serv	455 7th Street	Police Officer (PERS)	22-SEP-14		YES	
102130 - Special Victims Sect	470 27th Street	Sergeant of Police (PERS)	30-MAY-00		YES	Vietnamese
107710 - Special Operations	2651 73rd Avenue	Police Officer (PERS)	15-MAR-99		YES	Vietnamese
101120 - Internal Affairs	250 Frank H. Ogawa P	Sergeant of Police (PERS)	26-FEB-07		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	25-JAN-20	*	YES	Tagalog/Filipino
102330 - Robbery & Burglary	455 7th Street	Lieutenant of Police (PERS)	25-APR-97		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	02-SEP-14		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	24-AUG-19	*	YES	Tiginya
103310 - Communications U	7101 Edgewater Drive	Police Communications Man	10-NOV-97		YES	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	14-SEP-98		YES	
102350 - Youth & School Serv	455 7th Street	Police Services Technician II	07-MAR-20	*	YES	
102330 - Robbery & Burglary	455 7th Street	Police Officer (PERS)	17-OCT-16		YES	Spanish
102321 - Misdemeanor Crim	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
101140 - Intelligence Unit	455 7th Street	Police Officer (PERS)	23-JAN-93		YES	Greek
107710 - Special Operations	2651 73rd Avenue	Police Officer (PERS)	08-MAY-98		YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	28-FEB-05		YES	Czech
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	14-JUL-18		YES	
103430 - Training Unit	455 7th Street	Police Cadet, PT	23-MAR-19		YES	Spanish
103242 - Records & Warrant	455 7th Street	Police Records Specialist	05-AUG-13		YES	Spanish
103430 - Training Unit	455 7th Street	Police Cadet, PT	23-MAR-19		YES	Spanish
103430 - Training Unit	455 7th Street	Police Officer Trainee	24-AUG-19	*	YES	Spanish
107510 - Traffic Operations	2651 73rd Avenue	Sergeant of Police (PERS)	13-FEB-96		YES	
102330 - Robbery & Burglary	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
108630 - Ceasefire	2651 73rd Avenue	Police Officer (PERS)	25-SEP-13		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	10-AUG-19	*	YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	18-MAY-19	*	YES	
103430 - Training Unit	455 7th Street	Police Cadet, PT	24-AUG-19	*	YES	

OPD - Part IV PCP Report

FY-2019-2020

108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Arabic
107510 - Traffic Operations	2651 73rd Avenue	Sergeant of Police (PERS)	07-MAY-91		YES	
106410 - Police Information	455 7th Street	Police Officer (PERS)	09-JUL-07		YES	
108630 - Ceasefire	2651 73rd Avenue	Police Officer (PERS)	25-SEP-13		YES	Spanish
103430 - Training Unit	455 7th Street	Police Officer Trainee	25-JAN-20	*	YES	
103430 - Training Unit	455 7th Street	Police Cadet, PT	15-JUN-19		YES	
103430 - Training Unit	455 7th Street	Police Cadet, PT	23-MAR-19		YES	Spanish
103430 - Training Unit	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
102330 - Robbery & Burglary	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
102130 - Special Victims Sect	455 7th Street	Police Officer (PERS)	17-MAY-02		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	22-FEB-20	*	YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	25-JAN-20	*	YES	
102130 - Special Victims Sect	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
108630 - Ceasefire	2651 73rd Avenue	Police Officer (PERS)	21-APR-14		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	27-JAN-14		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	02-NOV-19		YES	
108820 - Neighborhood Serv	455 7th Street	Neighborhood Services Coord	01-MAY-89		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	14-FEB-17		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	20-AUG-14		YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Oper	17-JUN-17		YES	
103242 - Records & Warrant	455 7th Street	Police Records Specialist	29-FEB-16		YES	Spanish
102321 - Misdemeanor Crim	455 7th Street	Police Officer (PERS)	23-APR-01		YES	
102130 - Special Victims Sect	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	12-JUN-15		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	02-APR-13		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	05-NOV-02		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	25-JAN-20	*	YES	Spanish
103430 - Training Unit	455 7th Street	Police Cadet, PT	24-AUG-19	*	YES	
102321 - Misdemeanor Crim	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	29-NOV-99		YES	Spanish
107710 - Special Operations	2651 73rd Avenue	Police Officer (PERS)	01-AUG-11		YES	
102330 - Robbery & Burglary	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
108010 - District Command A	455 7th Street	Police Services Technician II	17-DEC-07		YES	
103242 - Records & Warrant	455 7th Street	Police Records Specialist	18-MAY-19		YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	02-JAN-14		YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Supe	31-MAR-08		YES	
102321 - Misdemeanor Crim	455 7th Street	Police Officer (PERS)	26-FEB-07		YES	

## OPD - Part IV PCP Report

FY-2019-2020

108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Arabic
102330 - Robbery & Burglary	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	09-JUL-07		YES	
103242 - Records & Warrant	455 7th Street	Police Records Specialist	29-AUG-88		YES	Tagalog/Filipino
107710 - Special Operations	2651 73rd Avenue	Police Officer (PERS)	24-AUG-19	*	YES	Mien
103430 - Training Unit	455 7th Street	Police Officer Trainee	25-JAN-20	*	YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	28-AUG-17		YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	10-NOV-15		YES	
102330 - Robbery & Burglary	455 7th Street	Sergeant of Police (PERS)	01-APR-98		YES	Spanish
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	01-DEC-09		YES	
103430 - Training Unit	455 7th Street	Police Records Specialist	08-JUL-96		YES	Spanish
101120 - Internal Affairs	250 Frank H. Ogawa P	Lieutenant of Police (PERS)	13-OCT-97		YES	
102321 - Misdemeanor Crim	455 7th Street	Police Officer (PERS)	05-DEC-11		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	21-SEP-19	*	YES	
108630 - Ceasefire	2651 73rd Avenue	Police Officer (PERS)	22-JUN-15		YES	
101112 - Public Information	455 7th Street	Police Officer (PERS)	11-JUL-88		YES	
106610 - Background & Recr	250 Frank H. Ogawa P	Police Officer (PERS)	30-JUN-08		YES	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	10-DEC-01		YES	
106610 - Background & Recr	250 Frank H. Ogawa P	Police Officer (PERS)	23-JAN-93		YES	
107710 - Special Operations	2651 73rd Avenue	Police Officer (PERS)	01-MAR-00		YES	
101140 - Intelligence Unit	455 7th Street	Police Officer (PERS)	22-JUL-02		YES	Tagalog/Filipino
108630 - Ceasefire	2651 73rd Avenue	Police Officer (PERS)	25-SEP-13		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	27-AUG-11		YES	
103430 - Training Unit	455 7th Street	Lieutenant of Police (PERS)	06-FEB-06		YES	
102321 - Misdemeanor Crim	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
102130 - Special Victims Sect	455 7th Street	Police Officer (PERS)	22-SEP-14		YES	
103430 - Training Unit	455 7th Street	Police Cadet, PT	07-MAR-20	*	YES	
107510 - Traffic Operations	2651 73rd Avenue	Police Services Technician II	13-MAR-06		YES	
103242 - Records & Warrant	455 7th Street	Police Services Technician II	25-AUG-18		YES	
101120 - Internal Affairs	250 Frank H. Ogawa P	Sergeant of Police (PERS)	30-MAY-00		YES	
108710 - Neighborhood Serv	2651 73rd Avenue	Neighborhood Services Coord	21-NOV-88		YES	
101120 - Internal Affairs	250 Frank H. Ogawa P	Sergeant of Police (PERS)	06-FEB-06		YES	
106610 - Background & Recr	250 Frank H. Ogawa P	Sergeant of Police (PERS)	06-FEB-12		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	24-AUG-19	*	YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Supe	28-FEB-05		YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	19-NOV-07		YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	24-APR-06		YES	

OPD - Part IV PCP Report

FY-2019-2020

108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Arabic
102350 - Youth & School Serv	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
108630 - Ceasefire	2651 73rd Avenue	Sergeant of Police (PERS)	11-SEP-06		YES	
102321 - Misdemeanor Crim	455 7th Street	Police Officer (PERS)	01-AUG-11		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	10-AUG-19	*	YES	
108630 - Ceasefire	2651 73rd Avenue	Police Officer (PERS)	25-SEP-13		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	03-NOV-18		YES	
102350 - Youth & School Serv	455 7th Street	Police Officer (PERS)	08-JUN-00		YES	
108630 - Ceasefire	2651 73rd Avenue	Police Officer (PERS)	20-FEB-12		YES	
108820 - Neighborhood Serv	455 7th Street	Neighborhood Services Coord	17-SEP-90		YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	18-MAY-19	*	YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	12-FEB-18		YES	
102341 - Field Support	455 7th Street	Police Services Technician II	30-JUN-08		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	06-NOV-17		YES	
106410 - Police Information	455 7th Street	Police Officer (PERS)	26-FEB-07		YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	25-AUG-18		YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	17-NOV-18		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	25-AUG-18		YES	
108630 - Ceasefire	2651 73rd Avenue	Sergeant of Police (PERS)	28-NOV-05		YES	
107510 - Traffic Operations	2651 73rd Avenue	Police Officer (PERS)	06-FEB-06		YES	Spanish
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	06-NOV-17		YES	
102324 - Felony Assault & Ga	455 7th Street	Police Records Specialist	02-JUN-97		YES	
107510 - Traffic Operations	2651 73rd Avenue	Sergeant of Police (PERS)	03-AUG-98		YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Supe	29-MAR-10		YES	
102321 - Misdemeanor Crim	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
108630 - Ceasefire	2651 73rd Avenue	Police Officer (PERS)	25-MAR-13		YES	
108630 - Ceasefire	2651 73rd Avenue	Police Officer (PERS)	22-JUN-15		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	10-AUG-19	*	YES	
107510 - Traffic Operations	2651 73rd Avenue	Police Records Specialist	01-JUL-13		YES	Spanish
108010 - District Command A	455 7th Street	Police Records Specialist	17-JUN-17		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	25-JAN-20	*	YES	
102320 - Homicide	455 7th Street	Police Officer (PERS)	05-JUN-06		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	09-FEB-19		YES	
103310 - Communications U	7101 Edgewater Drive	Police Communications Dispa	21-NOV-15		YES	Vietnamese
101120 - Internal Affairs	250 Frank H. Ogawa P	Sergeant of Police (PERS)	26-FEB-07		YES	
102130 - Special Victims Sect	470 27th Street	Police Officer (PERS)	16-DEC-13		YES	
102120 - Property and Eviden	455 7th Street	Police Property Specialist	19-JUN-02		YES	

OPD - Part IV PCP Report

FY-2019-2020

108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Arabic
103242 - Records & Warrants	455 7th Street	Police Records Specialist	08-SEP-90		YES	
102320 - Homicide	455 7th Street	Police Officer (PERS)	23-JUL-08		YES	
102341 - Field Support	455 7th Street	Sergeant of Police (PERS)	28-JAN-08		YES	
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher	06-OCT-97		YES	
102321 - Misdemeanor Criminal	455 7th Street	Police Officer (PERS)	01-JUL-95		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	25-JAN-20	*	YES	Chinese-Cantonese
108630 - Ceasefire	2651 73rd Avenue	Police Officer (PERS)	20-APR-15		YES	Spanish
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher	14-JUL-18		YES	
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher	29-OCT-12		YES	Spanish
108010 - District Command Area	455 7th Street	Sergeant of Police (PERS)	17-FEB-98		YES	
102120 - Property and Evidence	455 7th Street	Sergeant of Police (PERS)	11-JUL-05		YES	Spanish
102321 - Misdemeanor Criminal	455 7th Street	Sergeant of Police (PERS)	22-JUL-02		YES	Spanish
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	25-AUG-18		YES	Dutch
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-MAR-19		YES	
102320 - Homicide	455 7th Street	Sergeant of Police (PERS)	10-MAR-00		YES	
103242 - Records & Warrants	455 7th Street	Police Records Supervisor	03-JAN-05		YES	Spanish
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher	05-DEC-15		YES	Spanish
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher	06-JUL-15		YES	Spanish
107710 - Special Operations	2651 73rd Avenue	Police Officer (PERS)	03-AUG-98		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PPT	29-APR-02		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	25-JAN-20	*	YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	04-JUN-90		YES	Vietnamese
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher	02-MAY-11		YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	25-MAR-17		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	14-FEB-17		YES	
108710 - Neighborhood Services	2651 73rd Avenue	Neighborhood Services Coordinator	13-JAN-18		YES	
107510 - Traffic Operations	2651 73rd Avenue	Police Officer (PERS)	09-JUL-07		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	27-AUG-11		YES	
101112 - Public Information	455 7th Street	Police Officer (PERS)	16-JUN-92		YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	22-MAR-99		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	27-AUG-11		YES	
102120 - Property and Evidence	455 7th Street	Police Property Specialist	11-JAN-10		YES	
102310 - Criminal Investigation	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	
106210 - Police Personnel	455 7th Street	Police Records Specialist	6-May-19		YES	
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Supervisor	27-NOV-00		YES	
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Police Records Specialist	01-JUN-19		YES	

OPD - Part IV PCP Report

FY-2019-2020

108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Arabic
106210 - Police Personnel	455 7th Street	Police Records Specialist	30-MAR-02		YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	22-SEP-18		YES	
103430 - Training Unit	455 7th Street	Police Cadet, PT	04-DEC-17		YES	
107510 - Traffic Operations	2651 73rd Avenue	Police Officer (PERS)	28-NOV-05		YES	
108630 - Ceasefire	2651 73rd Avenue	Police Officer (PERS)	25-MAR-13		YES	
107410 - Support Operations	2651 73rd Avenue	Captain of Police (PERS)	28-MAY-91		YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	10-NOV-14		YES	Chinese-Cantonese
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	08-MAY-04		YES	
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher	17-NOV-18		YES	
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Sergeant of Police (PERS)	14-FEB-00		YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	13-JAN-96		YES	
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher	29-JUN-19		YES	
103430 - Training Unit	455 7th Street	Police Records Specialist	29-AUG-01		YES	Tagalog/Filipino
103430 - Training Unit	455 7th Street	Police Officer Trainee	25-JAN-20	*	YES	
107510 - Traffic Operations	2651 73rd Avenue	Crossing Guard, PT	02-APR-13		YES	
102130 - Special Victims Section	455 7th Street	Sergeant of Police (PERS)	25-JAN-10		YES	
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Supervisor	24-APR-06		YES	
102330 - Robbery & Burglary	455 7th Street	Police Officer (PERS)	15-OCT-07		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	25-JAN-20	*	YES	
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Police Officer (PERS)	25-SEP-13		YES	Polish
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Intake Technician	26-SEP-16		YES	Chinese-Cantonese
102320 - Homicide	455 7th Street	Sergeant of Police (PERS)	28-JAN-08		YES	Chinese-Cantonese
ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	BILINGUAL
107510 - Traffic Operations	2651 73rd Avenue	Police Services Technician II	02-DEC-13		YES	Spanish
107510 - Traffic Operations	2651 73rd Avenue	Police Services Technician II	25-FEB-08		YES	
107510 - Traffic Operations	2651 73rd Avenue	Police Services Technician II	06-JAN-14		YES	Spanish
107510 - Traffic Operations	2651 73rd Avenue	Police Services Technician II	19-OCT-92		YES	
107510 - Traffic Operations	2651 73rd Avenue	Police Services Technician II	23-JUL-11		YES	
107510 - Traffic Operations	2651 73rd Avenue	Police Services Technician II	16-NOV-98		YES	Vietnamese
107710 - Special Operations	2651 73rd Avenue	Police Services Technician II	07-DEC-98		YES	
107510 - Traffic Operations	2651 73rd Avenue	Police Services Technician II	24-NOV-14		YES	Spanish
107710 - Special Operations	2651 73rd Avenue	Police Services Technician II	02-FEB-87		YES	Chinese-Cantonese
107510 - Traffic Operations	2651 73rd Avenue	Police Services Technician II	11-JAN-99		YES	
107510 - Traffic Operations	2651 73rd Avenue	Police Services Technician II	23-FEB-15		YES	Spanish
107510 - Traffic Operations	2651 73rd Avenue	Police Services Technician II	02-DEC-13		YES	
107510 - Traffic Operations	2651 73rd Avenue	Police Services Technician II	03-MAR-97		YES	

OPD - Part IV PCP Report

FY-2019-2020

108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Arabic
107510 - Traffic Operations	2651 73rd Avenue	Police Services Technician II	19-OCT-92		YES	

Department Name: Oakland Public Library  
Fiscal Year: FY2019-2020



## EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

### **I. DEPARTMENT CERTIFICATION**

Language Access Coordinator shall obtain Department Head approval before submitting the FY 2019-2020 report to Equal Access Office. Submit report via email to Equal Access Office (To: [mtam@oaklandca.gov](mailto:mtam@oaklandca.gov)) and cc Department Head in the submission email.

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

I hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Oakland Public Library was submitted on 6-25-2020.

Jamie Turbak  
Oakland Public Library Director

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

## II. QUANTITATIVE ASSESSMENT REPORT

### Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Jamie Turbak	Paulette Mitchell	Tabitha Pulliam
Title	Library Director	Office Manager	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#	510-238-6610	510-238-4980	510-238-4980
Email	jturbak@oaklandlibrary.org	Cramie-adams@oaklandlibrary.org	Cramie-adams@oaklandlibrary.org

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	221.07		New Hires	22 people	
Public Contact Positions (PCP)	164.18		New PCP Hires	22	100%
PCP With Spanish Language Skill	37.17	23%	New PCP Hires with SP Skill	4	18.18%
PCP With Chinese Language Skill	17.64	10.75%	New PCP Hires with CH Skill	3	13.64%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below

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)

Table 3B. Department Organization Structure Update	
Any changes occurred in the organization structure this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Description: While there were no changes to the organizational structure within the Library in 2017-2018, there will be numerous changes in the coming years as a result of the passage of Measure D, which will allow us to expand services and require the increase in our staffing.	

We also plan to staff and utilize our new Mobile Outreach Vehicle (MOV) in 2018-2019.

**Table 3C. Department Organization Structure - Super PCP Unit Reporting**

Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
Super PCP Unit: 32.27 PCP (Main); 10.35 (Asian); 7.96 (Chavez)	Language Goal FTE	Actual FTE
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= 7.18 FTE CH = 4.75 FTE
Asian Branch Library (61341)	SP = 0 CH = 2	SP= 0 FTE CH = 7.47 FTE
Latin American (Cesar Chavez) Branch Library (61345)	SP = 1 CH = 0	SP= 4.78 FTE CH = 0 FTE

**Table 4A Vital Documents List**

Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Adult Library Card Application	Yes	Yes	Vietnamese, Arabic
Children's Library Card Application	Yes	Yes	Vietnamese, Arabic
Teen Library Card Application	Yes	Yes	Vietnamese
OPL Extended Services Application	Yes	Yes	
Library Behavior Guidelines	Yes	Yes	Vietnamese
Comment Card	Yes	Yes	
Welcome to Your Library	Yes	Yes	
Library Privacy Statement	Yes	Yes	
Authorized User form	Yes	Yes	
Circulation Policy	Yes	Yes	
Translations for Mobile Print Text	Yes	Yes	Arabic, Tigrinya, and Vietnamese

Additional translations (surveys, PSPS, Covid19 related) are added at the end of this document.

**Table 4B. Vital Documents Status Summary**

Are all of the department's vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline:	

**Table 5 Multilingual Telephone Recordings**

Location Description	Telephone Number	Status
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 Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	# FTE	#	%	#	%
Main Library (includes On-Call, Teen & Children's Svc, Bookmobile, Branch Admin)	125 14th Street	CITIWIDE	VARIOUS	61.87	13.13	21%	6.42	10%
Cesar Chavez	3301 East 12th Street #271	94601	535-5620	7.96	4.78	60%	0.00	0%
Melrose	4805 Foothill Blvd	94601	535-5623	4.00	1.80	45%	0.00	0%
Dimond	3565 Fruitvale Avenue	94602	482-7844	10.37	1.00	10%	0.40	4%
Brookfield	9255 Edes Avenue	94603	615-5725	4.17	1.79	43%	1.00	24%
Eastmont	7200 Bancroft Ave #211	94605	615-5726	6.76	2.00	30%	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%	7.47	72%
West Oakland	1801 Adeline Street	94607	238-7352	4.87	0.40	8%	0.00	0%
Golden Gate	5606 San Pablo	94608	597-5023	4.86	1.00	21%	0.00	0%
Temescal	5208 Telegraph Avenue	94609	597-5049	7.36	0.00	0%	0.00	0%
Lakeview	550 El Embarcadero	94610	238-7344	5.34	1.28	24%	0.28	5%
Montclair	1687 Mountain Blvd	94611	482-7810	5.69	0.82	14%	0.00	0%
Piedmont	80 Echo Avenue	94611	597-5011	4.88	0.73	15%	1.00	21%
Rockridge	5366 College Avenue	94618	597-5017	10.33	1.00	10%	1.35	13%
81st Avenue	1021 81st Avenue	94621	615-5812	8.40	2.40	29%	0.00	0%
Elmhurst	1427 88th Avenue	94621	615-5869	4.00	1.60	40%	0.00	0%
Martin Luther King Jr.	6833 International Blvd	94621	615-5728	4.25	3.25	76%	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 beat and firehouses.

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

Additional vital documents:							
Dep	Type	Name of Document	SP	CH	VI	OTHER	OTHER
OPL	Text	PGE Power Outage Info	X	X			
OPL	Text	OPL Notification-PG&E energy cut off	X	X			
OPL	Text	Summer Reading program-updates	X	X	X	X	Arabic
OPL	Text	Summer Reading program-calendar	X	X	X	X	Arabic
OPL	Text	Summer Reading at OPL-update	X	X	X	X	Arabic
OPL	Text	Reading log-OPL-update	X	X	X	X	
OPL	Text	COVID 19-Library closure	X	X	X	X	Arabic
OPL	Text	COVID 19-Library online resources	X	X			Arabic
OPL	Text	OPL Services	X	X			Arabic
OPL	Text	COVID 19-238-Food Hotline Script	X	X	X	X	
OPL	Text	COVID 19-238-Food Recording (MP3)	X	X	X	X	Arabic
OPL	Text	COVID19-Food pantry program-summer	X	X			Arabic

Department Name: Oakland Public Library  
Fiscal Year: 2019-2020

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

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

#### **A. Bilingual Public Contact Positions Assessment**

**Department Name:** Oakland Public Library

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11%)	STAFF	GOAL MET?	GOAL (5%)	STAFF	GOAL MET?
173	161	18.05	37.17	YES	8.2	17.64	YES

Goal = PCP X %

This report covers fiscal year 2019-2020 and data is reported as of June 30, 2020.

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 (OPL) ensures equal access for all patrons by offering a variety of services designed to meet the needs of the Limited English Speaking (LES) population. These services are reflected within our Mission and Values Statements, Strategic Plan and Objectives, materials, programs, and other public services offered every day in Oakland Public Libraries throughout Oakland, Piedmont, and Emeryville. It is because of our Service philosophy that we continue to ensure compliance with the Equal Access to Services Ordinance (EAO).*

*As an ongoing practice, OPL assesses the needs of our patrons annually by reviewing available Census data, circulation and other library usage statistics, as well as all available data representing the demographic breakdown throughout the City of Oakland. We obtain reports every month from our Integrated Library System (ILS) which allows us to identify and review what materials are being checked out and in what languages. This information is discussed among the library management and shared with the Branch and Unit Managers to ensure we are providing necessary, requested resources for our respective community users.*

*The Oakland Public Library is committed to extending all available library services to all our patrons, including the LES population, and works to hire qualified employees to accomplish this goal. In addition, the Library continues to collaborate with the Human Resources Management Department to identify and address critical recruitments that will aid in this effort.*

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 FY 2019-2020, 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 FY19-20 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 FY19-20 the Children's Room of the Main Library had 97 youth volunteers who worked in the Children's Room assisting with various programs throughout the year, of which 91 were bilingual. Also the Teen Zone had 75 teen volunteers of which 60 were bilingual.*

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

*Over the 2019-2020 fiscal year the Oakland Public Library has had the following successes in the provision of services to our LES Spanish and Chinese populations:*

- o Currently maintaining 127 employees throughout the library system who are bilingual in Arabic, ASL, Cambodian, Chinese, Filipino, French, German, Japanese, Korean, Portuguese, Punjabi, Spanish, Thai, Urdu, and Vietnamese;*

***113 bilingual employees in public contact positions***

*4 are bilingual in Arabic*

*1 is bilingual in Arabic and French*

*1 is bilingual in ASL*

*2 are bilingual in Cambodian*

*1 is bilingual in Cambodian and Thai*  
*30 are bilingual in Chinese*  
*1 is bilingual in Chinese, Russian, Slovakian, Czech, and German*  
*2 are bilingual in French*  
*1 is bilingual in German*  
*2 are bilingual in Japanese*  
*3 are bilingual in Korean*  
*1 is bilingual in Mam*  
*1 is bilingual in Punjabi*  
*1 is bilingual in Russian*  
*56 are bilingual in Spanish*  
*1 in bilingual in Spanish and Filipino*  
*1 is bilingual in Spanish and Portuguese*  
*1 is bilingual in Urdu*  
*3 are bilingual in Vietnamese*

***14 bilingual employees in non-public contact positions***

*7 are bilingual in Chinese*  
*6 are bilingual in Spanish*  
*1 is bilingual in Vietnamese*

- *Hired 20 exempt, non-permanent, part time employees, of which 11 are bilingual*
- *Use of language ribbons for both language learners, and to identify public contact staff who can offer assistance in the threshold languages.*
- *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;*
- *translated over 30 documents and public announcements in Chinese for library patrons;*
- *Coordinated with American Sign Language facilitators to offer 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.*
- *Translated both the Adult and Children's Library Applications in Arabic;*
- *Pronunciator services now available in Arabic;*
- *Increased the number of French language materials to support our African and European French-speaking communities;*
- *Outreach programs for patrons with our "Learn a Language" flyer highlighting ESL Conversation Club, Spanish Conversation Group, Language Exchange program, and Learning Express Library;*
- *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;*
- *The Asian Library used between 30-40 bilingual teen volunteers;*
- *The Teen Zone of the Main Library used 75 teen volunteers, of which 60 were bilingual;*
- *The Children's room of the Main Library used 97 youth volunteers, of which 91 were bilingual and who were helping in translating for families and helping to register for the summer reading program. The diversity of the volunteers is reflected below:*
  - *70 volunteers were bilingual in Cantonese and Mandarin*
  - *6 volunteers were bilingual in Vietnamese*
  - *2 volunteers were bilingual in Japanese*
  - *1 volunteer was bilingual in Mongolian*
  - *7 volunteers were bilingual in Spanish*
  - *4 volunteers were bilingual in Hindi and Urdu*
  - *4 volunteers were bilingual in Arabic, Tigrinya, Ibo, and French*
- *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.*
- *Offered Library staff several workshops put on by our own "Racial Equity Team";*
- *Implementation of a rapid response team to assess options such as surveying and changing/increasing our available programs to immigrant communities.*
- *Drupal and Staff Website Redesign and access to Equal Access Report*

### ***Teen Services***

*Within our Teen Services Division, staff started incorporating different cultural themes that depended on the month in their programming efforts. We also incorporated cross over themes to bring in teens from all backgrounds*

- *Heart Piñatas in February*
- *How to make Dumplings cooking demonstration at West in February*

*At the Asian branch, we hosted bilingual cooking classes for teens. In Teen Services, staff thrive in trying to make their programs as welcoming, inclusive and celebratory.*

### ***Second Start Adult Literacy***

*While Second Start is not an ESL program, we do serve students for whom English is a second language. We served at least 30 students who are immigrants from Spanish speaking countries, middle eastern countries, Asia and Africa. These students are often not literate in their native languages. Second Start supports students, who speak English well enough to communicate with*

*staff and tutors, in improving basic English skills while teaching basic reading and writing skills. We have learning materials at Second Start that support building English skills for speaking, reading and writing.*

*Looking back over the past year, there were immigrant students who focused on improving their computer skills. Some students opened emails and searched the Internet. Many of these students have no computer access at home and have been able to take advantage of having unlimited computer access and an opportunity to learn how to use computers at Second Start.*

*Second Start held two voter workshops. Two of our students were voting for the first time after becoming U.S. citizens last year. We have one student who is set to take her citizenship test this week. She has been studying with Second Start tutors for almost a year.*

*A few health literacy workshops were held at Chavez library last year. The majority of attendees were Hispanic immigrants, who were able to learn about various health topics.*

### **Youth Leadership Council**

*The Library's Youth Leadership Council (YLC) has always been a library advocacy group to help youth hone their leadership and public speaking skills. The YLC does. They often hang out with other YLC members in the Teen Zone and they work alongside the older members to help plan Culture Fest, a YLC-organized event, for the last two years. If the library did not provide that comfortable and inviting environment, the two students would not have joined the YLC. If the older YLC members did not help the two new members get used to the group, they wouldn't have stayed with us until now.*

### **Ready, Set, Connect!**

*An example of the ways that our staff assist our patrons in whatever manner possible, is shared below by a Ready, Set, Connect! tutor working at the Asian Branch:*

*"One of the patrons asked me to record some sentences in English to help her study for her citizenship test. But, since my voice was bad because of a cold I just went on Google translate, typed in the sentences and saved them so she could go back and click on the speaker to listen to them."*

*The Library's Ready, Set, Connect! program assisted 1237 patrons in 2019-2020, in one-on-one computer help sessions. Of those sessions, 725 were offered in Cantonese or Mandarin, 31 were offered in Arabic, and 115 sessions were offered in Spanish.*

### **Best Practices**

*The Oakland Public Library's "best practices" approach to implementing the Equal Access Office and providing bilingual services to library patrons stems from our existing values:*

- 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, standing board, and brochure of services) to have readily available and reference in order to facilitate communication with LES Spanish and Chinese population as well as a multitude of other LES communities.*

*Oakland Public Library staff who can provide assistance to our patrons in Spanish or Chinese 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 plan's for the next 12 months 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:*

- a. Proactively recruit and hire more qualified bilingual/bicultural candidates in the threshold languages by targeting our outreach efforts to more diverse populations for our temporary part-time at-will positions in addition to our permanent vacancies. Based*

*on the Chinese PCP goals for 2019-2020 we still 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.*

- b. Budget for bilingual services (collections, printing of translated materials, bilingual premiums).*
- c. 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 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, Children's Room*  
*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*

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 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. In the 2019-2020 fiscal year, we translated our Circulation Policy 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.*

*The Oakland Public Library recently obtained the City's Voice-Over IP Shortel telephones at the Main Library, and these telephones assist in providing recorded telephonic messages in multiple languages at all of our locations.*

*Measure KK, the bond measure passed in November 2016, will allow network/telecommunications upgrades during future branch renovations. The branches*

*scheduled for renovations in FY19-20 include the West Oakland, Brookfield, and Main Libraries.*

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

1. 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). 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.*

2. 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. 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.*

3. 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:*

- a. *Proactively recruit and hire more qualified bilingual/bicultural candidates in the threshold languages by targeting our outreach efforts to more diverse populations for our temporary part-time at-will positions in addition to our permanent vacancies. Based on the Chinese PCP goals for 2019-2020, 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.*

- b. *Budget for bilingual services (collections, programs, printing of translated materials, bilingual premiums).*
- c. *Continue to perform more relevant outreach services to non-English speaking library users, utilizing a new mobile outreach vehicle staffed with bilingual employees.*

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 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*

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
61121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	18-AUG-12	YES	
61121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	20-JUL-12	YES	
61121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	20-JUN-15	YES	
61121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	20-JUL-12	YES	
61121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	05-MAY-18	YES	
61121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	20-JUL-12	YES	
61121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	18-AUG-12	YES	
61121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	20-JUN-15	YES	
61121 - Departmental Operation Unit	125 - 14th St	Museum Guard	26-MAR-90	YES	
61121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	05-MAY-18	YES	
61131 - Automation	125 - 14th St	Library Asst, PPT	10-MAY-14	YES	Spanish
61132 - Childrens Services	125 -14th St.	Librarian 1	19-Nov-02	YES	Spanish
61132- Childrens Services	125- 14th Street	Librarian 1	19-Nov-02	YES	Spanish
61132 - On-Call Public Services	125-14th St.	Library Assistant, PT	21-NOV-15	YES	Chinese
61132 - On-Call Public Services	125-14th St.	Library Assistant, PT	21-NOV-15	x	
61132 - Children Services/Youth Room	125 -14th St.	Library Assistant, FT	7-Jul-01	YES	
61132 - Children Services/Youth Room	125 - 14th St	Library Aide, PT	27-JAN-18	YES	
61132 - Children Services/Youth Room	125 - 14th St	Library Aide, PT	27-JAN-18	YES	
61132- On-Call Public Services	125-14th Street	Librarian II	1-Jul-17	YES	Chinese
61133 - Community Relations	125 - 14th St	Public Information Officer II	24-MAR-18	YES	
61135 - Acquisitions	125 - 14th St	Library Assistant	7-Mar-09	YES	
61212 - On Call Public Services	125-14th St.	LibraryAssistant, PT	1-Dec-18	YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	16-APR-11	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	29-OCT-11	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	01-JAN-94	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian II, PT	14-AUG-01	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	2-Jun-18	YES	
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	09-NOV-13	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	01-JUN-96	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	09-JUN-12	YES	
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PT	22-JAN-11	YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PT	22-JAN-11	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	01-DEC-86	YES	Chinese
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	29-OCT-11	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian II, PT	08-AUG-87	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	06-APR-96	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	26-MAR-16	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	16-DEC-06	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	16-APR-11	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	25-AUG-07	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	2-Jun-18	YES	Chinese
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	23-JAN-99	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	13-DEC-08	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian, Senior, PT	09-AUG-86	YES	

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	09-JUN-12	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian II, PT	21-OCT-06	YES	
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	22-NOV-14	YES	Chinese
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	15-SEP-12	YES	
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	22-JAN-11	YES	
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PT	16-MAY-09	YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	07-OCT-06	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	07-DEC-15	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	21-JUL-01	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	20-MAY-17	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	20-MAY-06	YES	
					Chinese, Russian, Slovakian, Chech, German
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PT	28-AUG-04	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian II, PT	01-NOV-08	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	12-JUN-10	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	2-Jun-18	YES	
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	31-AUG-13	YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	29-OCT-11	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	18-AUG-12	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	25-AUG-07	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	08-JAN-11	YES	
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PT	29-OCT-11	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	09-FEB-08	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	2-Jun-18	YES	
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PT	18-JAN-14	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	2-Jun-18	YES	
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PT	01-SEP-01	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	19-SEP-09	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	23-FEB-08	YES	
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	15-SEP-12	YES	
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PT	01-JUL-95	YES	Chinese
61212 - On-Call Public Services	125-14th St.	Library Assistant, PT	1-Dec-18	YES	
61212 - On-Call Public Services	125-14th St.	Library Aide, PT	23-Feb-19	YES	
61212 - On-Call Public Services	125-14th St.	Library Aide, PT	23-Feb-19	YES	
61212 - On-Call Public Services	125-14th St.	Library Aide, PT	23-Feb-19	YES	
					Cantonese, Mandarin
61212-On-Call Public Services	125-14th Street	Library Aide, PT	23-Feb-19	YES	
61213 - Literacy	125 - 14th St	Literacy Assistant	19-SEP-98	YES	
61213 - Literacy	125 - 14th St	Library Aide, PT	16-AUG-14	YES	
61213 - Literacy	125 - 14th St	Office Assistant I	08-FEB-97	YES	
61221 - Main Library Administration	125 - 14th St	Librarian, Supervising	22-JUN-13	YES	Japanese

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
61231 - Art/History/Literature	125 - 14th St	Library Assistant	06-DEC-93	YES	Spanish
61231 - Art/History/Literature	125 - 14th St	Library Aide, PPT	24-FEB-96	YES	
61231 - Art/History/Literature	125 - 14th St	Library Aide, PPT	02-APR-90	YES	
61231 - Art/History/Literature	125 - 14th St	Library Aide, PT	26-MAR-16	YES	
61231 - Art/History/Literature	125 - 14th St	Library Aide, PT	21-FEB-09	YES	
61231 - Art/History/Literature	125 - 14th St	Library Aide, PT	27-APR-13	YES	
61231 - Art/History/Literature	125 - 14th St	Library Aide, PT	09-JAN-10	YES	
61231 - Art/History/Literature	125 - 14th St	Office Assistant II	15-MAY-89	YES	Spanish
61231 - Art/History/Literature	125 - 14th St	Library Aide, PT	05-NOV-94	YES	Spanish
61231 - Art/History/Literature	125 - 14th St	Library Aide, PT	26-MAR-16	YES	Japanese
61231 - Art/History/Literature	125 - 14th St	Library Aide, PT	01-JUL-06	YES	
61231 - Art/History/Literature	125 - 14th St	Library Aide, PT	20-JUN-15	YES	Vietnamese
61231 - Art/History/Literature	125 - 14th St	Library Aide, PT	30-JUL-05	YES	
61231 - Art/History/Literature	125 - 14th St	Library Aide, PT	20-JUN-15	YES	Vietnamese
61231 - Art/History/Literature	125 - 14th St	Library Aide, PT	22-FEB-86	YES	
61231 - Art/History/Literature	125 - 14th St	Library Aide, PT	02-MAY-87	YES	
61231 - Art/History/Literature	125 - 14th St	Library Aide, PT	26-MAR-16	YES	Chinese
61231 - Art/History/Literature	125 - 14th St	Library Aide, PT	17-JAN-85	YES	Chinese
61235 - Magazines and Newspapers	125 - 14th St	Librarian II	27-MAY-00	YES	
61235 - Magazines and Newspapers	125 - 14th St	Librarian I, PT	25-AUG-07	YES	
61235 - Magazines and Newspapers	125 - 14th St	Library Asst, PPT	24-OCT-83	YES	
61235 - Magazines and Newspapers	125 - 14th St	Librarian I, PT	30-DEC-06	YES	Spanish
61235 - Magazines and Newspapers	125 - 14th St	Librarian I	12-JUN-10	YES	
61235 - Magazines and Newspapers	125 - 14th St	Library Assistant, PT	11-SEP-04	YES	
61236 - Science Business and Sociology	125 - 14th St	Librarian, Senior	21-MAY-84	YES	
61236 - Science Business and Sociology	125 - 14th St	Librarian II	05-NOV-94	YES	Spanish
61236 - Science Business and Sociology	125 - 14th St	Librarian II	23-DEC-00	YES	
61236 - Science Business and Sociology	125 - 14th St	Librarian I	18-JAN-14	YES	
61236 - Science Business and Sociology	125 - 14th St	Librarian II	20-DEC-03	YES	
61236 - Science Business and Sociology	125 - 14th St	Librarian II	26-SEP-15	YES	
61237 - Childrens Room	125 - 14th St	Librarian I	26-APR-14	YES	
61237 - Childrens Room	125 - 14th St	Library Assistant	30-OCT-89	YES	Chinese
61237 - Childrens Room	125 - 14th St	Library Aide, PT	20-JUN-15	YES	Arabic
61237 - Childrens Room	125 - 14th St	Library Aide, PT	27-JAN-18	YES	
61237 - Childrens Room	125 - 14th St	Library Aide, PT	27-JAN-18	YES	Urdu
61237 - Childrens Room	125 - 14th St	Library Aide, PT	27-JAN-18	YES	Chinese
61237 - Childrens Room	388 9th Street	Library Aide, PT	29-OCT-11	YES	Chinese
61237 - Childrens Room	125 - 14th St	Library Aide, PT	27-JAN-18	YES	Chinese
61237 - Childrens Room	125 - 14th St	Library Aide, PT	03-NOV-07	YES	Chinese
61237 - Childrens Room	125 - 14th St	Library Aide, PT	26-APR-14	YES	
61237 - Childrens Room	125 - 14th St	Library Assistant, PT	27-SEP-03	YES	Chinese
61237- Childrens Room	125-14th St	Library Aide, FT	26-Jan-19	YES	Spanish
61237 - On-Call Public Services	125-14th St.	Library Assistant, PT	1-Jul-17	YES	Chinese
61243 - Circulation/Automation	125 - 14th St	Library Aide, PT	09-NOV-91	YES	

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
61243 - Circulation/Automation	125 - 14th St	Library Aide, PT	15-SEP-12	YES	
61243 - Circulation/Automation	125 - 14th St	Library Assistant, PT	11-AUG-07	YES	
61243 - Circulation/Automation	125 - 14th St	Library Assistant, Senior	26-FEB-94	YES	Spanish
61243 - Circulation/Automation	125 - 14th St	Library Assistant	16-May-09	YES	
61243 - Circulation/Automation	125 - 14th St	Library Aide, PT	05-AUG-00	YES	Spanish
61243 - Circulation/Automation	125 - 14th St	Library Aide, PT	27-JAN-18	YES	Spanish, Portugese
61243 - Circulation/Automation	125 - 14th St	Library Assistant	25-DEC-99	YES	French
61243 - Circulation/Automation	125 - 14th St	Library Aide, PT	27-JAN-18	YES	Spanish
61243 - Circulation/Automation	125 - 14th St	Library Assistant, PT	02-AUG-93	YES	Chinese
61243 - Circulation/Automation	125 - 14th St	Library Aide, PT	26-MAR-16	YES	Spanish
61243 - Circulation/Automation	125 - 14th St	Library Aide, PT	26-MAR-16	YES	Mam
61243 - Circulation/Automation	125 - 14th St	Library Assistant, PT	24-JUL-89	YES	
61243 - Circulation/Automation	125 - 14th St	Library Aide, PT	15-SEP-01	YES	Chinese
61311 - Branch Administration	125 - 14th St	Librarian, Supervising	11-DEC-10	YES	
61311 - Branch Administration	125 - 14th St	Librarian, Supervising	17-JAN-04	YES	Spanish
61313 - Childrens Services/Youth	125 - 14th St	Librarian II, PPT	23-OCT-04	YES	
61313 - Childrens Services/Youth	125 - 14th St	Librarian, Supervising	02-JAN-97	YES	
61313 - Childrens Services/Youth	125 - 14th St	Librarian II	26-JAN-08	YES	Spanish
61313 - Childrens Services/Youth	125 - 14th St	Librarian II	29-OCT-11	YES	Spanish
61321 - Support Services Unit	125 - 14th St	Librarian II	17-JAN-04	YES	
61321 - Support Services Unit	125 - 14th St	Librarian I	28-AUG-04	YES	Chinese
61321 - Support Services Unit	125 - 14th St	Library Aide, PPT	22-JUL-00	YES	
61321 - Support Services Unit	125 - 14th St	Librarian, Supervising	02-OCT-10	YES	
61321 - Support Services Unit	125 - 14th St	Library Assistant	22-SEP-07	YES	Spanish
61321 - Support Services Unit	125 - 14th St	Library Asst, PPT	16-MAY-09	YES	
61321 - Support Services Unit	125 - 14th St	Librarian I	03-JUN-17	YES	
61331 - Brookfield Village Branch	9255 Edes Ave	Library Aide, PT	26-MAR-16	YES	Russian
61331 - Brookfield Village Branch	9255 Edes Ave	Librarian I	03-JAN-04	YES	
61331 - Brookfield Village Branch	9255 Edes Ave	Library Aide, PT	26-MAR-16	YES	Spanish
61331 - Brookfield Village Branch	9255 Edes Ave	Library Assistant	25-JUN-90	YES	Chinese
61331 - Brookfield Village Branch	9255 Edes Ave	Library Aide, PT	27-JAN-18	YES	Spanish
61331 - Brookfield Village Branch	9255 Edes Ave	Librarian II	02-MAY-98	YES	Spanish
61332 - Dimond Branch	3565 Fruitvale Ave	Librarian I	08-NOV-14	YES	
61332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PT	22-JAN-11	YES	
61332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PT	08-NOV-14	YES	
61332 - Dimond Branch	3565 Fruitvale Ave	Librarian II	01-JUL-06	YES	
61332 - Dimond Branch	3565 Fruitvale Ave	Library Assistant, Senior	27-FEB-93	YES	Spanish
61332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PT	16-MAY-09	YES	
61332 - Dimond Branch	3565 Fruitvale Ave	Librarian, Senior	01-SEP-01	YES	
61332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PT	09-JAN-10	YES	Chinese
61332 - Dimond Branch	3565 Fruitvale Ave	Library Assistant	17-APR-99	YES	
61332 - Dimond Branch	3565 Fruitvale Ave	Librarian II	17-JUN-06	YES	
61332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PT	08-NOV-14	YES	Arabic

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
61332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PPT	26-APR-14	YES	
61332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PT	29-OCT-11	YES	Cambodian
61332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PT	20-JUN-15	YES	
61333 - Eastmont Branch	7200 Bancroft	Library Assistant	30-Aug-03	YES	Spanish
61333 - Eastmont Branch	7200 Bancroft	Library Aide, PT	03-JUN-17	YES	
61333 - Eastmont Branch	7200 Bancroft	Library Aide, PT	03-JUN-17	YES	
61333 - Eastmont Branch	7200 Bancroft	Library Aide, PT	20-JUN-15	YES	Punjabi
61333 - Eastmont Branch	7200 Bancroft	Library Aide, PT	03-JUN-17	YES	
61333 - Eastmont Branch	7200 Bancroft	Librarian II	13-SEP-14	YES	
61333 - Eastmont Branch	7200 Bancroft	Library Aide, PT	26-APR-14	YES	
61333 - Eastmont Branch	7200 Bancroft	Librarian, Senior	29-AUG-15	YES	
61333 - Eastmont Branch	7200 Bancroft	Library Aide, PPT	23-NOV-02	YES	
61333 - Eastmont Branch	7200 Bancroft	Library Assistant, Senior	12-JUN-99	YES	Spanish
61334 - Elmhurst Branch	1427 88th Ave	Library Aide, PT	03-JUN-17	YES	
61334 - Elmhurst Branch	1427 88th Ave	Library Aide, PT	03-JUN-17	YES	
61334 - Elmhurst Branch	1427 88th Ave	Library Aide, PPT	07-DEC-13	YES	Spanish
61334 - Elmhurst Branch	1427 88th Ave	Librarian II	19-SEP-09	YES	Spanish
61334 - Elmhurst Branch	1427 88th Ave	Library Assistant	31-AUG-13	YES	
61334 - Elmhurst Branch	1427 88th Ave	Library Aide, PPT	21-Mar-20	YES	Spanish
61334 - Elmhurst Branch	1427 88th Ave	Librarian I	06-APR-15	YES	
61335 - M.L. King Jr. Branch	6833 International Blvd	Librarian I	26-APR-14	YES	Spanish
61335 - M.L. King Jr. Branch	6833 International Blvd	Library Assistant	27-MAR-04	YES	
61335 - M.L. King Jr. Branch	6833 International Blvd	Librarian II	21-NOV-15	YES	Spanish
61335 - M.L. King Jr. Branch	6833 International Blvd	Library Aide, PT	03-JUN-17	YES	Spanish
61335 - M.L. King Jr. Branch	6833 International Blvd	Library Aide, PPT	17-MAR-03	YES	Spanish
61335 - M.L. King Jr. Branch	6833 International Blvd	Library Aide, PT	20-JUN-15	YES	Spanish
61336 - Montclair Branch	1687 Mountain Blvd	Library Aide, PPT	08-NOV-14	YES	
61336 - Montclair Branch	1687 Mountain Blvd	Library Assistant	01-NOV-86	YES	
61336 - Montclair Branch	1687 Mountain Blvd	Library Aide, PT	04-NOV-06	YES	
61336 - Montclair Branch	1687 Mountain Blvd	Library Aide, PT	20-JUN-15	YES	Arabic
61336 - Montclair Branch	1687 Mountain Blvd	Library Aide, PT	15-SEP-12	YES	Spanish
61337 - Rockridge Branch	5366 College Ave	Library Aide, PT	26-MAR-16	YES	
61337 - Rockridge Branch	5366 College Ave	Librarian II	09-NOV-02	YES	
61337 - Rockridge Branch	5366 College Ave	Librarian I	13-DEC-08	YES	
61337 - Rockridge Branch	5366 College Ave	Library Assistant	11-JUL-98	YES	
61337 - Rockridge Branch	5366 College Ave	Library Assistant, Senior	27-OCT-90	YES	
61337 - Rockridge Branch	5366 College Ave	Library Assistant	26-APR-14	YES	Spanish
61337 - Rockridge Branch	5366 College Ave	Library Aide, PT	27-JAN-18	YES	Korean
61337 - Rockridge Branch	5366 College Ave	Library Aide, PT	27-JAN-18	YES	
61337 - Rockridge Branch	5366 College Ave	Librarian, Senior	15-SEP-01	YES	
61337 - Rockridge Branch	5366 College Ave	Librarian II	26-DEC-89	YES	
61337 - Rockridge Branch	5366 College Ave	Library Aide, PT	22-NOV-03	YES	
61337 - Rockridge Branch	5366 College Ave	Library Aide, PPT	17-SEP-12	YES	
61337 - Rockridge Branch	5366 College Ave	Library Aide, PT	26-MAR-16	YES	Chinese

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Assistant, PT	27-OCT-01	YES	
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Aide, PT	30-DEC-06	YES	
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Aide, PT	03-JUN-17	YES	
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Assistant	2-May-09	YES	
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Aide, PT	03-JUN-17	YES	
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Aide, PT	03-JUN-17	YES	
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Assistant	10-OCT-06	YES	
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Librarian II	29-MAY-99	YES	
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Aide, PT	29-OCT-11	YES	
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Aide, PT	25-AUG-07	YES	
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Assistant, Senior	11-APR-15	YES	
61339 - District I Administration	1021 81st Avenue	Library Aide, PPT	20-JUN-15	YES	Spanish
61339 - District I Administration	1021 81st Avenue	Library Aide, PT	08-NOV-14	YES	
61339 - District I Administration	1021 81st Avenue	Librarian II	28-AUG-04	YES	
61339 - District I Administration	1021 81st Avenue	Librarian I	29-OCT-11	YES	
61339 - District I Administration	1021 81st Avenue	Librarian, Senior	16-MAR-13	YES	
61339 - District I Administration	1021 81st Avenue	Librarian II	28-FEB-15	YES	
61339 - District I Administration	1021 81st Avenue	Library Asst, PPT	22-SEP-07	YES	Spanish
61339 - District I Administration	1021 81st Avenue	Library Assistant, Senior	26-MAR-05	YES	Spanish
61339 - District I Administration	1021 81st Avenue	Library Aide, PT	27-JAN-18	YES	
61341 - Asian Branch	388 9th Street	Library Aide, PT	31-AUG-13	YES	Chinese
61341 - Asian Branch	388 9th Street	Library Aide, PT	29-OCT-11	YES	Chinese
61341 - Asian Branch	388 9th Street	Librarian, Senior	19-FEB-11	YES	Chinese
61341 - Asian Branch	388 9th Street	Library Aide, PT	26-MAR-16	YES	
61341 - Asian Branch	388 9th Street	Library Assistant, Senior	13-JUN-88	YES	Chinese
61341 - Asian Branch	388 9th Street	Library Assistant, PT	09-MAR-87	YES	Cambodian, Thai
61341 - Asian Branch	388 9th Street	Library Assistant, PT	28-FEB-15	YES	Korean
61341 - Asian Branch	388 9th Street	Librarian II	22-APR-06	YES	Chinese
61341 - Asian Branch	388 9th Street	Library Aide, PT	29-OCT-11	YES	Vietnamese
61341 - Asian Branch	388 9th Street	Librarian I	06-APR-15	YES	Chinese
61341 - Asian Branch	388 9th Street	Library Aide, PT	31-AUG-13	YES	Cambodian
61341 - Asian Branch	388 9th Street	Library Assistant	08-APR-95	YES	Chinese
61341 - Asian Branch	388 9th Street	Librarian II	25-MAR-85	YES	Chinese
61342 - Bookmobile	1801 Adeline St	Library Assistant, PPT	27-Apr-13	YES	
61342 - Bookmobile	1801 Adeline St	Library Assistant	04-NOV-06	YES	Spanish
61342 - Bookmobile	1801 Adeline St	Library Assistant, PPT	27-Oct-01	YES	
61343 - Golden Gate Branch	5606 San Pablo Ave	Library Aide, PT	09-SEP-06	YES	
61343 - Golden Gate Branch	5606 San Pablo Ave	Library Aide, PPT	05-JUN-04	YES	
61343 - Golden Gate Branch	5606 San Pablo Ave	Library Aide, PT	26-APR-14	YES	
61343 - Golden Gate Branch	5606 San Pablo Ave	Librarian I	03-JUN-17	YES	Spanish
61343 - Golden Gate Branch	5606 San Pablo Ave	Librarian II	19-JUL-14	YES	
61343 - Golden Gate Branch	5606 San Pablo Ave	Library Assistant	16-SEP-00	YES	

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
61343 - Golden Gate Branch	5606 San Pablo Ave	Library Aide, PT	27-JAN-18	YES	Arabic, French
61344 - Lakeview Branch	550 - El Embarcadero	Library Assistant	31-AUG-13	YES	Arabic
61344 - Lakeview Branch	550 - El Embarcadero	Librarian II	06-JUN-05	YES	Spanish
61344 - Lakeview Branch	550 - El Embarcadero	Library Aide, PT	26-MAR-16	YES	
61344 - Lakeview Branch	550 - El Embarcadero	Library Aide, PT	07-OCT-06	YES	Chinese
61344 - 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	
61344 - Lakeview Branch	550 - El Embarcadero	Library Aide, PT	06-MAY-06	YES	
61344 - Lakeview Branch	550 - El Embarcadero	Librarian I	06-DEC-14	YES	
61344 - Lakeview Branch	550 - El Embarcadero	Library Aide, PPT	08-NOV-14	YES	
61345 - Latin American Branch	3301 East 12th St, Ste 27	Library Assistant, Senior	25-NOV-91	YES	Spanish
61345 - Latin American Branch	3301 East 12th St, Ste 27	Library Assistant, PT	14-JAN-06	YES	Spanish
61345 - Latin American Branch	3301 East 12th St, Ste 27	Librarian II	01-NOV-08	YES	
61345 - Latin American Branch	3301 East 12th St, Ste 27	Library Aide, PT	27-APR-13	YES	
61345 - Latin American Branch	3301 East 12th St, Ste 27	Library Aide, PT	26-JUL-08	YES	Spanish
61345 - Latin American Branch	3301 East 12th St, Ste 27	Library Aide, PT	13-DEC-08	YES	Spanish
61345 - Latin American Branch	3301 East 12th St, Ste 27	Library Aide, PT	08-NOV-14	YES	Spanish
61345 - Latin American Branch	3301 East 12th St, Ste 27	Library Aide, PPT	09-JAN-10	YES	Spanish
61345 - Latin American Branch	3301 East 12th St, Ste 27	Librarian, Senior	16-DEC-95	YES	Spanish
61345 - Latin American Branch	3301 East 12th St, Ste 27	Library Assistant, PT	22-SEP-07	YES	
61345 - Latin American Branch	3301 East 12th St, Ste 27	Library Aide, PT	08-NOV-14	YES	Spanish
61346 - Melrose Branch	4805 Foothill Blvd	Library Aide, PPT	26-APR-14	YES	Spanish
61346 - Melrose Branch	4805 Foothill Blvd	Librarian II	27-NOV-10	YES	
61346 - Melrose Branch	4805 Foothill Blvd	Library Aide, PT	03-JUN-17	YES	
61346 - Melrose Branch	4805 Foothill Blvd	Library Aide, PT	03-JUN-17	YES	
61346 - Melrose Branch	4805 Foothill Blvd	Library Assistant	09-NOV-02	YES	Spanish
61346 - Melrose Branch	4805 Foothill Blvd	Librarian I	29-OCT-11	YES	
61346 - Melrose Branch	4805 Foothill Blvd	Library Aide, PT	06-MAR-99	YES	Spanish
61347 - Piedmont Branch	80 Echo Avenue	Library Aide, PT	03-JUN-17	YES	
61347 - Piedmont Branch	80 Echo Avenue	Library Aide, PT	03-JUN-17	YES	
61347 - Piedmont Branch	80 Echo Avenue	Library Aide, PT	03-JUN-17	YES	Spanish
61347 - Piedmont Branch	80 Echo Avenue	Library Aide, PT	03-JUN-17	YES	Spanish
61347 - Piedmont Branch	80 Echo Avenue	Library Aide, PPT	28-AUG-04	YES	
61347 - Piedmont Branch	80 Echo Avenue	Library Aide, PT	03-JUN-17	YES	Spanish
61347 - Piedmont Branch	80 Echo Avenue	Library Aide, PT	03-JUN-17	YES	Spanish
61347 - Piedmont Branch	80 Echo Avenue	Librarian I	20-JAN-01	YES	
61347 - Piedmont Branch	80 Echo Avenue	Librarian II	05-JAN-13	YES	
61347 - Piedmont Branch	80 Echo Avenue	Library Aide, PT	03-JUN-17	YES	
61347 - Piedmont Branch	80 Echo Avenue	Library Assistant	07-FEB-09	YES	Chinese
61348 - West Oakland Branch	1801 Adeline St	Library Assistant	09-JAN-12	YES	
61348 - West Oakland Branch	1801 Adeline St	Library Aide, PPT	11-AUG-07	YES	
61348 - West Oakland Branch	1801 Adeline St	Librarian I	16-APR-11	YES	
61348 - West Oakland Branch	1801 Adeline St	Library Aide, PT	20-JUN-15	YES	

FY2019-2020

OAKLAND PUBLIC LIBRARY (OPL)

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
61348 - West Oakland Branch	1801 Adeline St	Librarian II	18-DEC-04	YES	
61348 - West Oakland Branch	1801 Adeline St	Library Aide, PT	03-JUN-17	YES	Spanish
61348 - West Oakland Branch	1801 Adeline St	Library Aide, PT	03-JUN-17	YES	ASL
61348 - West Oakland Branch	1801 Adeline St	Library Aide, PT	03-JUN-17	YES	Korean
61511 - African-American Museum & Libra	659 14th Street	Chief Curator	21-OCT-17	YES	
61511 - African-American Museum & Libra	659 14th Street	Library Assistant	22-JAN-11	YES	
61511 - African-American Museum & Libra	659 14th Street	Library Assistant, PT	10-NOV-01	YES	
61511 - African-American Museum & Libra	659 14th Street	Museum Project Coordinator	12-OCT-02	YES	
61511 - African-American Museum & Libra	659 14th Street	Librarian I	21-NOV-15	YES	
				YES	
PLEASE HIGHLIGHT NEW HIRES IN LIGHT GREY					

Department Name:  
Fiscal Year: FY2019-2020



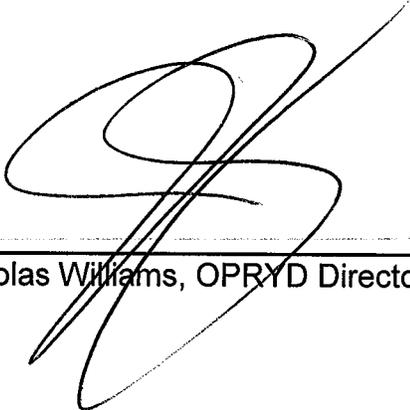
## EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

### I. DEPARTMENT CERTIFICATION

Language Access Coordinator shall obtain Department Head approval before submitting the FY 2019-2020 report to Equal Access Office. Submit report via email to Equal Access Office (To: [mtam@oaklandca.gov](mailto:mtam@oaklandca.gov)) and cc Department Head in the submission email.

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 the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Oakland Parks, Recreation and Youth Development was submitted on September 2, 2020.



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J. Nicholas Williams, OPRYD Director

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

## II. QUANTITATIVE ASSESSMENT REPORT

Department Name: OPRYD

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Nicholas Williams	Gloria Alcala-Ferguson	Jacqueline Long
Title	Director	Administrative Analyst II	Admin Services Manager I
Address	250 FHOP	250 FHOP	250 FHOP
Phone#	x-7527	x-3196	x-6648
Email	JNWilliams@oaklandca.gov	Galcala2@oaklandca.gov	jlong@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	229.94		New Hires		
Public Contact Positions (PCP)	215.22		New PCP Hires	121	100%
PCP With Spanish Language Skill	35.68	17%	New PCP Hires with SP Skill	7	5.8%
PCP With Chinese Language Skill	13.31	6%	New PCP Hires with CH Skill	1	0.8%

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Administration	
Arts, Nature & Science	
Sports	
Aquatics (Pools & Boating)	
Recreation Centers	
Facilities Rental	

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

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
	Language Goal FTE	Actual FTE
Lincoln Square Recreation Center	SP= 0.00 CH = 1	SP= 0.00 CH = 4.64
Arroyo Viejo Recreation Center	SP= 1.00 CH = 0.00	SP= 0.66 CH = 0.00
Carmen Flores Recreation Center	SP= 1.00 CH = 0.00	SP= 2.2 CH = 0.00
Manzanita Recreation Center	SP= 1.00 CH = 0.00	SP= .0. 86 CH = 0.00
FM Smith Recreation Center	SP or CH = 2.2	SP or CH = 0.88

<b>Table 4A Vital Documents List</b>			
<b>Document Name</b>	<b>SP Translation Available?</b>	<b>CH Translation Available?</b>	<b>Other? Specify:</b>
COVID 19 Facility and Recreation Center Closures Memo to Parents/Guardians	X	X	
COVID 19 Parks and Recreation Center Notices	X	X	
COVID 19 Park Facility Signs	X	X	
COVID 19 Summer Town Camp flyers	X	X	
COVID 19 Park Closures Signs	X	X	
COVID 19 Social Distancing Signs	X	X	
Alameda County Home and Quarantine Instructions	X	X	
Camp Registration Enrollment Forms	X	X	
Safe Camp Guide Notices	X	X	
Summer Themes Flyers	X	X	
Town Camp "Safe Place" Flyer	X	X	
Financial Assistant Application	X	X	
San Antonio Park Restroom Notice	X	X	
Basketball 2020 Flyer	X	X	
Summer Hire Posters and Flyers	X	X	
OPRYD Activity Program Registration Form	X	X	
Youth Camps	X	X	
OPRYD Summer Hiring Event Materials	X	X	
Free Lunch Programs	X	X	
Stephen and Ayesha Curry Eat and Lean Foundation Camp Day	X	X	
Stephen and Ayesha Curry Eat and Lean Family Nights	X	X	
Stephen and Ayesha Curry Shoe Give A-Way Notice	X	X	
Holiday Caroling Flyer	X	X	
Thanksgiving Community Flyer	X	X	
After School Programs	X	X	
Program Surveys	X	X	
Boating Rental Information	X	X	
Soccer Information	X	X	
Notice of Cell Phone and Video Cameras	X	X	
Pool Registration Forms	X	X	
Parent Observation Policy	X	X	
Rental Deposit/Refunds being issued by checks only	X	X	
Carmen Flores Office Hours of Operation	X	X	
Footnote Inserted on Board and Commission Scheduled Meetings for Language Interpretation Services	X	X	
Carmen Flores Rental Fees	X	X	
Youth Camp Flyer - Sailing	X	X	
Adult Sailing Classes	X	X	
Text for Hiring Flyer	X	X	
EOSC Memorial Day Hours	X	X	
Facility Park Use Application	X	X	
Programs Without Borders Description	X	X	
Volunteer Application	X	X	
Gender Friendly Signs	X	X	
Locker Room Flyer	X	X	
Pool Rental Application	X	X	
Facility Rental Application	X	X	
Rental Procedures Handout	X	X	
Swimming Pool Flyer	X	X	
Lake Merritt Boat Center	X	X	

Youth Sailing Flyer	X	X	
Adult Swimming	X	X	
Whale Boat Flyer	X	X	
Select Language on OPRYD's Website	X	X	

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

<b>Table 5. Multilingual Telephone Recordings</b>		
Location Description	Telephone Number	Status
Administrative Offices/General Information	238-7275	EN/SP/CH
Arroyo Viejo Recreation	615-5755	EN/SP
Brookdale Recreation Center	535-5632	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/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 Community Based Service Locations				PCP	SP SPEAKING		CH SPEAKING	
Facility Name	Address	Zip Code	Phone #	# FTE	#	%	#	%
Administrative Offices	250 Frank H. Ogawa Plaza, 3330	94612	238-7275	13.75	3.44	25%	1.00	6%
Lake Merritt Boating Center	568 Bellevue Avenue	94610	238-2196	9.18	0.61	1%	0.61	1%
DeFremery Pool	1651 Adeline Street	94607	238-7739	2.48	0.10	4%	0.60	26%
Dimond (Lions) Pool	3860 Hanly Road	94602	482-7831	4.38	1.28	29%	0.91	21%
Fremont Pool	4550 Foothill Boulevard	94601	535-5614	3.02	0.43	14%	0.00	0
East Oakland Sports Center (Aquatics)	6161 Edes Avenue	94605	615-5755	10	4.55	45%	0.91	9%
Temescal Pool & Live Oak	371 45 <sup>th</sup> Street	94609	597-5013	4.96	1.39	28%	0.40	8%
<b>Cultural Arts:</b>								
Malonga Casquelourd Center for the Arts	1428 Alice Street	94612	535-5625	6.1	0.00	0	0.00	0
Rainbow Teen Center	5818 International Blv	94621	615-5807	1.75	0.70	40%	0.00	0
Studio Once Art Center	365 45 <sup>th</sup> Street	94609	597-5027	4.75	0.45	9%	0.39	8%
Citywide Arts (Citywide Program)	365 45 <sup>th</sup> Street	94609	597-5027	3.54	0.51	14%	0.00	0
<b>Recreation Centers:</b>								
Allendale	3711 Suter Street	94619	535-5635	2.52	0.39	15%	0.00	0
Arroyo Viejo	7701 Krause Avenue	94603	615-5838	2.99	0.66	22%	0.00	0
Brookdale	2535 High Street	94601	535-5632	N/A	N/A	N/A	N/A	N/A
Bushrod	560 59 <sup>th</sup> Street	94609	597-5031	3.23	0.22	7%	0.00	0
Carmen Flores	1637 Fruitvale Avenue	94601	535-5631	2.75	2.20	80%	0.00	0
DeFremery	1651 Adeline Street	94607	238-7739	3.75	0.00	0	0.00	0
Dimond	3860 Hanly Road	94602	482-7831	8.08	0.34	4%	0.00	0
FM Smith	1969 Park Boulevard	94606	238-7742	2.2	0.00	0	0.88	40%
Franklin	1010 East 15 <sup>th</sup> Street	94606	238-7741	3.4	0.23	7%	1.13	33%
Golden Gate	1075 62 <sup>nd</sup> Street	94608	567-5032	2.68	0.00	0	0.32	12%
Ira Jinkins	9175 Edes Avenue	94603	615-5959	3.64	0.70	19%	0.14	4%
Lincoln Square	250 10 <sup>th</sup> Street	94607	238-7738	6.7	0.00	0	4.64	69%
Manzanita	2701 22 <sup>nd</sup> Avenue	94606	535-5625	2.85	0.86	30%	0.00	0
Montclair	6300 Moraga Avenue	94611	482-7812	6.88	0.00	0	0.00	0
Mosswood	365 45 <sup>th</sup> Street	94609	597-5027	2.93	0.29	10%	0.00	0
Rainbow	5800 International Boulevard	94621	615-5751	2.65	0.00	0	0.00	0
Redwood Heights	3883 Aliso Avenue	94619	428-7827	12.02	0.56	5%	0.56	5%
Sheffield Village	247 Marlow Drive	94605	638-7190	1.97	0.00	0	0.00	0
Tassafaronga	975 85 <sup>th</sup> Avenue	94621	615-5764	2.75	0.39	14%	0.00	0

Department Name: Oakland Parks, Recreation and Youth Development  
 Fiscal Year: FY 2019-20

Willie Keyes (Poplar)	3131 Union Street	94608	597-5042	2.6	0.00	0	0.00	0
<b>Sports (City Wide)</b>								
City Wide Youth Sports	250 Frank H. Ogawa Plaza #3330	94612	238-3491	13.81	0.36	3%	0.00	0
Youth & Adult Sports	250 Frank H. Ogawa Plaza, #3330	94612	238-3494	5.19	0.00	0	0.00	0
Davie Tennis Stadium	198 Oak Road	94610	444-5663	5.03	0.46	9%	0.00	0
Girls' Sports	250 Frank H. Ogawa Plaza, #3330	94612	238-3494	3.02	0.00	0	0.00	0
Area One Special Sport	11450 Golf Links	94605	351-0391	4.27	0.00	0	0.00	0
<b>Other:</b>								
ADA Inclusion Programs	666 Bellevue Avenue	94610	238-2197	2.07	1.38	50%	0.00	0
Central Reservations	250 Frank H. Ogawa Plaza, #3330	94612	238-3187	11.63	3.88	34%	0.60	5.10%
Community Gardens	666 Bellevue Avenue	94610	238-2197	N/A	N/A	N/A	N/A	N/A
Discovery Center East	2521 High Street	94601	535-5657	N/A	N/A	N/A	N/A	N/A
Discovery Center West	935 Union Street	94607	238-7127	N/A	N/A	N/A	N/A	N/A
Dunsmuir Hellman Historic Estate	2960 Peralta Oaks Court	94605	615-5555	4	0.00	0	0.00	0
East Oakland Sports Center	6161 Edes Avenue	94605	615-5755	7.75	1.37	18%	0.23	3%
Rotary Nature Center	600 Bellevue Avenue	94610	238-3739	5.75	0.00	0	0.00	0
Area I, II & III Rec Center Supervision	250 Frank H. Ogawa Plaza, #3330	94612	238-3187	12.5	7.95	64%	0.00	0
<b>Total</b>			<b>TOTAL:</b>	<b>215.22</b>	<b>35.68</b>	<b>17%</b>	<b>13.31</b>	<b>6%</b>

<b>Table 7. Public Notices &amp; Resources *****NEW TABLE *****</b>	
Language access notice displayed at reception area	<input type="checkbox"/> X Yes    No
I-Speak Card/ Language List displayed at reception area	<input type="checkbox"/> X Yes    No
Provide staff with language access resources (Interpretation#, FAQ, contact list, training...etc.)	<input type="checkbox"/> X Yes    No

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

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

**III. QUALITATIVE ASSESSMENT REPORT**

**A. Bilingual Public Contact Positions Assessment**

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
229.94	215.22	11%	17%	YES	5%	6%	YES

Goal = PCP X %

This report covers fiscal year 2019-2020 and data is reported as of June 30, 2020.

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.

OPRYD is committed in providing services, programs, and mental health support to our diverse communities either through our recreation centers, programs, rental facilities, or our many open spaces and parks. We strive to comply with the Equal Access to Services Ordinance by providing mandated bi-annual trainings to our current and new staff. As a community base organization, we understand the importance to translate vital documents, forms, notices, flyers to the threshold languages. Similarly, our social media platforms are constantly being updated to safeguard that our LES residents are well informed of the services we provide.

The challenges we face is a continual lack of recruiting qualified bilingual staff to fill our vacancies. With the assistance of HRM we are exploring new methods on how best to recruit a broader range of qualified candidates.

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.

This year OPRYD assemble a team of Recreation Supervisors, Recreation Center Directors, and Generals for the hiring committee. We identify the need to widen the recruitment audience by changing our outreach efforts. This involved emailing hiring flyers, and posters to several colleges, high schools, and community organizations, we also delivered hard copies of announcements in English, Spanish, and Chinese to various organizations and local business.

The committees' assessment determined the need to start the outreach process a couple of months earlier than in the prior years. OPRYD would like to partner with other organizations to participate in job fairs, have staff visit colleges and attend more community events.

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

The Equal Access to Services Ordinance biannual trainings and audits have increased staff's awareness of the importance to serve our LES neighborhoods and the need to recruit bilingual staff to successfully engage in our communities. Some of our "best practices" have encouraged staff to translate non-vital documents and to start having conversations at our

monthly meetings on how we can practice inclusiveness for our non-English residents and guest.

We continue to stress the importance of inclusive.

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.

To better aid our LES neighbors we have placed the Equal Access posters in the entrance of all recreation centers, added footnotes on all Public Notices and Advisory Board Meeting agendas, place phone numbers for translation services at all centers, and increased a pool of bilingual staff.

We also offer a week of culture diversity celebrations during our summer camps to inspire our campers to learn about our diverse cultures.

**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.

Facility Name	Address	Zip Code
Administrative Offices	250 Frank H. Ogawa Plaza, 3330	94612
Allendale	3711 Suter Street	94619
Arroyo Viejo	7701 Krause Avenue	94603
Brookdale	2535 High Street	94601
Bushrod	560 59 <sup>th</sup> Street	94609
Carmen Flores	1637 Fruitvale Avenue	94601
DeFremery	1651 Adeline Street	94607
Dimond	3860 Hanly Road	94602
FM Smith	1969 Park Boulevard	94606
Franklin	1010 East 15 <sup>th</sup> Street	94606
Golden Gate	1075 62 <sup>nd</sup> Street	94608
Ira Jinkins	9175 Edes Avenue	94603
Lincoln Square	250 10 <sup>th</sup> Street	94607
Manzanita	2701 22 <sup>nd</sup> Avenue	94606
Montclair	6300 Moraga Avenue	94611
Mosswood	365 45 <sup>th</sup> Street	94609
Rainbow	5800 International Boulevard	94621
Redwood Heights	3883 Aliso Avenue	94619
Sheffield Village	247 Marlow Drive	94605
Tassafaronga	975 85 <sup>th</sup> Avenue	94621
Willie Keyes (Poplar)	3131 Union Street	94608

Department Name:  
 Fiscal Year: FY2019-2020

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 and non-vital documents are translated in the threshold languages Spanish and Chinese to offer our LES communities an opportunity to seek services, or to enroll their children in our various seasonal programs, to visit our open spaces and parks or to take adult fitness or art classes. OPRYD has translation all our information at 100%.

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

Document Name
COVID 19 Facility and Recreation Center Closures Memo to Parents/Guardians
COVID 19 Parks and Recreation Center Notices
COVID 19 Park Facility Signs
COVID 19 Summer Town Camp flyers
COVID 19 Park Closures Signs
COVID 19 Social Distancing Signs
Alameda County Home and Quarantine Instructions
Camp Registration Enrollment Forms
Safe Camp Guide Notices
Summer Themes Flyers
Town Camp "Safe Place" Flyer
Financial Assistant Application
San Antonio Park Restroom Notice
Basketball 2020 Flyer
Summer Hire Posters and Flyers
OPRYD Activity Program Registration Form
Youth Camps
OPRYD Summer Hiring Event Materials
Free Lunch Programs
Stephen and Ayesha Curry Eat and Lean Foundation Camp Day
Stephen and Ayesha Curry Eat and Lean Family Nights
Stephen and Ayesha Curry Shoe Give A-Way Notice
Holiday Caroling Flyer
Thanksgiving Community Flyer
After School Programs
Program Surveys
Youth Sailing Flyer
Adult Swimming
Whale Boat Flyer
Select Language on OPRYD's Website

**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).

<b>Recorded Multilingual Telephone Recordings</b>		
Location Description	Telephone Number	Status
Administrative Offices/General Information	238-7275	EN/SP/CH
Arroyo Viejo Recreation	615-5755	EN/SP
Brookdale Recreation Center	535-5632	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/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

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

1. 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.

Generals, Supervisors, Center Directors, and Program Directors are responsible for ensuring and disseminating information to our current and new PCPs of vital city policies, procedures, City Ordinances, Administrative Instructions for the awareness of our goals to be inclusive of our LES residents and guest. We also provide training during the on-boarding process.

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

Our outreach to the LES populations is by way of educating staff by providing them with the essential information they need to advise LES of their rights to bilingual services through trainings, meetings, emails, and reminders.

3. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? Yes, during the Shelter in Place period when our facilities were closed. However, it was corrected and we will be mindful in the future.

**E. Action Plan**

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

Department Name:  
Fiscal Year: FY2019-2020

1. Create an Equal Access Team
  2. Hire Chinese speaking PCP
  3. Post OPRYD "new" Mission Statement at all facilities
  4. Start our hiring recruitment earlier
  5. Engage and participate in the city's culture community events
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 notices are posted at all recreation centers, front desk counters, bulletin boards, and on the City's official website. OPRYD will post the Equal Access Ordinance Annual Compliance Plan, and Report on our website.

## Part IV OPRYD

FY 2019-2020

ORGANIZATION	LOCATION	CLASSIFICATION	DOH	PCP	NEW/	SPANISH	CHINESE
501110 - Directors Unit	666 Bellvue Ave	Assist Director, Parks & Rec	02-JUL-01	NO		1	
501110 - Directors Unit	250 FRANK H. OGAWA PLAZA	Business Analyst II	08-FEB-20	NO			
501110 - Directors Unit	250 FRANK H. OGAWA PLAZA	Director of Parks & Recreation	06-JUN-16	NO			
501110 - Directors Unit	250 FRANK H. OGAWA PLAZA	Exec Asst to the Director	23-OCT-06	NO			
501110 - Directors Unit	250 FRANK H. OGAWA PLAZA	Management Assistant	03-APR-13	NO			
501120 - OPR Administrative Services	250 FRANK H. OGAWA PLAZA	Office Manager	21-MAR-88	NO		1	
501120 - OPR Administrative Services	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	20-MAY-17	YES		1	
501120 - OPR Administrative Services	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PPT	13-JUN-09	YES		1	
501210 - Budget and Fiscal	250 FRANK H. OGAWA PLAZA	Administrative Services Manager I	24-JUN-91	NO			
501210 - Budget and Fiscal	250 FRANK H. OGAWA PLAZA	Administrative Services Manager II	13-AUG-01	YES		1	
501210 - Budget and Fiscal	250 FRANK H. OGAWA PLAZA	Recreation Attendant II, PT	09-JUL-08	NO			
501220 - Accounting Unit	250 FRANK H. OGAWA PLAZA	Account Clerk II	02-SEP-08	NO			
501220 - Accounting Unit	250 FRANK H. OGAWA PLAZA	Account Clerk III	30-MAY-06	NO			
501220 - Accounting Unit	250 FRANK H. OGAWA PLAZA	Accountant III	18-SEP-89	NO			
501230 - OPR Personnel Unit	250 FRANK H. OGAWA PLAZA	Payroll Personnel Clerk II	05-MAY-07	NO			
501230 - OPR Personnel Unit	250 FRANK H. OGAWA PLAZA	Payroll Personnel Clerk III	13-AUG-07	NO			1
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Administrative Analyst II	06-AUG-84	NO		1	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Facility Security Assistant	21-OCT-17	NO			
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Facility Security Assistant	31-JAN-15	NO			
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Facility Security Assistant, PT	19-OCT-19	NO		1	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Facility Security Assistant, PT	04-SEP-10	NO			
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Public Service Representative	29-SEP-97	YES		1	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Public Service Representative	29-SEP-97	YES			
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Public Service Representative	10-SEP-94	YES			
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	01-JUN-19	YES			
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	20-APR-19	YES			
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	06-APR-19	YES			1
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	25-FEB-19	YES		1	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	22-SEP-18	YES			
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	02-JUN-18	YES			
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	19-MAY-18	YES		1	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	24-FEB-18	YES		1	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	02-DEC-17	YES		1	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	09-SEP-17	YES			
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	08-OCT-16	YES			
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	02-JUL-16	YES			
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	18-JUN-16	YES			
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	06-JUN-16	YES		1	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	06-JUN-15	YES			
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	06-JUN-15	YES			1
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	02-AUG-14	YES			
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	20-JUL-13	YES			
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	08-JUN-13	YES			
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	09-JUL-11	YES		1	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant II, PT	23-SEP-17	YES		1	
501240 - Central Reservations	250 Frank H. Ogawa Plaza	Recreation Attendant II, PT	11-JUN-11	YES		1	
501240 - Central Reservations	250 Frank H. Ogawa Plaza	Recreation Attendant II, PT	12-JUN-10	YES			
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	03-JUN-17	YES		1	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	20-JUN-15	YES			
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	21-JUL-12	YES			
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	24-FEB-18	YES		1	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	07-OCT-17	YES			

## Part IV OPRYD

FY 2019-2020

ORGANIZATION	LOCATION	CLASSIFICATION	DOH	PCP	NEW/	SPANISH	CHINESE
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	28-MAY-11	YES			
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PT	04-SEP-10	YES			
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	15-JUL-17	YES			
501250 - Special Programs	250 Frank Ogawa Plaza Suite 3330	Recreation Leader II, PT		YES	1		
501250 - Special Programs	250 Frank Ogawa Plaza Suite 3330	Recreation Leader II, PT		YES	1		
501250 - Special Programs	250 Frank Ogawa Plaza Suite 3330	Recreation Specialist I, PT		YES	1	1	
501270 - Dunsmuir Hellman Estate	250 Frank H. Ogawa Plaza, 3rrd fl., Suite	Recreation Attendant I, PT	21-OCT-17	YES			
501270 - Dunsmuir Hellman Estate	250 Frank H. Ogawa Plaza, 3rrd fl., Suite	Recreation Attendant I, PT	06-JUN-16	YES			
501270 - Dunsmuir Hellman Estate	250 Frank H. Ogawa Plaza, 3rrd fl., Suite	Recreation Attendant I, PT	14-MAY-11	YES			
501270 - Dunsmuir Hellman Estate	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	18-JUL-15	YES			
501270 - Dunsmuir Hellman Estate	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	07-JUN-14	YES			
501270 - Dunsmuir Hellman Estate	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	07-JUN-14	YES			
501270 - Dunsmuir Hellman Estate	250 Frank H. Ogawa Plaza, 3rrd fl., Suite	Recreation Specialist II, PPT	01-MAY-10	YES			
502110 - Area One Administration	250 Frank H. Ogawa Plaza, 3rrd fl., Suite	Recreation Supervisor	28-JUL-07	YES		1	
502230 - Area 1 Rec Center Supervision	1 Frank Ogawa Plaza	Recreation Supervisor	03-JUN-95	YES	1	1	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Aide, PT	01-JUN-19	YES			
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Aide, PT	04-MAY-19	YES			
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Aide, PT	04-MAY-19	YES			
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Aide, PT	19-MAY-18	YES			
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Aide, PT	06-JUN-16	YES			
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Aide, PT	06-JUN-15	YES			
502231 - Bushrod Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Center Director	08-JUN-02	YES			
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	19-MAY-18	YES			
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	20-MAY-17	YES			
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	24-DEC-11	YES			
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	26-JUN-10	YES			
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	26-JUN-10	YES		1	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	19-DEC-81	YES			
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Leader II, PPT	07-JUN-08	YES			
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	16-JUN-18	YES			
502232 - Defremery Recreation Center	666 Bellvue Ave	Recreation Aide, PT	29-JUN-19	YES			
502232 - Defremery Recreation Center	666 Bellvue Ave	Recreation Aide, PT	19-MAY-18	YES			
502232 - Defremery Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	02-JUN-18	YES			
502232 - Defremery Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Center Director	07-FEB-78	YES			
502232 - Defremery Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	02-JUN-18	YES			
502232 - Defremery Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	20-MAY-17	YES			
502232 - Defremery Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	24-SEP-16	YES			
502232 - Defremery Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	24-SEP-16	YES			
502232 - Defremery Recreation Center	666 Bellvue Ave	Recreation Leader II, PPT	19-MAY-07	YES			
502232 - Defremery Recreation Center	666 Bellvue Ave	Recreation Specialist II, PT	11-OCT-14	YES			
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Aide, PT	07-MAR-20	YES			
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Aide, PT	04-MAY-19	YES			
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Aide, PT	04-MAY-19	YES			
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Aide, PT	04-MAY-19	YES			
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Aide, PT	02-JUN-18	YES			
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Aide, PT	17-JUN-17	YES			
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Aide, PT	20-MAY-17	YES			1
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Attendant I, PT	03-JUN-17	YES			1
502233 - Golden Gate Recreation Center	250 Frank H. Ogawa Plaza, 3rrd fl., Suite	Recreation Center Director	31-OCT-05	YES			
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	06-JUN-15	YES			
502233 - Golden Gate Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	07-MAR-20	YES			
502233 - Golden Gate Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	03-NOV-18	YES			

## Part IV OPRYD

FY 2019-2020

ORGANIZATION	LOCATION	CLASSIFICATION	DOH	PCP	NEW/	SPANISH	CHINESE
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	11-JUN-11	YES			
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	14-JUN-08	YES			
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	21-MAY-07	YES			
502233 - Golden Gate Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PPT	06-JUL-13	YES			
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Specialist I, PT	04-JUN-16	YES			
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT	03-JUN-17	YES			1
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT	27-JUL-19	YES			1
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT	29-JUN-19	YES			1
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT	04-MAY-19	YES			1
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT	09-FEB-19	YES			1
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT	12-JAN-19	YES			1
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT	12-JAN-19	YES			1
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT	12-JAN-19	YES			1
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT	02-JUN-18	YES			1
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT	19-MAY-18	YES			1
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT	21-JUN-14	YES			1
502234 - Lincoln Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Center Director	01-APR-00	YES			1
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	02-JUN-18	YES			
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	24-SEP-16	YES			1
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	04-JUN-16	YES			
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	07-JUN-14	YES			1
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	07-JUL-12	YES			1
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	11-JUN-11	YES			
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	26-JUN-10	YES			
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	03-JUN-06	YES			
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	08-MAY-04	YES			1
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	22-JUN-02	YES			
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader II, PPT	21-NOV-15	YES			1
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	22-NOV-03	YES			1
502234 - Lincoln Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PT	31-DEC-94	YES			1
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Specialist II, PPT	08-JUN-91	YES			
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Aide, PT	29-JUN-19	YES		terminated as of July 2020	
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Aide, PT	15-JUN-19	YES		terminated as of July 2020	
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Aide, PT	15-JUN-19	YES		terminated as of July 2020	
502235 - Montclair Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	30-JUN-18	YES			
502235 - Montclair Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	02-JUN-18	YES			
502235 - Montclair Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	02-JUN-18	YES			
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Aide, PT	02-JUN-18	YES			
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Center Director	26-JAN-19	YES			
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	15-JUN-19	YES			
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	16-JUN-18	YES			
502235 - Montclair Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	20-MAY-17	YES			
502235 - Montclair Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	02-JUL-16	YES			
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	06-JUN-15	YES			
502235 - Montclair Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	21-JUN-14	YES			
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	06-JUL-13	YES			
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	22-JUN-13	YES			
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	08-JUN-13	YES			
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	30-MAY-09	YES			
502235 - Montclair Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PPT	12-JUN-10	YES		1 - promoted from RLII to PPT	
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	16-OCT-10	YES			
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	06-OCT-07	YES		1- promoted from RLI to RLII	

## Part IV OPRYD

FY 2019-2020

ORGANIZATION	LOCATION	CLASSIFICATION	DOH	PCP	NEW/	SPANISH	CHINESE
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Specialist III, PT	22-NOV-99	YES			
502235 - Montclair Recreation Center							
502235 - Montclair Recreation Center							
502235 - Montclair Recreation Center							
502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Aide, PT	06-APR-19	YES			
502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Aide, PT	30-JUN-18	YES			
502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Aide, PT	03-AUG-13	YES			
502236 - Mosswood Recreation Center	3612 Webster Street	Recreation Center Director	08-JUN-13	YES			
502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	02-JUN-18	YES			
502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	02-JUN-18	YES			
502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	20-MAY-17	YES			
502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	20-MAY-17	YES		1	
502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	06-JUN-15	YES			
502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	21-JUN-14	YES			
502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Aide, PT	04-MAY-19	YES			
502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Aide, PT	19-MAY-18	YES			
502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Aide, PT	21-JUN-14	YES			
502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Center Director	28-JAN-06	YES			
502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	30-JUN-18	NO			
502237 - Poplar Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	06-NOV-04	YES			
502237 - Poplar Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	17-DEC-94	YES			
502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Leader II, PPT	13-JAN-90	YES			
502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	05-JUL-14	YES			
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Aide, PT	20-JUN-15	YES			
502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	01-JUN-19	YES			
502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	01-JUN-19	YES			
502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	04-MAY-19	YES			
502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	19-MAY-18	YES			
502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	19-MAY-18	YES			
502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	19-MAY-18	YES			
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Aide, PT	20-MAY-17	YES			
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Leader I, PT	19-MAY-18	YES			
502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	18-JUN-16	YES			
502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	06-JUN-16	YES			
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Leader I, PT	20-JUN-15	YES			
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Leader I, PT	22-JUN-13	YES			
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Leader II, PPT	27-JAN-07	YES			
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Specialist II, PT	01-JUN-19	YES			
502311 - Live Oak Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	04-JUL-15	YES			
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	08-SEP-18	YES			
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	14-JUL-18	YES			
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	30-JUN-18	YES			
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	19-MAY-18	YES			
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	05-MAY-18	YES			
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	21-APR-18	YES			1
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	23-SEP-17	YES			1
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	15-JUL-17	YES			1
502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT	04-JUN-16	YES			1
502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT	07-MAY-16	YES			
502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT	20-JUN-15	YES			
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	14-SEP-13	YES			
502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT	17-AUG-13	YES		1	

## Part IV OPRYD

FY 2019-2020

ORGANIZATION	LOCATION	CLASSIFICATION	DOH	PCP	NEW/	SPANISH	CHINESE
502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT	03-AUG-13	YES		1	
502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT	11-JUN-11	YES		1	
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	29-MAY-10	YES			
502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT	07-JUN-08	YES			
502312 - Dimond Aquatics	666 Bellvue Ave	Pool Manager, PT	23-SEP-17	YES			
502312 - Dimond Aquatics	666 Bellvue Ave	Pool Manager, PT	29-MAY-10	YES			
502312 - Dimond Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	23-SEP-17	YES		1	
502312 - Dimond Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	17-AUG-13	YES		1	
502312 - Dimond Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	30-MAY-09	YES		1	
502312 - Dimond Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	10-MAY-03	YES		1	
502312 - Dimond Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	24-JUN-00	YES			1
502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	29-JUL-17	YES			
502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	29-JUL-17	YES			
502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	03-JUN-17	YES			1
502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	20-MAY-17	YES			
502313 - Defremery Aquatics	666 Bellvue Ave	Lifeguard, PT	16-JUL-16	YES			
502313 - Defremery Aquatics	666 Bellvue Ave	Lifeguard, PT	18-JUN-16	YES			
502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	07-MAY-16	YES			1
502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	29-AUG-15	YES			1
502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	30-AUG-14	YES			1
502313 - Defremery Aquatics	666 Bellvue Ave	Lifeguard, PT	08-JUN-13	YES			1
502313 - Defremery Aquatics	666 Bellvue Ave	Lifeguard, PT	07-JUL-12	YES			
502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	07-JUN-08	YES			
502313 - Defremery Aquatics	568 Bellevue Ave	Pool Manager, PT	20-MAY-17	YES			
502313 - Defremery Aquatics	568 Bellevue Ave	Pool Manager, PT	03-DEC-16	YES			
502313 - Defremery Aquatics	666 Bellvue Ave	Recreation Attendant I, PT	19-MAY-18	YES			
502313 - Defremery Aquatics	666 Bellvue Ave	Recreation Attendant I, PT	30-MAY-09	YES			1
502313 - Defremery Aquatics	666 Bellvue Ave	Recreation Specialist I, PT	03-DEC-16	YES			
502313 - Defremery Aquatics	666 Bellvue Ave	Recreation Specialist I, PT	09-JUN-12	YES			
502313 - Defremery Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	19-MAY-18	YES		1	
502313 - Defremery Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	20-MAY-17	YES			
502313 - Defremery Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	07-JUN-08	YES			
502313 - Defremery Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	21-MAY-05	YES			
502313 - Defremery Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	21-MAY-05	YES			
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	04-MAY-19	YES			1
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	02-JUN-18	YES			
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	05-MAY-18	YES			1
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	26-AUG-17	YES			
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	26-AUG-17	YES			
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	29-JUL-17	YES			
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	01-JUL-17	YES			
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	17-JUN-17	YES			
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	03-JUN-17	YES			
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	03-JUN-17	YES		1	
502314 - Temescal Aquatics	666 Bellvue Ave	Lifeguard, PT	08-APR-17	YES			
502314 - Temescal Aquatics	666 Bellvue Ave	Lifeguard, PT	27-AUG-16	YES			
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	13-AUG-16	YES			
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	29-AUG-15	YES			
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	25-APR-15	YES			
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	16-AUG-14	YES			
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	03-MAR-12	YES		1	
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	23-JUL-11	YES		1	

## Part IV OPRYD

FY 2019-2020

ORGANIZATION	LOCATION	CLASSIFICATION	DOH	PCP	NEW/	SPANISH	CHINESE
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	11-JUN-11	YES		1	
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Pool Manager, PT	04-JUL-15	YES			
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Pool Manager, PT	16-AUG-14	YES		1	
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Pool Manager, PT	19-MAY-07	YES		1	
502314 - Temescal Aquatics	666 Bellvue Ave	Pool Manager, PT	20-MAY-06	YES		1	
502314 - Temescal Aquatics	666 Bellvue Ave	Pool Manager, PT	21-MAY-05	YES			
502314 - Temescal Aquatics	568 Bellevue Ave	Water Safety Instructor, PT	04-JUL-15	YES			
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	14-JUL-18	YES			
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	30-JUN-18	YES			
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	18-NOV-17	YES			
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	17-JUN-17	YES			
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	27-AUG-16	YES			
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	13-AUG-16	YES		1	
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	02-JUL-16	YES			
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	23-APR-16	YES			
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	05-JUL-14	YES			
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	08-JUN-13	YES			
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	28-MAY-11	YES			
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	07-JUN-08	YES			
502315 - Fremont Aquatics	666 Bellvue Ave	Pool Manager, PT	01-AUG-15	YES			
502315 - Fremont Aquatics	568 Bellevue Ave	Water Safety Instructor, PT	27-MAY-00	YES		1	
502320 - Tennis	666 Bellvue Ave	Recreation Aide, PT	18-MAY-19	YES			
502320 - Tennis	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	30-JUN-18	YES			
502320 - Tennis	666 Bellvue Ave	Recreation Center Director	08-JAN-11	YES			
502320 - Tennis	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	17-NOV-18	YES			
502320 - Tennis	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	30-JUN-18	YES			
502320 - Tennis	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	19-MAY-18	YES			
502320 - Tennis	666 Bellvue Ave	Recreation Leader I, PT	01-MAR-17	YES			
502320 - Tennis	666 Bellvue Ave	Recreation Leader I, PT	28-FEB-15	YES			
502320 - Tennis	250 Frank H. Ogawa Plaza, 3rrd fl., Suit	Recreation Leader II, PPT	21-JUN-14	YES		1	
502320 - Tennis	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	20-APR-19	YES			
502320 - Tennis	666 Bellvue Ave	Recreation Specialist III, PT	07-MAR-16	YES			
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	02-JUN-18	YES			
502330 - City-Wide Sports	1 Frank Ogawa Plaza	Recreation Aide, PT	03-JUN-17	YES			
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	07-MAR-20	YES			
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	16-JUN-18	YES			
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	15-JUL-17	YES			
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	18-JUN-16	YES			
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	18-JUN-16	YES			
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	21-JUN-14	YES			
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	31-AUG-13	YES			
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	23-JUN-12	YES			
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	22-JAN-11	YES			
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	08-NOV-03	YES			
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	11-DEC-99	YES			
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	01-MAY-96	YES			
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	01-JUN-89	YES			
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PPT	20-MAY-17	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Recreation Leader II, PT	23-JUN-12	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Recreation Leader II, PT	06-NOV-04	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Recreation Leader II, PT	06-NOV-04	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Recreation Leader II, PT	03-MAR-01	YES			

## Part IV OPRYD

FY 2019-2020

ORGANIZATION	LOCATION	CLASSIFICATION	DOH	PCP	NEW/	SPANISH	CHINESE
502330 - City-Wide Sports	666 Bellvue Ave	Recreation Leader II, PT	13-JUN-98	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Recreation Specialist II, PT	01-JUL-05	YES			
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	28-OCT-00	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Recreation Supervisor	19-JUN-93	YES			
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	15-JUN-19	YES			
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	18-MAY-19	YES			
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	30-JUN-18	YES			
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	30-JUN-18	YES			
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	30-JUN-18	YES			
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	30-JUN-18	YES			
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	30-JUN-18	YES			
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	02-JUN-18	YES			
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	21-OCT-17	YES			
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	17-JUN-17	YES			
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	17-JUN-17	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	03-JUN-17	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	20-MAY-17	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	30-JUL-16	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	02-JUL-16	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	02-JUL-16	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	02-JUL-16	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	18-JUN-16	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	18-JUN-16	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	04-JUN-16	YES			
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	21-MAY-16	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	06-JUN-15	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	05-JUL-14	YES			
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	21-JUN-14	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	21-JUN-14	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	07-JUN-14	YES		1	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	17-AUG-13	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	06-JUL-13	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	21-JUL-12	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	23-JUN-12	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	23-JUN-12	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	09-JUN-12	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	24-DEC-11	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	23-JUL-11	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	25-JUN-11	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	14-MAY-11	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	26-JUN-10	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	27-JUN-09	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	30-MAY-09	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	21-FEB-09	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	21-FEB-09	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	23-FEB-08	YES		1	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	26-JAN-08	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	20-MAY-06	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	02-JUL-05	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	08-NOV-03	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	03-MAR-01	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	28-OCT-00	YES			

## Part IV OPRYD

FY 2019-2020

ORGANIZATION	LOCATION	CLASSIFICATION	DOH	PCP	NEW/	SPANISH	CHINESE
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	22-JUL-00	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	17-DEC-94	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	01-JAN-94	YES			
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	01-JUN-89	YES			
502331 - Girls Sports	250 Frank H. Ogawa Plaza	Recreation Aide, PT	15-JUN-19	YES			
502331 - Girls Sports	250 Frank H. Ogawa Plaza	Recreation Aide, PT	02-JUN-18	YES			
502331 - Girls Sports	250 Frank H. Ogawa Plaza	Recreation Aide, PT	20-MAY-17	YES			
502331 - Girls Sports	250 Frank H. Ogawa Plaza	Recreation Aide, PT	24-SEP-16	YES			
502331 - Girls Sports	250 Frank H. Ogawa Plaza	Recreation Aide, PT	16-JUL-16	YES			
502331 - Girls Sports	250 Frank H. Ogawa Plaza	Recreation Aide, PT	01-AUG-15	YES			
502331 - Girls Sports	250 Frank H. Ogawa Plaza	Recreation Aide, PT	21-JUN-14	YES			
502331 - Girls Sports	250 Frank H. Ogawa Plaza	Recreation Aide, PT	26-JUN-10	YES			
502331 - Girls Sports	250 Frank H. Ogawa Plaza	Recreation Leader I, PT	06-JUN-15	YES			
502331 - Girls Sports	250 Frank H. Ogawa Plaza	Recreation Leader I, PT	23-JUN-12	YES			
502331 - Girls Sports	250 Frank H. Ogawa Plaza	Recreation Leader I, PT	08-MAR-08	YES			
502331 - Girls Sports	250 Frank H. Ogawa Plaza	Recreation Leader II, PPT	20-JUN-15	YES	promoted		
502331 - Girls Sports	250 Frank H. Ogawa Plaza	Recreation Leader II, PT	10-MAR-08	YES			
502331 - Girls Sports	250 Frank H. Ogawa Plaza	Sports Official, PT	04-MAY-19	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Lifeguard, PT	21-MAR-20	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Lifeguard, PT	09-MAR-19	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Lifeguard, PT	12-AUG-17	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Lifeguard, PT	15-JUL-17	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Lifeguard, PT	03-JUN-17	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Lifeguard, PT	04-JUN-16	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Lifeguard, PT	29-AUG-15	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Lifeguard, PT	01-AUG-15	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Lifeguard, PT	22-JUN-13	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Lifeguard, PT	08-JUN-13	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Pool Manager, PT	04-JUN-16	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Pool Manager, PT	22-JUN-13	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Aide, PT	20-APR-19	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Aide, PT	06-APR-19	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Aide, PT	30-JUN-18	YES		1	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	02-JUN-18	YES			1
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	02-JUN-18	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	03-JUN-17	YES			1
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	20-MAY-17	YES			1
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	20-MAY-17	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	18-JUN-16	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	21-MAY-16	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	21-MAY-16	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	01-AUG-15	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	04-JUL-15	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	04-JUL-15	YES		1	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	20-JUN-15	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	06-JUN-15	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	06-JUN-15	YES			1
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	06-JUN-15	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	05-JUL-14	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	07-JUN-14	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	07-JUN-14	YES			1
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	07-JUN-14	YES			

## Part IV OPRYD

FY 2019-2020

ORGANIZATION	LOCATION	CLASSIFICATION	DOH	PCP	NEW/	SPANISH	CHINESE
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	08-JUN-13	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	08-JUN-13	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	08-JUN-13	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	08-JUN-13	YES			1
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	12-MAY-12	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	17-MAR-12	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	17-MAR-12	YES		1	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	13-JUN-09	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	31-JAN-04	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	7-Jul-20	YES	1		
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	7-Jul-20	YES	1	1	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation General Supervisor	13-APR-09	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	06-APR-19	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	30-JUN-18	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	03-JUN-17	YES	1	1	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	20-MAY-17	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	04-JUN-16	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	04-JUN-16	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	21-MAY-16	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	21-MAY-16	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	04-JUL-15	YES		1	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	06-JUN-15	YES		1	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	05-JUL-14	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	05-JUL-14	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	07-JUN-14	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	08-JUN-13	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	17-MAR-12	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader II, PPT	23-OCT-75	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Program Director	04-JUL-15	YES		1	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Program Director	31-MAY-97	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist I, PT	07-MAR-20	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist I, PT	07-SEP-19	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist I, PT	23-SEP-17	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist I, PT	04-JUN-16	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist I, PT	06-JUN-15	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist I, PT	21-JUN-14	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist I, PT	09-JUN-12	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist I, PT	17-MAR-12	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist II, PT	21-MAY-16	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist II, PT	09-MAY-15	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist II, PT	09-MAY-15	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist II, PT	21-JUN-14	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist II, PT	14-JUN-08	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist II, PT	04-JUN-16	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist II, PT	7-Jul-20	YES	1		
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Water Safety Instructor, PT	22-JUN-13	YES			
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Water Safety Instructor, PT	05-MAY-07	YES			
502340 - Youth & Adult Sports	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	15-JUL-17	YES			
502340 - Youth & Adult Sports	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	15-JUL-17	YES			
502340 - Youth & Adult Sports	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	15-JUL-17	YES			
502340 - Youth & Adult Sports	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	15-JUL-17	YES			

## Part IV OPRYD

FY 2019-2020

ORGANIZATION	LOCATION	CLASSIFICATION	DOH	PCP	NEW/	SPANISH	CHINESE
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Aide, PT	17-JUN-17	YES			
502340 - Youth & Adult Sports	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	03-JUN-17	YES			
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Aide, PT	03-JUN-17	YES			
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Aide, PT	02-JUL-16	YES			
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Aide, PT	21-MAY-16	YES			
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Aide, PT	08-JUN-13	YES			
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Aide, PT	23-JUN-12	YES			
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Aide, PT	22-AUG-09	YES			
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Attendant I, PT	20-APR-19	YES			
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Attendant I, PT	02-JUL-16	YES			
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Attendant I, PT	11-JUN-11	YES			
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Leader I, PT	27-JUL-19	YES			
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Leader I, PT	19-MAY-18	YES			
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Leader I, PT	03-JUN-17	YES			
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Leader I, PT	22-JUN-13	YES			
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Leader I, PT	30-MAY-09	YES			
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Leader I, PT	04-JUN-05	YES			
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Leader I, PT	21-JUN-03	YES			
502340 - Youth & Adult Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PPT	22-JUN-13	YES	promoted		
502340 - Youth & Adult Sports	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	18-MAR-89	YES			
502340 - Youth & Adult Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	15-JUL-17	YES			
502340 - Youth & Adult Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	03-JUN-17	YES			
502340 - Youth & Adult Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	03-JUN-17	YES			
502340 - Youth & Adult Sports	666 Bellvue Ave	Sports Official, PT	20-JUL-13	YES			
502340 - Youth & Adult Sports	666 Bellvue Ave	Sports Official, PT	13-JUN-09	YES			
502340 - Youth & Adult Sports	666 Bellvue Ave	Sports Official, PT	06-NOV-04	YES			
502340 - Youth & Adult Sports	666 Bellvue Ave	Sports Official, PT	18-MAR-89	YES			
502340 - Youth & Adult Sports	666 Bellvue Ave	Sports Program Coordinator	17-MAY-85	YES			
502370 - Area One Special Sports Programs	666 Bellvue Ave	Recreation Aide, PT	04-MAY-19	YES			
502370 - Area One Special Sports Programs	666 Bellvue Ave	Recreation Aide, PT	04-MAY-19	YES			
502370 - Area One Special Sports Programs	666 Bellvue Ave	Recreation Aide, PT	19-MAY-18	YES			
502370 - Area One Special Sports Programs	666 Bellvue Ave	Recreation Aide, PT	22-JUN-13	YES			
502370 - Area One Special Sports Programs	666 Bellvue Ave	Recreation Leader I, PT	02-JUN-18	YES			
502370 - Area One Special Sports Programs	666 Bellvue Ave	Recreation Leader I, PT	07-JUL-12	YES			
502370 - Area One Special Sports Programs	666 Bellvue Ave	Recreation Program Director	04-MAR-00	YES			
502370 - Area One Special Sports Programs	666 Bellvue Ave	Recreation Specialist I, PT	04-MAY-19	YES			
502370 - Area One Special Sports Programs	666 Bellvue Ave	Recreation Specialist I, PT	02-JUL-16	YES			
502370 - Area One Special Sports Programs	666 Bellvue Ave	Recreation Specialist I, PT	18-JUN-16	YES			
502370 - Area One Special Sports Programs	666 Bellvue Ave	Recreation Specialist II, PPT	27-MAY-00	YES			
502370 - Area One Special Sports Programs	666 Bellvue Ave	Recreation Specialist II, PT	22-FEB-20	YES			
502370 - Area One Special Sports Programs	666 Bellvue Ave	Student Trainee, PT	21-MAY-16	YES			
502380 - Community Gardens	666 Bellvue Ave	Park Attendant, PT	03-AUG-13	NO			
502380 - Community Gardens	666 Bellvue Ave	Recreation Specialist II, PPT	21-JUN-14	YES			
503231 - Allendale Recreation Center	666 Bellvue Ave	Recreation Aide, PT	02-JUN-18	YES	terminated as of July 2020		
503231 - Allendale Recreation Center	666 Bellvue Ave	Recreation Aide, PT	03-JUN-17	YES	terminated as of July 2020		
503231 - Allendale Recreation Center	666 Bellvue Ave	Recreation Aide, PT	20-JUN-15	YES	terminated as of July 2020		
503231 - Allendale Recreation Center	666 Bellvue Ave	Recreation Aide, PT	25-JUN-11	YES			
503231 - Allendale Recreation Center	3711 SUTTER STREET	Recreation Aide, PT		YES	NEW	YES	
503231 - Allendale Recreation Center	666 Bellvue Ave	Recreation Center Director	08-JUN-13	YES			
503231 - Allendale Recreation Center	3711 SUTTER STREET	Recreation Leader I, PT	01-JUN-19	YES	terminated as of July 2020		
503231 - Allendale Recreation Center	3711 SUTTER STREET	Recreation Leader I, PT	05-JUL-14	YES			
503231 - Allendale Recreation Center	3711 SUTTER STREET	Recreation Leader I, PT	07-JUN-14	YES	placed on leave 01/2020		

## Part IV OPRYD

FY 2019-2020

ORGANIZATION	LOCATION	CLASSIFICATION	DOH	PCP	NEW/	SPANISH	CHINESE
503231 - Allendale Recreation Center	3711 SUTTER STREET	Recreation Leader I, PT	08-JUN-13	YES			
503231 - Allendale Recreation Center	3711 SUTTER STREET	Recreation Leader I, PT		YES	Prom	YES	
503231 - Allendale Recreation Center	666 Bellvue Ave	Recreation Leader II, PPT	03-JUN-17	YES			
503231 - Allendale Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	14-MAY-11	YES			
503232 - Dimond Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	13-JUL-19	YES			
503232 - Dimond Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	13-JUL-19	YES	Promoted		
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Aide, PT	04-MAY-19	YES			
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Aide, PT	04-MAY-19	YES	Promoted		
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Aide, PT	04-MAY-19	YES			
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Aide, PT	03-JUN-17	YES			
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Aide, PT	03-JUN-17	YES			
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Attendant I, PT	07-JUN-14	YES			
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Center Director	30-SEP-00	YES			
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	29-JUN-19	YES			
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	18-MAY-19	YES			
503232 - Dimond Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	30-JUN-18	YES		1	
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	16-JUN-18	YES			
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	01-JUL-17	YES			
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	02-JUL-16	YES			
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	18-JUN-16	YES			
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	20-JUN-15	YES			
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	06-JUN-15	YES			
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	19-JUL-14	YES			
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	07-JUN-14	YES			
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	22-JUN-13	YES			
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	09-JUN-12	YES			
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	28-MAY-11	YES			
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	22-JUN-13	YES			
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	06-APR-19	YES			
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	16-JUN-18	YES			
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	03-JUN-17	YES			
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	03-JUN-17	YES			1
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	02-JUL-16	YES			
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	04-JUN-16	YES			1
503233 - Franklin Recreation Center	666 Bellvue Ave	Recreation Attendant I, PT	04-JUN-16	YES			1
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	04-JUN-16	YES			1
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	06-JUN-15	YES			
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	06-JUN-15	YES			
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	11-JUN-11	YES			1
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	11-JUN-11	YES			
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	30-MAY-09	YES			
503233 - Franklin Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	07-JUN-08	YES			
503233 - Franklin Recreation Center	666 Bellvue Ave	Recreation Specialist I, PT	03-JUN-06	YES		1	
503235 - Manzanita Recreation Center	666 Bellvue Ave	Recreation Aide, PT	29-JUN-19	YES		1	
503235 - Manzanita Recreation Center	666 Bellvue Ave	Recreation Aide, PT	17-JUN-17	YES			
503235 - Manzanita Recreation Center	666 Bellvue Ave	Recreation Aide, PT	03-JUN-17	YES	1	1	
503235 - Manzanita Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	30-JUN-18	YES			
503235 - Manzanita Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	03-JUN-17	YES			
503235 - Manzanita Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	03-JUN-17	YES		1	
503235 - Manzanita Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	23-JUN-12	YES			
503235 - Manzanita Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	11-Jun-11	YES			
503235 - Manzanita Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	10-JUL-10	YES			

## Part IV OPRYD

FY 2019-2020

ORGANIZATION	LOCATION	CLASSIFICATION	DOH	PCP	NEW/	SPANISH	CHINESE
503235 - Manzanita Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	03-JUN-17	YES			
503236 - Redwood Heights Recreation Cen	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	13-JUL-19	YES			
503236 - Redwood Heights Recreation Cen	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	15-JUN-19	YES			
503236 - Redwood Heights Recreation Cen	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	18-MAY-19	YES			
503236 - Redwood Heights Recreation Cen	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	18-MAY-19	YES			
503236 - Redwood Heights Recreation Cen	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	04-MAY-19	YES			
503236 - Redwood Heights Recreation Cen	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	04-MAY-19	YES			
503236 - Redwood Heights Recreation Cen	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	04-MAY-19	YES			1
503236 - Redwood Heights Recreation Cen	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	16-JUN-18	YES			
503236 - Redwood Heights Recreation Cen	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	02-JUN-18	YES	1 promoted to RL June 2020		
503236 - Redwood Heights Recreation Cen	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	19-MAY-18	YES			
503236 - Redwood Heights Recreation Cen	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	03-JUN-17	YES	1 promoted to RL June 2020		
503236 - Redwood Heights Recreation Cen	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	20-MAY-17	YES	1 promoted to RL June 2020		
503236 - Redwood Heights Recreation Cen	666 Bellvue Ave	recreation Aide, PT	Jun-20				
503236 - Redwood Heights Recreation Cen	666 Bellvue Ave	recreation Aide, PT	Jun-20				
503236 - Redwood Heights Recreation Cen	666 Bellvue Ave	recreation Aide, PT	Jun-20				1
503236 - Redwood Heights Recreation Cen	666 Bellvue Ave	recreation Aide, PT	Jun-20			1	
503236 - Redwood Heights Recreation Cen	666 Bellvue Ave	recreation Aide, PT	Jun-20				
503236 - Redwood Heights Recreation Cen	250 FRANK H. OGAWA PLAZA	Recreation Center Director	15-JAN-94	YES			
503236 - Redwood Heights Recreation Cen	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	02-JUN-18	YES			
503236 - Redwood Heights Recreation Cen	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	17-JUN-17	YES			
503236 - Redwood Heights Recreation Cen	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	20-MAY-17	YES			
503236 - Redwood Heights Recreation Cen	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	20-MAY-17	YES			
503236 - Redwood Heights Recreation Cen	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	22-APR-17	YES			
503236 - Redwood Heights Recreation Cen	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	18-JUN-16	YES			
503236 - Redwood Heights Recreation Cen	666 Bellvue Ave	Recreation Leader I, PT	06-JUN-16	YES			
503236 - Redwood Heights Recreation Cen	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	06-JUN-16	YES			
503236 - Redwood Heights Recreation Cen	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	06-JUN-15	YES	terminated as of May 2020		
503236 - Redwood Heights Recreation Cen	666 Bellvue Ave	Recreation Leader I, PT	22-JUN-13	YES			
503236 - Redwood Heights Recreation Cen	666 Bellvue Ave	Recreation Leader I, PT	07-AUG-99	YES			
503236 - Redwood Heights Recreation Cen	666 Bellvue Ave	Recreation Leader I, PT	Jun-20				
503236 - Redwood Heights Recreation Cen	666 Bellvue Ave	recreation Leader I, PT	Jun-20				
503236 - Redwood Heights Recreation Cen	666 Bellvue Ave	Recreation Leader II, PPT	22-AUG-09	YES			
503236 - Redwood Heights Recreation Cen	666 Bellvue Ave	Recreation Leader II, PT	11-JUN-08	YES			
503236 - Redwood Heights Recreation Cen	666 Bellvue Ave	Recreation Leader II, PT	15-DEC-07	YES			
503236 - Redwood Heights Recreation Cen	666 Bellvue Ave	Recreation Leader II, PT	08-MAY-04	YES			
503236 - Redwood Heights Recreation Cen	666 Bellvue Ave	Recreation Leader II, PT	25-MAY-02	YES			
503236 - Redwood Heights Recreation Cen	666 Bellvue Ave	Recreation Specialist I, PT	25-OCT-14	YES			
503236 - Redwood Heights Recreation Cen	666 Bellvue Ave	Recreation Specialist I, PT	13-JUN-98	YES			
503236 - Redwood Heights Recreation Cen	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	20-MAY-17	YES		1	
503236 - Redwood Heights Recreation Cen	666 Bellvue Ave	Recreation Specialist II, PT	12-JUN-10	YES			
503236 - Redwood Heights Recreation Cen	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	25-MAY-02	YES			
503236 - Redwood Heights Recreation Cen	666 Bellvue Ave	Recreation Specialist III, PT	19-JUL-03	YES			
503236 - Redwood Heights Recreation Cen	666 Bellvue Ave	Recreation Specialist III, PT	27-DEC-97	YES			
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT	06-APR-19	YES			
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT	30-JUN-18	YES			
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT	02-JUN-18	YES	1		
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT	19-MAY-18	YES	1 (second assignm		1
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT	19-MAY-18	YES			1
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT	07-JUN-14	YES			1
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	04-MAY-19	YES			
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	04-JUN-16	YES			1

## Part IV OPRYD

FY 2019-2020

ORGANIZATION	LOCATION	CLASSIFICATION	DOH	PCP	NEW/	SPANISH	CHINESE
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	28-MAR-15	YES			
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Specialist I, PT	09-SEP-17	YES			
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Aide, PT	01-JUN-19	YES		1	
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Aide, PT	30-JUN-18	YES		1	
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Aide, PT	16-JUN-18	YES			
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Aide, PT	02-JUN-18	YES		1	
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Aide, PT	22-JUN-13	YES		1	
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	20-MAY-17	YES		1	
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	02-JUL-16	YES			
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	06-JUN-16	YES		1	
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	06-JUN-15	YES		1	
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	20-JUL-13	YES		1	
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	08-JUN-13	YES		1	
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	08-JUN-13	YES		1	
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	09-JUN-12	YES			
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Specialist I, PT	16-JUL-05	YES		1	
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Specialist II, PT	12-JUN-10	YES		1	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Facility Manager	18-DEC-04	NO			
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Public Service Representative	29-SEP-97	YES			
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	07-SEP-19	YES			
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	15-DEC-18	YES			
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	27-JAN-18	YES			
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	23-JUN-12	YES			
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	09-JUL-11	YES			
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	08-JUN-13	YES			
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	07-MAR-09	YES			
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	24-MAY-08	YES			
504320 - Malonga Casquelourd Center	666 Bellvue Ave	Recreation Leader II, PPT	27-MAY-08	YES			
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PT	28-JUL-07	YES			
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PPT	29-NOV-97	YES			
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	08-JUN-13	YES			
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	09-JUN-12	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	29-JUN-19	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	01-JUN-19	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	16-JUN-18	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	02-JUN-18	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	02-JUN-18	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	19-MAY-18	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	20-MAY-17	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	30-JUL-16	YES		1	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	02-JUL-16	YES			
504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Aide, PT	20-JUN-15	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	30-MAY-09	YES			1
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd fl., Suite	Recreation Attendant I, PT	06-APR-19	YES		1	
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd fl., Suite	Recreation Attendant I, PT	02-JUN-18	YES		1	
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd fl., Suite	Recreation Attendant I, PT	07-JUN-14	YES		1	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Center Director	07-JUN-03	YES		1	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	04-MAY-19	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	04-MAY-19	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	02-JUN-18	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	19-MAY-18	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	19-MAY-18	YES			

## Part IV OPRYD

FY 2019-2020

ORGANIZATION	LOCATION	CLASSIFICATION	DOH	PCP	NEW/	SPANISH	CHINESE
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	03-JUN-17	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	03-JUN-17	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	20-MAY-17	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	20-MAY-17	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	20-MAY-17	YES			
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd fl., Suit	Recreation Leader I, PT	06-JUN-16	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	06-JUN-16	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	20-JUN-15	YES			
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd fl., Suit	Recreation Leader I, PT	21-JUN-14	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	21-JUN-14	YES			
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd fl., Suit	Recreation Leader I, PT	20-JUL-13	YES			
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd fl., Suit	Recreation Leader I, PT	22-JUN-13	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	07-JUL-12	YES			
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd fl., Suit	Recreation Leader I, PT	28-JUL-10	YES			
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd fl., Suit	Recreation Leader I, PT	23-JUN-08	YES			
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd fl., Suit	Recreation Leader II, PPT	20-MAY-17	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PT	20-APR-19	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PT	19-MAY-18	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PT	18-JUL-15	YES			1
504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Leader II, PT	21-MAY-05	YES			1
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	20-APR-19	YES		1	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	17-JUN-17	YES			
504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Specialist I, PT	21-JUN-14	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	08-JUN-13	YES			
504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Specialist I, PT	08-JUN-13	YES			1
504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Specialist I, PT	26-JUN-10	YES			
504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Specialist I, PT	13-JUN-09	YES			
504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Specialist I, PT	12-JUL-08	YES			
504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Specialist I, PT	30-JUN-08	YES			
504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Specialist I, PT	02-JUN-07	YES			
504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Specialist I, PT	25-SEP-04	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	08-JAN-00	YES			
504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Specialist I, PT	11-JUN-85	YES			
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd fl., Suit	Recreation Specialist I, PT	20-SEP-97	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	11-OCT-14	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	30-AUG-14	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	17-MAY-86	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	16-JUN-84	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	02-JUN-18	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	02-JUN-18	YES			1
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	06-JUN-17	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	03-JUN-17	YES			1
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	20-MAY-17	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	20-MAY-17	YES			
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd fl., Suit	Recreation Specialist II, PT	15-AUG-15	YES			
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	04-JUL-15	YES			
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd fl., Suit	Recreation Specialist II, PT	16-AUG-14	YES			
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd fl., Suit	Recreation Specialist II, PT	08-JUN-13	YES			
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd fl., Suit	Recreation Specialist II, PT	25-JUN-11	YES			
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd fl., Suit	Recreation Specialist II, PT	14-MAY-11	YES			
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd fl., Suit	Recreation Specialist II, PT	26-JUN-10	YES		1	

## Part IV OPRYD

FY 2019-2020

ORGANIZATION	LOCATION	CLASSIFICATION	DOH	PCP	NEW/	SPANISH	CHINESE
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	09-AUG-08	YES			
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd fl., Suite	Recreation Specialist II, PT	01-JUL-08	YES			
504410 - City-Wide Programs Unit	250 Frank H. Ogawa Plaza	Recreation Aide, PT	20-JUN-15	YES			
504410 - City-Wide Programs Unit	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PPT	30-DEC-17	YES			
504410 - City-Wide Programs Unit	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	30-MAY-09	YES			
504410 - City-Wide Programs Unit	250 FRANK H. OGAWA PLAZA	Recreation Specialist III, PT	29-MAY-10	YES			
504410 - City-Wide Programs Unit	250 FRANK H. OGAWA PLAZA	Recreation Specialist III, PT	01-MAY-10	YES			
504410 - City-Wide Programs Unit	250 FRANK H. OGAWA PLAZA	Recreation Specialist III, PT	22-JUN-02	YES		1	
504410 - City-Wide Programs Unit	250 FRANK H. OGAWA PLAZA	Recreation Supervisor	08-MAY-04	YES			
509231 - Arroyo Recreation Center	666 Bellvue Ave	Recreation Aide, PT	18-JUN-16	YES			
509231 - Arroyo Recreation Center	666 Bellvue Ave	Recreation Aide, PT	07-JUN-14	YES			
509231 - Arroyo Recreation Center	666 Bellvue Ave	Recreation Aide, PT	04-MAY-19	YES			
509231 - Arroyo Recreation Center	666 Bellvue Ave	Recreation Aide, PT	02-JUN-18	YES			
509231 - Arroyo Recreation Center	666 Bellvue Ave	Recreation Aide, PT	6-Jul-00	YES	1	1	
509231 - Arroyo Recreation Center	666 Bellvue Ave	Recreation Center Director	29-APR-00	YES			
509231 - Arroyo Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	07-JUL-12	YES			
509231 - Arroyo Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	30-MAY-09	YES			
509231 - Arroyo Recreation Center	666 Bellvue Ave	Recreation Leader II, PPT	07-JUN-14	YES		1	
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	30-JUN-18	YES			
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	02-JUN-18	YES		1	
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	19-MAY-18	YES			
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	17-JUN-17	YES			
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	03-JUN-17	YES		1	
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	06-JUN-16	YES		1	
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	06-JUN-16	YES			
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	06-JUN-16	YES			
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	04-JUN-16	YES		1	
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	04-JUL-15	YES			
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	30-Jun-20	YES	1		
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	29-Jun-20	YES	1		
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	2-Jul-20	YES	1		
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	6-Jul-20	YES	1		
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	2-Jul-20	YES	1		
509233 - Ira Jinkins Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	20-APR-19	YES			
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Attendant I, PT	03-AUG-13	YES			
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Center Director	26-JUN-10	YES			
509233 - Ira Jinkins Recreation Center	7101 Edgewater Dr - Bldg 4	Recreation Leader I, PT	06-JUN-15	YES			
509233 - Ira Jinkins Recreation Center	7101 Edgewater Dr - Bldg 4	Recreation Leader I, PT	06-JUN-15	YES		1	
509233 - Ira Jinkins Recreation Center	7101 Edgewater Dr - Bldg 4	Recreation Leader I, PT	08-JUN-13	YES			
509233 - Ira Jinkins Recreation Center	7101 Edgewater Dr - Bldg 4	Recreation Leader I, PT	11-JUN-11	YES			1
509233 - Ira Jinkins Recreation Center	7101 Edgewater Dr - Bldg 4	Recreation Leader I, PT	28-JAN-06	YES			
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Leader II, PPT	22-JUN-13	YES			
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	01-AUG-15	YES			
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	03-AUG-13	YES			
509235 - Rainbow	666 Bellvue Ave	Recreation Aide, PT	27-Jul-19	YES			
509235 - Rainbow	666 Bellvue Ave	Recreation Aide, PT	04-MAY-19	YES			
509235 - Rainbow	7101 Edgewater Dr - Bldg 4	Recreation Center Director	01-JUN-70	YES			
509235 - Rainbow	666 Bellvue Ave	Recreation Leader I, PT	16-JUN-18	YES			
509235 - Rainbow	666 Bellvue Ave	Recreation Leader I, PT	20-JUN-15	YES			
509235 - Rainbow	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	04-MAY-19	YES			
509235 - Rainbow	666 Bellvue Ave	Recreation Leader I, PT	02-JUL-16	YES			
509235 - Rainbow	666 Bellvue Ave	Recreation Leader I, PT	07-JUL-01	YES			



Department Name:  
Fiscal Year: FY2019-2020



CITY OF OAKLAND

## EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

### I. DEPARTMENT CERTIFICATION

Language Access Coordinator shall obtain Department Head approval before submitting the FY 2019-2020 report to Equal Access Office. Submit report via email to Equal Access Office (To: [mfam@oaklandca.gov](mailto:mfam@oaklandca.gov)) and cc Department Head in the submission email.

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

I, DAVID FERGUSON, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for OAKLAND PUBLIC WORKS was submitted on JUNE 19, 2020.

*David Ferguson*  
David Ferguson (LAP# 20201041 RDT)

\_\_\_\_\_  
Type Name & Title

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

## II. QUANTITATIVE ASSESSMENT REPORT

### Public Works

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	David Ferguson	Robyn Hanson	Robyn Hanson
Title	Interim Director, Oakland Public Works	Support Services Manager	Support Services Manager
Address	250 FHOP – 4 <sup>th</sup> Floor, Ste. 4314	250 FHOP – 4 <sup>th</sup> Floor, Ste. 4314	250 FHOP – 4 <sup>th</sup> Floor, Ste. 4314
Phone#	510-238-4470 or 510-615-5451	510-238-2966	510-238-2966
Email	dferguson@oaklandca.gov	rhanson@oaklandca.gov	rhanson@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	642		New Hires	36	
Public Contact Positions (PCP)	16	100%	New PCP Hires	0	100%
PCP With Spanish Language Skill	3	19%	New PCP Hires with SP Skill	0	0%
PCP With Chinese Language Skill	1	6%	New PCP Hires with CH Skill	0	0%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Job Title	Outcome

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
30111 – Director and Human Resources Unit	30555 – Facilities Roving Custodial
30112 – Human Resources	30556 – Facilities Maintenance
30121 – PWA Fiscal Services	30557 – Facilities Structure
30181 – Management Information Systems Unit	30558 – Facilities Electrical Project
30211 – Engineering and Construction - Administration	30559 – Facilities Custodial
30231 – Project Delivery	30611 – Facilities & Environ Asst. Director's Office
30232 – Construction Management and Material Testing	30651 – Parks/Bldg Maintenance Administration
30234 – Facilities Planning and Development	30652 – Landscape Maintenance
30241 – Engineering Design and ROW Administration	30654 – Tree Services
30244 – Sanitary Sewer Design	30671 – SCGA Administration
30245 – Watershed and Stormwater Program	30672 – Street Cleaning
30511 – Infrastructure & Ops Assistant Director's Office	30673 – Graffiti Abatement & Rapid Response
30532 – Storm Drain Maintenance	30674 – Illegal Dumping
30533 – Sewer System Maintenance	30676 – Litter Enforcement
30541 – Equipment Services Administration	30681 – Environmental Services Administration
30551 – Facilities Administration	30682 – Environmental Services Recycling & Solid Waste
30552 – Facilities Civic Center Complex	30683 – Environmental Services Environmental Remediation
30553 – Facilities Hall of Justice Complex	30684 – Environmental Services Sustainability
30554 – Facilities Plant Operations	30689 – Environmental Services Energy Group

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Description: The Oak311 Call Center is no longer a part of the Public Works Department. It is now housed under the City Administrator's Office.	

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

<b>Table 4A Vital Documents List</b>			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Adopt a Drain Flyer	X	X	Vietnamese
Adopt a Spot Request & Agreement	X	X	Vietnamese
Battery Recycling: Safe and Legal in Oakland	X	X	Vietnamese
Capital Improvement Program Community Outreach Flyer	X	X	Vietnamese
Capital Improvement Program Community Outreach Poster	X	X	Vietnamese
Capital Improvement Program Community Outreach Survey	X	X	Vietnamese
Capital Improvement Program Community Outreach Newspaper Advertisements	X	X	
Creek to Bay Day Postcard	X	X	
Creek to Bay Day Poster	X	X	
Earth Day Flyer	X	X	
Earth Day Postcard	X	X	
Earth Day Poster	X	X	
Earth EXPO Poster	X	X	
Earth EXPO Postcard	X	X	
Earth EXPO Poster	X	X	
El Nino – Be Storm Ready Pamphlet	X	X	
Environmentally Sensitive Vegetation Management	X	X	Vietnamese
Greenware Ordinance Flyer	X	X	Vietnamese
Guide for Oakland Food Vendors	X	X	Vietnamese
Home Energy Efficiency Outreach Material	X	X	
Oaktown Proud Illegal Dumping Resource Guide	X	X	
Recycling Program Guide	X	X	Vietnamese
Residential Fat, Oil & Grease Postcard	X	X	
Small Business Recycling	X	X	
Volunteer Opportunities	X	X	
Volunteer Guidelines & Safety Sheet	X	X	
Volunteer Waiver	X	X	
Volunteer Sign In Sheet	X	X	
Volunteer Incident/Injury Report Form	X	X	
Zero Waste SFD Service Brochure	X	X	Vietnamese
Zero Waste MFD Service Brochure	X	X	Vietnamese
Zero Waste 1-2-3 Composting Instruction Card	X	X	Vietnamese

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

<b>Table 5. Multilingual Telephone Recordings</b>		
Location Description	Telephone Number	Status
OPW Main Reception Desk	510-238-3961	Completed
OPW Construction Management	510-238-3051	Completed
Recycling Hotline	510-238-7283	Completed
Volunteer Opportunities	510-238-7630	Completed
Event Hotline	510-238-7611	Completed
Adopt-a-Spot Event Hotline	510-238-7630	Completed

Department Name: Public Works  
 Fiscal Year: FY2019-2020

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

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

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

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

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

**III. QUALITATIVE ASSESSMENT REPORT**

**A. Bilingual Public Contact Positions Assessment**

**Department Name:**

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
642	16	2	3	Yes	1	1	Yes

Goal = PCP X %

This report covers fiscal year 2019-2020 and data is reported as of June 30, 2020.

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.

OPW’s Bureau of Administration have one (1) FTE, a Public Information Officer II, a part-time Administrative Assistant I, and a part-time Senior Aide designated as PCPs. The Public Information Officer II serves as the liaison between department and the community. The part-time Administrative Assistant I and Senior Aide are responsible for the day-to-day operations of assisting and directing the public and other City staff. These positions are located at 250 Frank H. Ogawa Plaza, Suite 4314.

The Bureau of Environment have a total of eleven (11) FTEs designated as PCP’s. These positions are located at 750 – 50<sup>th</sup> Avenue and 250 Frank H. Ogawa Plaza, 5<sup>th</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 the OAK311 Call Center was moved to the City Administrator’s Office; however, we are still partners and rely on OAK311 staff heavily in receiving and responding to all the department’s service requests. Also, the annual Earth Day Volunteer Cleanup event in April was cancelled due to the Covid-19 pandemic. Instead, staff produced an on-line guide to provide environmental protection resources and educational materials that the community could access at home. OPW is determined to stay committed to providing the best possible 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 (DHRM) and Equal Access to ensure that the needs of the LES community is met. Currently, OPW employs staff that is proficient in Spanish, Cantonese, Mandarin, Vietnamese, Tagalog, Arabic, German, Persian, French, and Mian.

This reporting year, the Environmental Enforcement Unit which is a part of the Illegal Dumping Program, was created to help reduce and/or eliminate illegal dumping, litter and blight within the Oakland communities. This special unit consists of one (1) Clean Community Supervisor

and three (3) Environment Enforcement Officers in which one is Spanish speaking. They are consistently out in the field communicating and educating Oakland communities about illegal dumping, litter and blight which includes attending community meetings. This reporting year they attended approximately 12 community meetings, such as Mosswood Site Closer meetings, BID Alliance meetings, Stonehurst Neighborhood meetings, Oakland Community Organization meetings and Clean Streets Healthy Neighborhoods meetings. They also sponsored a table at the Art & Soul Festival, Laurel Street Fair and Octoberfest.

OPW will continue to expand our hiring outreach efforts to different professional organizations, social media outlets, colleges and universities for our future recruitments which will give us a more diverse and broader pool of candidates.

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

OPW made a request to DHRM to have continuous recruitments for several of the department’s classifications, such as Assistant Engineer I & II and Civil Engineer along with part-time Custodian and Park Attendant and DHRM honored the request. This allowed the department to increase the number of part-time Park Attendants and Custodians hired this reporting year.

OPW will continue to expand their outreach efforts to numerous high schools, colleges and universities to hire part-time Engineering Interns and Student Trainees. These students are all from various diverse backgrounds that will work in several units of the department. This is a great opportunity for OPW to help students gain insight and knowledge of how Oakland City Government works and specifically how OPW serves the LES community and the citizens of Oakland in general.

4. Describe 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.

OPW continues to use volunteers at several of our annual departmental events and activities (i.e., Battle of the Bay/Creek to Bay Day, Adopt-a-Spot, Adopt-a-Storm Drain, MLK Day of Service, Earth EXPO/Earth Day, Art and Soul, etc.). These events are attended in large numbers by the LES community and some volunteers serve as translators periodically.

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

1. Departments are required to “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.

All required notices are at the following locations:

- OPW Main Reception Information desk at 250 Frank H. Ogawa Plaza – Administration, Suite 4314;
- Bureau of Environment, Environmental Services, 250 Frank H. Ogawa Plaza, Suite 5302
- Bureau of Environment, Environmental Enforcement Unit, 750 – 50<sup>th</sup> Avenue

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 3A, 100% of vital documents were translated into threshold languages with 32 vital documents translated in Spanish and Chinese and several are translated in Vietnamese.

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

OPW translated the "Oakland Proud Illegal Dumping Resource Guide" in Spanish and Chinese.

### **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 six (6) multilingual telephone message lines:

- OPW Main Reception Information Desk – 510-238-3961
- OPW Construction Management – 510 238-3051
- Recycling Hotline – 510-238-7283
- Volunteer Opportunities – 510-238-7630
- Event Hotlines – 510-238-7611
- Adopt-a-Spot Event Hotline – 510-238-7630

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

1. Describe 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 has copies of the Equal Access "Removing Language Barriers- Enhancing Communication" pamphlets translated in Spanish and Chinese and the Equal Access "Call Interpreter" business cards at the main reception information desk at 250 Frank H. Ogawa Plaza, Suite 4314.

2. 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 community meetings, and department special events and activities.

3. 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 this reporting period.

### **E. Action Plan**

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

As stated in Section A3, OPW plans to have several continuous recruitments within the next 12 months which will give the department a broad pool of candidates to hire additional bilingual staff.

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 following locations:

- OPW Main Reception Information desk at 250 Frank H. Ogawa Plaza – Administration, Suite 4314;
- Bureau of Environment, Environmental Services, 250 Frank H. Ogawa Plaza, Suite 5302;
- Bureau of Environment, Environmental Enforcement Unit, 750 – 50<sup>th</sup> Avenue.

A written copy of the report will be available for the public to view at OPW, Bureau of Administration Main Reception Information Desk, 250 Frank H. Ogawa Plaza, Suite 4314.

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG	
30111 - Director and Human Resources Unit	250 FRANK H. OGAWA PLAZA	Assistant to the Director	04-APR-16		NO		
30111 - Director and Human Resources Unit	250 FRANK H. OGAWA PLAZA	Director of Public Works	13-Jan-18		NO		
30111 - Director and Human Resources Unit	250 FRANK H. OGAWA PLAZA	Exec Asst to the Director	07-SEP-19	*	NO		
30111 - Director and Human Resources Unit	250 FRANK H. OGAWA PLAZA	Manager, Agency Administrative	14-MAY-12		NO		
30111 - Director and Human Resources Unit	250 FRANK H. OGAWA PLAZA	Public Information Officer II	14-MAR-16		Yes		
30111 - Director and Human Resources Unit	250 FRANK H. OGAWA PLAZA	Public Works Operations Manager	12-SEP-16		NO		
30111 - Director and Human Resources Unit	250 FRANK H. OGAWA PLAZA	Temp Contract Svcs Employee, PT	16-DEC-17		NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Administrative Assistant I, PT	18-MAY-19		Yes		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Administrative Analyst II	05-OCT-92		NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Administrative Analyst II	23-OCT-06		NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Manager, Support Services	07-MAR-20	*	NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Payroll Personnel Clerk III	24-NOV-01		NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Payroll Personnel Clerk III	04-DEC-06		NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Payroll Personnel Clerk III	08-FEB-20	*	NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Program Analyst I	21-MAY-12		NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Support Services Supervisor	03-JAN-17		NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Support Services Supervisor	26-JAN-19		NO		
30121 - PWA Fiscal Services	PWA FISCAL	Account Clerk III	17-AUG-15		NO		
30121 - PWA Fiscal Services	PWA FISCAL	Accountant II	01-AUG-01		NO		
30121 - PWA Fiscal Services	PWA FISCAL	Accountant II	18-MAY-19		NO		
30121 - PWA Fiscal Services	PWA FISCAL	Accountant III	02-JAN-01		NO		
30121 - PWA Fiscal Services	PWA FISCAL	Accountant III	18-OCT-04		NO		
30121 - PWA Fiscal Services	PWA FISCAL	Accountant III	24-OCT-05		NO		
30121 - PWA Fiscal Services	PWA FISCAL	Administrative Services Manager II	30-OCT-06		NO		
30121 - PWA Fiscal Services	PWA FISCAL	Budget & Grants Administrator	14-NOV-90		NO	Tagalog	
30121 - PWA Fiscal Services	PWA FISCAL	Management Assistant	13-OCT-14		NO		
30121 - PWA Fiscal Services	PWA FISCAL	Senior Aide, PT	21-JUL-14		YES		
30181 - Management Information Systems	PWA FISCAL	Business Analyst II	24-APR-06		NO		
30181 - Management Information Systems	250 Frank Ogawa Plaza	Business Analyst III	18-OCT-04		NO		
30181 - Management Information Systems	PWA FISCAL	Manager, Technology Pgm	08-APR-96		NO		
30211 - Engineering and Construction - Adm	250 FRANK H. OGAWA PLAZA	Administrative Assistant I, PT	15-JUL-17		NO		
30211 - Engineering and Construction - Adm	250 FRANK H. OGAWA PLAZA	Administrative Analyst II	25-JAN-10		NO		
30211 - Engineering and Construction - Adm	250 Frank Ogawa Plaza	Administrative Assistant II	30-APR-01		NO		
30211 - Engineering and Construction - Adm	250 FRANK H. OGAWA PLAZA	Assist Director, Pub Works	02-DEC-17		NO		
30211 - Engineering and Construction - Adm	250 Frank Ogawa Plaza	Capital Improvement Project Coor	04-JUN-01		NO	Chinese	
30231 - Project Delivery - Administration	250 Frank Ogawa Plaza	Administrative Assistant II	03-APR-96		NO		
30232 - Construction Management and Mat	250 Frank Ogawa Plaza	Construction Inspector (Field)	15-MAR-04		NO	German	Persian
30232 - Construction Management and Mat	250 Frank Ogawa Plaza	Construction Inspector (Field)	17-JUL-06		NO		
30232 - Construction Management and Mat	250 Frank Ogawa Plaza	Construction Inspector (Field)	24-AUG-19	*	NO		
30232 - Construction Management and Mat	250 Frank Ogawa Plaza	Construction Inspector, Sup II	24-JAN-00		NO	Arabic	French
30232 - Construction Management and Mat	7101 Edgewater Dr - Bldg 4	Engineer, Assistant I (Office)	25-JAN-20	*	NO		
30232 - Construction Management and Mat	7101 Edgewater Dr - Bldg 4	Engineer, Assistant I (Office)	08-FEB-20	*	NO		
30232 - Construction Management and Mat	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	15-OCT-96		NO		
30232 - Construction Management and Mat	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	22-AUG-11		NO		
30232 - Construction Management and Mat	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	29-OCT-12		NO		

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG	
30232 - Construction Management and Mat	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	02-SEP-14		NO		
30232 - Construction Management and Mat	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	27-MAR-17		NO		
30232 - Construction Management and Mat	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	02-JUN-18		NO		
30232 - Construction Management and Mat	7101 Edgewater Dr - Bldg 4	Engineer, Civil (Office)	29-MAY-12		NO		
30232 - Construction Management and Mat	7101 Edgewater Dr - Bldg 4	Engineer, Civil (Office)	29-OCT-12		NO		
30232 - Construction Management and Mat	250 Frank Ogawa Plaza	Engineer, Civil (Office)	02-SEP-14		NO		
30232 - Construction Management and Mat	7101 Edgewater Dr - Bldg 4	Engineer, Civil (Office)	09-FEB-19		NO		
30232 - Construction Management and Mat	250 Frank Ogawa Plaza	Engineer, Civil Supervising (Field)	04-APR-94		NO	Chinese	
30232 - Construction Management and Mat	7101 Edgewater Dr - Bldg 4	Engineer, Civil Supv (Office)	28-AUG-06		NO	Chinese	
30232 - Construction Management and Mat	7101 Edgewater Dr - Bldg 4	Student Trainee, PT	30-JUN-18		NO		
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Account Clerk III	12-APR-04		NO		
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Capital Improvement Project Coor	25-JAN-99		NO	Chinese	
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Capital Improvement Project Coor	19-AUG-97		NO		
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Capital Improvement Project Coor	23-OCT-06		NO		
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Capital Improvement Project Coor	30-MAR-15		NO		
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Capital Improvement Project Coor	12-SEP-16		NO		
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Capital Improvement Project Coor	05-MAY-18		NO		
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Capital Improvement Project Coor	07-MAR-20	*	NO		
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Project Manager II	15-JUL-02		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Construction Inspector (Field)	11-OCT-04		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Construction Inspector, Sr (Field)	04-MAR-89		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Drafting Technician, Int (Office)	13-MAR-17		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Assistant I (Office)	25-JAN-20	*	NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Assistant I (Office)	08-FEB-20	*	NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Assistant I (Office)	08-FEB-20	*	NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	12-JUN-95		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	23-APR-07		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Civil (Field)	27-FEB-01		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Civil (Office)	25-FEB-91		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Civil Principal	04-JUN-07		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Civil Supv (Office)	07-APR-18		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	11-AUG-18		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Student Trainee, PT	29-JUL-17		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Student Trainee, PT	06-OCT-18		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Student Trainee, PT	13-JUL-19	*	NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Student Trainee, PT	13-JUL-19	*	NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Student Trainee, PT	13-JUL-19	*	NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Student Trainee, PT	13-JUL-19	*	NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Student Trainee, PT	22-FEB-20	*	NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	07-SEP-19	*	NO		
30245 - Watershed and Stormwater Program	250 Frank Ogawa Plaza	Engineer, Civil (Office)	04-JAN-16		NO		
30245 - Watershed and Stormwater Program	250 Frank Ogawa Plaza	Program Analyst III	17-JAN-17		NO		
30245 - Watershed and Stormwater Program	250 Frank Ogawa Plaza	Program Analyst III	17-JUN-17		NO		
30245 - Watershed and Stormwater Program	250 FRANK H. OGAWA PLAZA	Project Manager II	30-MAR-98		NO		
30511 - Infrastructure& Ops Asst Director's C	7101 Edgewater Dr - Bldg 4	Administrative Assistant I	03-MAR-03		NO		

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG	
30511 - Infrastructure& Ops Asst Director's C	7101 Edgewater Dr - Bldg 4	Assist Director, Pub Works	26-MAY-14		NO		
30511 - Infrastructure& Ops Asst Director's C	7101 Edgewater Dr - Bldg 4	Budget & Operations Analyst III	17-FEB-01		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Administrative Assistant I	06-OCT-03		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Heavy Equipment Operator	14-OCT-02		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	16-FEB-93		NO		
30532 - Storm Drain Maintenance	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	15-DEC-97		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	02-FEB-04		NO		
30532 - Storm Drain Maintenance	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	08-AUG-09		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	08-JUL-13		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	31-AUG-13		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	29-SEP-14		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	24-NOV-14		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	28-MAR-16		NO		
30532 - Storm Drain Maintenance	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	28-JUL-18		NO		
30532 - Storm Drain Maintenance	5050 COLISEUM WAY	Public Works Maintenance Worker	22-SEP-18		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	22-SEP-18		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	11-FEB-91		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor II	19-APR-99		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	03-JUL-93		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	14-APR-01		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	23-JUL-01		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	13-MAY-02		NO		
30532 - Storm Drain Maintenance	5050 COLISEUM WAY	Street Maintenance Leader	03-AUG-02		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	23-OCT-06		NO		
30532 - Storm Drain Maintenance	5921 Shepherd Canyon Rd	Street Maintenance Leader	20-SEP-10		NO		
30532 - Storm Drain Maintenance	5921 Shepherd Canyon Rd	Street Maintenance Leader	11-SEP-17		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Administrative Assistant II	24-AUG-09		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Exempt Limited Duration Employee	28-JAN-08		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Heavy Equipment Operator	09-MAY-05		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Heavy Equipment Operator	28-AUG-09		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Program Analyst II	10-APR-06		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Operations Manager	23-MAR-19		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	29-JAN-96		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	27-OCT-03		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	02-JAN-07		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	01-OCT-12		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	05-JAN-15		NO		
30533 - Sewer System Maintenance	750 50th Ave.	Public Works Supervisor II	01-OCT-94		NO		
30533 - Sewer System Maintenance	5921 Shepherd Canyon Rd	Public Works Supervisor II	18-OCT-93		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	24-JAN-83		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	20-OCT-86		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	12-OCT-87		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	22-AUG-88		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	29-AUG-88		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	15-MAR-93		NO		

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	14-MAR-94		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	14-JUN-97		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	19-APR-99		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	19-AUG-02		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	09-SEP-06		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	02-JAN-07		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	02-JAN-07		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	23-OCT-07		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	24-JAN-11		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	23-JAN-12		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	14-MAY-12		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	25-JUN-12		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	05-OCT-19	*	NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Planner	08-JUL-13		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	10-JAN-00		NO	Spanish	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	22-APR-91		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	16-FEB-93		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	20-MAR-99		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	18-OCT-99		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	24-JUN-00		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	18-AUG-01		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	22-JUN-02		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	01-JUL-06		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	02-JAN-07		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	02-JAN-07		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	02-JAN-07		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	02-JAN-07		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	02-JAN-07		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	02-JUN-07		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	23-OCT-07		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	07-APR-08		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	08-AUG-09		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	12-JUL-10		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	09-MAY-11		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	23-DEC-13		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	23-DEC-13		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	23-DEC-13		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	06-JAN-14		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	28-AUG-17		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	23-SEP-17		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	21-MAY-18		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	08-FEB-20	*	NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	08-FEB-20	*	NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Administrative Analyst II	24-MAR-08		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	07-DEC-92		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	15-AUG-03		NO		

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	19-MAY-05		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	27-FEB-06		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	03-DEC-07		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	12-MAY-14		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	27-FEB-17		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	13-MAR-17		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Service Worker	27-SEP-04		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Service Worker	02-OCT-06		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Service Worker	15-AUG-07		NO		
30541 - Equipment Services Administration	250 Frank Ogawa Plaza	Electro-Mechanical Machinist	13-MAR-00		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Equipment Body Repair Worker	14-FEB-95		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Equipment Body Repair Worker	26-SEP-05		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Equipment Parts Technician	19-NOV-07		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Equipment Parts Technician	09-JUN-14		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Equipment Parts Technician	05-JUN-17		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Equipment Parts Technician	05-JUN-17		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Equipment Services Superintendent	13-AUG-07		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Equipment Supervisor	15-JUN-98		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Equipment Supervisor	11-AUG-03		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Facility Security Assistant, PT	29-SEP-14		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Facility Security Assistant, PT	31-MAR-14		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Fleet Compliance Coordinator	11-MAY-15		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	11-MAR-91		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	04-MAR-96		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	20-DEC-04		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	06-NOV-06		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	25-JUN-12		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	31-MAR-14		NO		
30541 - Equipment Services Administration	250 Frank Ogawa Plaza	Heavy Equipment Mechanic	11-MAY-15		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	05-JUL-16		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	27-FEB-17		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Service Worker	29-AUG-05		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Supervisor	05-NOV-07		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Supervisor	31-MAR-14		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Manager, Equipment Services	01-JUN-99		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Temp Contract Svcs Employee, PT	18-DEC-17		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Temp Contract Svcs Employee, PT	18-DEC-17		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Temp Contract Svcs Employee, PT	10-SEP-18		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Temp Contract Svcs Employee, PT	23-MAR-19		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Temp Contract Svcs Employee, PT	20-APR-19		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Temp Contract Svcs Employee, PT	21-SEP-19	*	NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Temp Contract Svcs Employee, PT	21-SEP-19	*	NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Temp Contract Svcs Employee, PT	21-SEP-19	*	NO		
30551 - Facilities: Administration	7101 Edgewater Dr - Bldg 4	Administrative Analyst II	18-DEC-06		NO		
30551 - Facilities: Administration	250 Frank Ogawa Plaza	Administrative Assistant II	07-OCT-02		NO	Spanish	

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG	
30551 - Facilities: Administration	250 Frank Ogawa Plaza	Capital Improvement Project Coor	19-DEC-05		NO		
30551 - Facilities: Administration	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	03-MAY-08		NO		
30551 - Facilities: Administration	250 Frank Ogawa Plaza	Facilities Complex Manager	29-MAY-12		NO		
30551 - Facilities: Administration	7101 Edgewater Dr - Bldg 4	Facilities Complex Manager	04-JAN-14		NO		
30551 - Facilities: Administration	7101 Edgewater Dr - Bldg 2	Manager, Building Services	06-MAY-95		NO		
30551 - Facilities: Administration	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	05-OCT-19	*	NO		
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Plaza	Custodian	10-DEC-96		NO	Spanish	
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Plaza	Custodian	29-NOV-97		NO	Chinese	
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian	06-MAY-02		NO	Spanish	
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Plaza	Custodian	11-MAY-92		NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian	24-NOV-97		NO		
30552 - Facilities: Civic Center Complex	666 Bellvue Ave	Custodian	07-OCT-98		NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian	04-JAN-99		NO		
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Plaza	Custodian	26-SEP-06		NO		
30552 - Facilities: Civic Center Complex	666 Bellvue Ave	Custodian	21-FEB-07		NO		
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Plaza	Custodian	18-FEB-14		NO		
30552 - Facilities: Civic Center Complex	666 Bellvue Ave	Custodian	18-FEB-14		NO		
30552 - Facilities: Civic Center Complex	666 Bellvue Ave	Custodian	16-FEB-16		NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian	16-FEB-16		NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PPT	21-JUL-14		NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PPT	16-FEB-16		NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	21-NOV-05		NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	02-FEB-15		NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	02-FEB-15		NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	16-FEB-16		NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	26-AUG-17		NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	26-AUG-17		NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	09-MAR-19		NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	09-MAR-19		NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	09-MAR-19		NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	09-MAR-19		NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	09-MAR-19		NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	06-APR-19		NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Maintenance Mechanic	23-NOV-15		NO		
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Plaza	Stationary Engineer	18-AUG-03		NO		
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Plaza	Stationary Engineer, Chief	01-FEB-99		NO		
30553 - Facilities: Hall of Justice Complex	7101 Edgewater Dr - Bldg 4	Custodial Services Supervisor I	02-JUL-07		NO		
30553 - Facilities: Hall of Justice Complex	150 Frank H. Ogawa Plaza	Custodian	02-JAN-01		NO		
30553 - Facilities: Hall of Justice Complex	150 Frank H. Ogawa Plaza	Custodian	06-JUL-02		NO		
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian	31-JAN-04		NO		
30553 - Facilities: Hall of Justice Complex	150 Frank H. Ogawa Plaza	Custodian	17-MAY-04		NO		
30553 - Facilities: Hall of Justice Complex	666 Bellvue Ave	Custodian	28-MAY-13		NO		
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian	18-FEB-14		NO		
30553 - Facilities: Hall of Justice Complex	8201 EDGEWATER DRIVE	Custodian	16-FEB-16		NO		
30553 - Facilities: Hall of Justice Complex	666 Bellvue Ave	Custodian, PPT	25-JUL-98		NO		

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG	
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian, PT	22-MAY-03		NO		
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian, PT	04-MAR-13		NO		
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian, PT	26-AUG-17		NO		
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian, PT	09-MAR-19		NO		
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian, PT	09-MAR-19		NO		
30553 - Facilities: Hall of Justice Complex	150 Frank H. Ogawa Plaza	Stationary Engineer	10-MAY-04		NO		
30553 - Facilities: Hall of Justice Complex	7101 Edgewater Dr - Bldg 2	Stationary Engineer	24-AUG-09		NO		
30553 - Facilities: Hall of Justice Complex	455 7th Street	Stationary Engineer, Chief	05-NOV-07		NO		
30554 - Facilities: Plant Operations	1000 Oak Street	Stationary Engineer	30-JUN-97		NO		
30554 - Facilities: Plant Operations	1000 Oak Street	Stationary Engineer	23-MAR-98		NO		
30554 - Facilities: Plant Operations	7101 Edgewater Dr - Bldg 2	Stationary Engineer	30-SEP-02		NO		
30554 - Facilities: Plant Operations	1000 Oak Street	Stationary Engineer	07-DEC-13		NO		
30554 - Facilities: Plant Operations	250 Frank Ogawa Plaza	Stationary Engineer	04-APR-20	*	NO		
30554 - Facilities: Plant Operations	1000 Oak Street	Stationary Engineer, Chief	10-JAN-05		NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodial Services Supervisor I	03-MAY-10		NO		
30555 - Facilities: Roving Custodial - OPR	666 Bellvue Ave	Custodian	11-JAN-97		NO		
30555 - Facilities: Roving Custodial - OPR	7101 Edgewater Dr - Bldg 4	Custodian	19-JUL-97		NO		
30555 - Facilities: Roving Custodial - OPR	7101 Edgewater Dr - Bldg 4	Custodian	30-MAR-02		NO		
30555 - Facilities: Roving Custodial - OPR	666 Bellvue Ave	Custodian	08-DEC-03		NO		
30555 - Facilities: Roving Custodial - OPR	150 Frank H. Ogawa Plaza	Custodian	31-JAN-04		NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian	19-JUN-04		NO		
30555 - Facilities: Roving Custodial - OPR	666 Bellvue Ave	Custodian	16-JUL-05		NO		
30555 - Facilities: Roving Custodial - OPR	7101 Edgewater Dr - Bldg 4	Custodian	31-JUL-06		NO		
30555 - Facilities: Roving Custodial - OPR	666 Bellvue Ave	Custodian	20-NOV-06		NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian	21-JUL-14		NO		
30555 - Facilities: Roving Custodial - OPR	666 Bellvue Ave	Custodian	31-JAN-15		NO		
30555 - Facilities: Roving Custodial - OPR	666 Bellvue Ave	Custodian	16-FEB-16		NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian Supervisor	08-NOV-99		NO		
30555 - Facilities: Roving Custodial - OPR	666 Bellvue Ave	Custodian, PPT	22-MAY-04		NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PPT	16-FEB-16		NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	09-JUL-12		NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	28-MAY-13		NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	08-JUN-13		NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	31-JAN-15		NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	31-JAN-15		NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	02-FEB-15		NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	11-SEP-17		NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	09-MAR-19		NO		
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Mechanic	21-MAY-07		NO		
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Mechanic	20-JAN-15		NO		
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Supv I	26-MAR-07		NO		
30556 - Facilities: Maintenance	250 Frank Ogawa Plaza	Maintenance Mechanic	02-FEB-15		NO		
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Painter	23-JAN-89		NO		
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Painter	03-NOV-99		NO		
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Plumber	15-APR-02		NO		

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG	
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Plumber	26-OCT-02		NO		
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Carpenter	18-OCT-93		NO		
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Carpenter	26-MAR-07		NO		
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Carpenter	19-NOV-07		NO		
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Mechanic	28-OCT-02		NO		
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Mechanic	29-APR-13		NO		
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Supv I	12-JUN-00		NO		
30558 - Facilities: Electrical/ Project	7101 Edgewater Dr - Bldg 2	Administrative Assistant II	20-OCT-18		NO		
30558 - Facilities: Electrical/ Project	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Supv I	31-JUL-06		NO		
30558 - Facilities: Electrical/ Project	7101 Edgewater Dr - Bldg 2	Electrician	03-NOV-97		NO		
30558 - Facilities: Electrical/ Project	7101 Edgewater Dr - Bldg 2	Electrician	28-JUN-10		NO		
30558 - Facilities: Electrical/ Project	7101 Edgewater Dr - Bldg 2	Electrician Leader	31-JAN-05		NO		
30558 - Facilities: Electrical/ Project	250 Frank Ogawa Plaza	Maintenance Mechanic	31-JUL-06		NO		
30558 - Facilities: Electrical/ Project	250 Frank Ogawa Plaza	Maintenance Mechanic	07-DEC-13		NO		
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Custodial Services Supervisor I	07-JAN-13		NO		
30559 - Facilities: Custodial - OPL	7101 Edgewater Dr - Bldg 4	Custodian	23-AUG-93		NO		
30559 - Facilities: Custodial - OPL	150 Frank H. Ogawa Plaza	Custodian	28-JUL-98		NO		
30559 - Facilities: Custodial - OPL	7101 Edgewater Dr - Bldg 4	Custodian	30-OCT-00		NO		
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Custodian	02-FEB-02		NO		
30559 - Facilities: Custodial - OPL	7101 Edgewater Dr - Bldg 4	Custodian	31-AUG-02		NO		
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian	20-OCT-06		NO		
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	18-APR-98		NO		
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	16-SEP-00		NO		
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	03-AUG-02		NO		
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	31-AUG-02		NO		
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	01-AUG-05		NO		
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	13-NOV-10		NO		
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	16-APR-11		NO		
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	02-FEB-15		NO		
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	16-FEB-16		NO		
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	26-AUG-17		NO		
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	11-SEP-17		NO		
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	09-MAR-19		NO		
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	23-MAR-19		NO		
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	08-FEB-20	*	NO		
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	08-FEB-20	*	NO		
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	08-FEB-20	*	NO		
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	08-FEB-20	*	NO		
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	22-FEB-20	*	NO		
30611 - Facilities & Environ Asst. Director's C	7101 Edgewater Dr - Bldg 2	Administrative Assistant I	15-DEC-08		NO		
30611 - Facilities & Environ Asst. Director's C	7101 Edgewater Dr - Bldg 2	Administrative Services Manager I	10-DEC-12		NO		
30611 - Facilities & Environ Asst. Director's C	7101 Edgewater Dr - Bldg 4	Assist Director, Pub Works	13-JAN-18		NO		
30651 - Parks/Bldg Maint Admin	7101 Edgewater Dr - Bldg 4	Manager, Park Services	08-JUL-87		NO		
30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	Gardener Crew Leader	11-JUL-87		NO		
30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	Gardener Crew Leader	04-MAR-89		NO		

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG	
30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	Gardener Crew Leader	31-OCT-98		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	24-JUN-00		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	03-MAR-04		NO		
30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	Gardener Crew Leader	17-APR-06		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	07-MAY-07		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	08-OCT-07		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Gardener Crew Leader	08-AUG-09		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	03-OCT-11		NO		
30652 - Landscape Maintenance	7101 Edgewater Drive	Gardener Crew Leader	06-AUG-12		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Gardener Crew Leader	04-SEP-12		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	12-NOV-13		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	09-JUN-14		NO		
30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	Gardener Crew Leader	05-JUL-16		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	06-MAY-17		NO		
30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	Gardener II	11-DEC-99		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	03-JUL-06		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	04-JUN-07		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	03-MAY-10		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Gardener II	13-JUN-11		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	04-SEP-12		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	04-SEP-12		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	09-JUN-14		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	06-JUL-15		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	05-JUL-16		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Irrigation Repair Specialist	09-MAY-11		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Irrigation Repair Specialist	05-JAN-15		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Irrigation Repair Specialist	11-AUG-18		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PPT	29-MAR-96		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PPT	11-SEP-06		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PPT	08-JUL-13		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	02-FEB-02		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	31-AUG-02		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	11-SEP-06		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	07-MAY-07		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	15-DEC-07		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	09-JUN-14		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	24-NOV-14		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	05-JUL-16		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	05-JUL-16		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	17-JAN-17		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	17-JAN-17		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	17-JAN-17		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	06-MAY-17		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	06-MAY-17		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	06-MAY-17		NO		

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG	
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	20-MAY-17		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	20-MAY-17		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	16-JAN-18		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	16-JAN-18		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	16-JAN-18		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	16-JAN-18		NO		
30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	Park Attendant, PT	19-MAY-18		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	21-MAY-18		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	21-MAY-18		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	21-MAY-18		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	28-JUL-18		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	06-APR-19		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	06-APR-19		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	06-APR-19		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	06-APR-19		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	06-APR-19		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	06-APR-19		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	06-APR-19		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	01-JUN-19		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	01-JUN-19		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	01-JUN-19		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	01-JUN-19		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	01-JUN-19		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	01-JUN-19		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	06-APR-19		YES		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	01-JUN-19		YES		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Equipment Operator	03-OCT-11		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Equipment Operator	04-SEP-12		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Equipment Operator	04-SEP-12		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Equipment Operator	08-JUL-13		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Equipment Operator	24-AUG-19	*	NO		
30652 - Landscape Maintenance	250 FRANK H. OGAWA PLAZA	Park Supervisor I	14-APR-01		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Supervisor I	03-MAY-10		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Supervisor I	14-APR-14		NO		
30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	Park Supervisor I	01-JUL-17		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Supervisor I	01-DEC-18		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Supervisor II	06-AUG-12		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Administrative Analyst II	23-MAR-19		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Administrative Assistant I	11-DEC-99		NO	Spanish	
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Arboricultural Inspector	27-APR-91		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Arboricultural Inspector	14-APR-14		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree High Climber	20-JUL-83		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Supervisor I	18-FEB-89		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Supervisor I	17-DEC-18		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Supervisor II	29-JAN-18		NO		

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG	
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	23-NOV-02		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	14-FEB-05		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	07-SEP-09		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	15-NOV-10		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	04-JUN-18		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	16-JUN-18		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	16-JUN-18		NO		
30671 - SCGA Admin	750 50th Ave.	Administrative Analyst II	28-JUL-18		NO		
30671 - SCGA Admin	750 50th Ave.	Public Works Operations Manager	21-OCT-91		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Public Works Maintenance Worker	09-MAY-05		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Public Works Supervisor I	17-JAN-89		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Public Works Supervisor I	15-DEC-97		NO		
30672 - Street Cleaning	750 50th Ave.	Public Works Supervisor II	12-OCT-87		NO		
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Maintenance Leader	11-MAR-85		NO		
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Sweeper Operator	19-FEB-82		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	04-MAY-87		NO		
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Sweeper Operator	16-APR-90		NO		
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Sweeper Operator	10-SEP-96		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	22-JUL-01		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	13-MAY-02		NO		
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Sweeper Operator	18-JAN-05		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	29-AUG-05		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	10-OCT-06		NO		
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Sweeper Operator	23-OCT-06		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	25-OCT-07		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	29-APR-13		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	03-DEC-17		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	05-OCT-19	*	NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	05-OCT-19	*	NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	01-OCT-12		NO		
30673 - Graffiti Abatement & Rapid Respons	750 50th Ave.	Facility Security Assistant, PT	18-APR-88		NO		
30673 - Graffiti Abatement & Rapid Respons	750 50th Ave.	Heavy Equipment Operator	07-JAN-13		NO		
30673 - Graffiti Abatement & Rapid Respons	5050 COLISEUM WAY	Painter	11-JAN-88		NO		
30673 - Graffiti Abatement & Rapid Respons	750 50th Ave.	Painter	03-SEP-13		NO		
30673 - Graffiti Abatement & Rapid Respons	750 50th Ave.	Painter	16-SEP-13		NO		
30673 - Graffiti Abatement & Rapid Respons	750 50th Ave.	Public Works Maintenance Worker	07-JUL-14		NO		
30673 - Graffiti Abatement & Rapid Respons	750 50th Ave.	Public Works Maintenance Worker	21-OCT-17		NO		
30673 - Graffiti Abatement & Rapid Respons	750 50th Ave.	Public Works Maintenance Worker	16-JAN-18		NO		
30673 - Graffiti Abatement & Rapid Respons	750 50th Ave.	Public Works Maintenance Worker	28-JUL-18		NO		
30673 - Graffiti Abatement & Rapid Respons	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	23-JUL-01		NO		
30673 - Graffiti Abatement & Rapid Respons	750 50th Ave.	Street Maintenance Leader	15-DEC-07		NO		
30673 - Graffiti Abatement & Rapid Respons	750 50th Ave.	Street Maintenance Leader	13-JUN-14		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	13-JUL-96		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	15-DEC-97		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	19-APR-99		NO		

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG	
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	09-MAY-05		NO		
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	02-JAN-07		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	09-JUL-08		NO		
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	04-SEP-12		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	16-MAR-15		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	23-NOV-15		NO		
30674 - Illegal Dumping	5050 COLISEUM WAY	Public Works Maintenance Worker	23-NOV-15		NO		
30674 - Illegal Dumping	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	20-MAY-17		NO		
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	23-SEP-17		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	23-SEP-17		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	22-OCT-17		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	22-OCT-17		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	16-JAN-18		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	21-APR-18		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	08-SEP-18		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	08-SEP-18		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	22-SEP-18		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	22-SEP-18		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	17-NOV-18		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	06-APR-19		NO		
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	18-MAY-19		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	05-OCT-19	*	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	05-OCT-19	*	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	19-OCT-19	*	NO		
30674 - Illegal Dumping	5050 COLISEUM WAY	Public Works Supervisor I	10-JUL-00		NO		
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Supervisor I	01-MAR-14		NO		
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Supervisor II	29-OCT-03		NO		
30674 - Illegal Dumping	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	20-JUN-92		NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	11-OCT-93		NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	16-OCT-01		NO		
30674 - Illegal Dumping	5050 COLISEUM WAY	Street Maintenance Leader	13-MAY-02		NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	22-OCT-07		NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	09-MAY-11		NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	13-JUN-11		NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	29-APR-13		NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	01-MAR-14		NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	23-NOV-15		NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	23-SEP-17		NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	22-OCT-17		NO		
30676 - Litter Enforcement	PWA FISCAL	Clean Community Supervisor	03-SEP-13		YES		
30676 - Litter Enforcement	PWA FISCAL	Environment Enforcement Officer	15-MAY-02		YES		
30676 - Litter Enforcement	PWA FISCAL	Environment Enforcement Officer	28-JAN-08		YES	Spanish	
30676 - Litter Enforcement	PWA FISCAL	Environment Enforcement Officer	05-MAY-18		YES	Mian	
30681 - Environmental Services Admin	250 Frank Ogawa Plaza	Administrative Analyst II	03-JAN-07		NO		
30681 - Environmental Services Admin	250 Frank Ogawa Plaza	Manager, Environmental Services	24-AUG-19	*	NO		

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG	
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Environment Svcs Analyst, Asst	12-OCT-98		NO		
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Program Analyst I	10-OCT-16		YES	Spanish	
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Recycling Specialist	02-OCT-00		YES	Spanish	
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Recycling Specialist, Senior	11-SEP-07		YES		
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Solid Waste/Recycling Prog Sup	30-JUL-01		YES		
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Environmental Program Specialist	06-JUL-15		YES		
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Environmental Program Specialist	06-JUL-15		YES	Cantonese	Mandarin
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Environmental Program Supervisor	03-OCT-05		YES		
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	19-JAN-15		NO		
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Management Intern	17-SEP-13		NO	Spanish	
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Program Analyst II	10-NOV-14		NO		
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Program Analyst II	10-NOV-14		NO		
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Program Analyst III	10-SEP-13		NO		
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Student Trainee, PT	29-JUN-19		NO		
30684 - Env Svcs Sustainability	250 Frank Ogawa Plaza	Manager, Sustainability Pgm	22-DEC-14		NO		
30684 - Env Svcs Sustainability	250 Frank Ogawa Plaza	Program Analyst III	31-MAR-14		NO		
30689 - Env Svcs Energy Group	250 Frank Ogawa Plaza	Electrical Engineer II	16-SEP-02		NO		

Department Name: Planning & Building  
Fiscal Year: FY2019-2020



## EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

### **I. DEPARTMENT CERTIFICATION**

Language Access Coordinator shall obtain Department Head approval before submitting the FY 2019-2020 report to Equal Access Office. Submit report via email to Equal Access Office (To: [mtam@oaklandca.gov](mailto:mtam@oaklandca.gov)) and cc Department Head in the submission email.

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

I, William A. Gilchrist, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Planning & Building Department was submitted on June 15, 2020.

William A. Gilchrist, Director  
Type Name & Title

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

## II. QUANTITATIVE ASSESSMENT REPORT

### Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	William A. Gilchrist	Tiffany Curotto	Tiffany Curotto
Title	Director	Administrative Analyst II	Administrative Analyst II
Address	250 Frank H. Ogawa Plaza, Suite 3315	250 Frank H. Ogawa Plaza, Suite 3315	250 Frank H. Ogawa Plaza, Suite 3315
Phone#	510-238-2229	510-238-4787	510-238-4787
Email	WGilchrist@oaklandca.gov	TJimenez@oaklandca.gov	TJimenez@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	151.5		New Hires	22	
Public Contact Positions (PCP)	115.5	100%	New PCP Hires	12	100%
PCP With Spanish Language Skill	23	20%	New PCP Hires with SP Skill	2	17%
PCP With Chinese Language Skill	12	10%	New PCP Hires with CH Skill	0	0%

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Operations & Administration	Building & Infrastructure Plan Check
Strategic Planning	Engineering: Project Coordination
Zoning & Development Planning	Inspections: Commercial Building
Engineering: Permit Center	Inspections: Residential Building
Admin: Engineering	Inspections: Infrastructure
Admin: Building Inspection	Inspections: Neighborhood Preservation

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input type="checkbox"/> No <input checked="" type="radio"/> Yes – Please describe below
Description: The department is undergoing adjustments to counter operations. This structural shift will impact the reporting procedure for staff but will not impact the number of public contact positions.	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="radio"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
Zoning City Planning – Other (currently called Planning)	SP= 1 CH = 1	SP= 6 (1 non-PCP) CH = 2
Inspection Services Admin – Other (currently called Admin Engineering) Inspection Services – Other (currently called Plan Check) Building Inspection – Residential Other (currently called Inspection: Residential Building)		
Engineering Services (currently called Permit Center)	SP= 2 CH = 2	SP= 15 CH = 5 (1 non-PCP)

Department Name: Planning & Building  
Fiscal Year: FY2019-2020

<p>Building Inspection – Commercial Other (<i>currently called Inspection: Commercial</i>) District 2 (<i>no clear equivalent N/A</i>) District 3 (<i>no clear equivalent N/A</i>) District 4 (<i>no clear equivalent N/A</i>) Building Codes – Residential Other (<i>currently called Inspections: Neighborhood Preservation</i>) Building Services – Other (<i>currently called Inspections: Infrastructure</i>) Inspection Support (<i>currently called Admin: Building Inspection</i>)</p>		
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<b>Table 4A Vital Documents List</b>			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Billing Appeal	YES	YES	
Blight Brochure	YES	YES	
Condominium Conversion	YES	YES	
East Oakland Neighborhood Initiative Flyers	YES	YES	
Foreclosed and Defaulted Residential Registration Program	YES	YES	
Hearing Fact Sheet	YES	YES	
Heritage Property Application Form	YES	YES	
Important Additions and Alterations for Residents	YES	YES	
Keep Oakland Beautiful, Clean and Green	YES	YES	Vietnamese
Mills Act	YES	YES	
Minimum Residential Code & Resources Guide	YES	YES	
Mobile Food Vending Brochure	YES	YES	Vietnamese
Mold and Moisture (Landlord and Homeowners)	YES	YES	
Mold and Moisture (Tenant)	YES	YES	
Protect Your Home From Earthquakes	YES	YES	Vietnamese
Q-Matic	YES	YES	
Single Family Dwellings	YES	YES	
Secondary Unit Regulations	YES	YES	Vietnamese
Site Plans	YES	YES	
Smoke Alarm Brochure	YES	YES	Vietnamese
Smoke Detectors and Carbon Monoxide Installation	YES	YES	Vietnamese
Stop Work Brochure	YES	YES	
Truck Management Plan	YES	YES	
Undocumented Dwelling	YES	YES	
West Oakland Truck Management Plan	YES	YES	
What Is a Variance	YES	YES	

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

<b>Table 5. Multilingual Telephone Recordings</b>		
Location Description	Telephone Number	Status
Citywide and Strategic Planning Division Main Office	510-238-3941	Completed
Building Services Division – Permit Center	510-238-3891 510-238-3443	Completed
Building Inspections	510-238-3444	Completed
Zoning and Major Projects	510-238-3911	Completed
Zoning Application Submittal Appointments	510-238-3940	Completed
Blight Hotline	510-238-3381	Completed
Building Services Division – Billing Appeals Unit	510-238-3452	Completed

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



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

**III. QUALITATIVE ASSESSMENT REPORT**

**A. Bilingual Public Contact Positions Assessment**

**Department Name:**

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11%)	STAFF	GOAL MET?	GOAL (5%)	STAFF	GOAL MET?
151.5	115.5	12.7	23	Yes	5.8	12	Yes

Goal = PCP X %

This report covers fiscal year 2019-2020 and data is reported as of June 30, 2020.

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 & Building (PBD) continues to meet compliance goals set forth by the EAO even with the additional number of full time-equivalent positions and positions identified as public contact positions (PCP). There is currently a total of 42 bilingual staff (PCP and non-PCP staff) within the department.

PBD, in collaboration with the City Administrator’s Office, provided multilingual documents to the public regarding new Sidewalk Mobile Food Vending regulations such as applications, informational handouts, copies of the regulations; sent text messages alerting the public to information sessions for vendors, which had interpretation services available.

The Planning Bureau also coordinated with the Equal Access Office for translations and/or interpretation services for the following:

- Truck Management Plan: translated presentation and survey into Chinese and Spanish. The presentation included implementation efforts such as updates to truck routes and truck parking in West Oakland.
- Downtown Oakland Specific Plan: translated Draft Plan materials into Chinese for public events and provided interpretation services at community meetings.
- East Oakland Neighborhood Initiative Plan: published plan in Spanish and English on City’s website.

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.

Presently, PBD has exceeded the goals set forth in the number of bilingual staff by over six FTEs for each threshold language. PBD works with the Human Resources Management Department (HRM) and the Equal Access Office to assess the PCP status and language requirements for each position that needs to be filled. Furthermore, PBD ensures that staff are regularly trained on the interpretation services provided through the Equal Access Office in case bilingual staff are not readily available to assist customers. At November’s All-Staff Meeting, for example, a demonstration was conducted by Code Enforcement Staff on utilization of the City’s contracted interpretation service.

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

PBD continues to meet compliance goals set forth by the EAO by ensuring that staff are aware of the interpretation and translation services provided by the Equal Access Office, especially new staff. PBD also has bilingual staff for non-threshold languages such as Japanese and Vietnamese. Furthermore, PBD utilizes the following best practices in providing the best customer service: signage is provided in multiple languages; informational hotlines and recorded messages are in English, Spanish, and Chinese; informational brochures, community documents, and forms provided in multiple languages not limited to Spanish, Chinese, and English; bilingual staff utilized to provide best service to customers as needed; translation services provided at community meetings; and public notices, public hearings, and community meetings are advertised 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.

Additional measures that PBD implements to ensure that LES persons receive the same level of service as English speakers includes, but is not limited to:

- The Human Resources Single Point of Contact maintains and distributes a departmental list of bilingual staff (not limited to threshold languages).
- Instructions and demonstrations on how to utilize City Translation and Interpretation Services is shared with the department regularly.
- PBD, especially the Bureau of Planning, works collaboratively with the Equal Access Office on projects in the community by utilizing its translation and interpretation services for events, meetings, and handouts.

## **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 prominently and readily visible at the following locations:

- The Permit and Zoning Center counters at 250 Frank H Ogawa Plaza, 2nd Floor
- The Inspections Service Counter at 250 Frank H Ogawa Plaza, 2nd Floor.
- The Administrative Unit Reception Area located at 250 Frank H Ogawa Plaza, Suite 3315, 3rd 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?

As of FY19-20, PBD has a total of 24 vital documents. All documents have been translated into Spanish (100%) and Chinese (100%), and some have been translated into additional languages, such as Vietnamese.

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

The Bureau of Planning routinely translates public meeting announcements and agendas to better serve the LES community. Some of these written documents included a presentation and survey regarding the Truck Management Plan, application and informational documents regarding the Sidewalk Mobile Food Vending regulations, and Draft Plan materials regarding the Downtown Oakland Specific Plan.

### **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).

PBD has eight public access telephones lines, all of which have been recorded with multilingual messages.

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

1. 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.

PBD facilitates communication with LES Spanish and Chinese populations by providing training to staff on how to use the City's translation and interpretation services, and regularly distributing an up-to-date list of departmental staff who are bilingual. Furthermore, the department ensures that translated materials are available for vital documents in the threshold languages as well as other languages.

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

PBD strives to ensure that LES Spanish and Chinese populations are informed of bilingual services available through the following: 1) there are notices notifying customers that bilingual services are available posted prominently and readily visible at the public counters. These notices also include translations in Spanish and Chinese threshold languages; 2) staff informs and asks customers if they would like bilingual services to better assist their needs; and 3) recorded information hotlines are multilingual.

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

PBD 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 to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.  
  
In the next 12 months, PBD will continue to translate departmental vital documents as they are created and updated and make them readily available to the public. This includes preparing interpretation services and having materials translated for the upcoming General Plan Update.  
  
Future vacancies may be selectively certified based on the bilingual need at the time of recruitments.  
  
To the extent possible, PBD will continue to provide subject matter expert bilingual interpreters when available to provide service to Limited English Speakers.  
  
PBD 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.  
  
PBD has notices posted at all three public counters, Permit, Zoning, and Inspection Services at 250 Frank H Ogawa Plaza, 2nd Floor. The PBD Annual Compliance Plan is made available to the public on the Equal Access Division's website.

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
84111 - Admin: Planning, Building &	250 Frank H. Ogawa Plaza	Account Clerk II	22-FEB-20	*	YES	
84111 - Admin: Planning, Building &	250 Frank H. Ogawa Plaza	Account Clerk III	23-FEB-19	*	NO	
84111 - Admin: Planning, Building &	250 Frank H. Ogawa Plaza	Accountant III	12-JUN-10	*	NO	
84111 - Admin: Planning, Building &	250 Frank H. Ogawa Plaza	Administrative Analyst II	26-MAR-16		NO	
84111 - Admin: Planning, Building &	250 Frank H. Ogawa Plaza	Administrative Services Manager II	21-MAR-05		NO	
84111 - Admin: Planning, Building &	250 Frank H. Ogawa Plaza	Business Analyst II	16-MAY-20	*	NO	
84111 - Admin: Planning, Building &	250 Frank H. Ogawa Plaza	Director of Planning & Building	11-SEP-17		NO	
84111 - Admin: Planning, Building &	250 Frank H. Ogawa Plaza	Exec Asst to the Director	02-JUN-08		NO	
84111 - Admin: Planning, Building &	250 Frank H. Ogawa Plaza	Exempt Limited Duration Employee	01-JUN-19		NO	
84111 - Admin: Planning, Building &	250 Frank H. Ogawa Plaza	Exempt Limited Duration Employee	20-OCT-18	*	NO	Cantonese
84111 - Admin: Planning, Building &	250 Frank H. Ogawa Plaza	Graphic Delineator	16-JUN-08		NO	
84111 - Admin: Planning, Building &	250 Frank H. Ogawa Plaza	Management Assistant	07-SEP-19	*	NO	
84111 - Admin: Planning, Building &	250 Frank H. Ogawa Plaza	Project Manager	21-SEP-18		NO	
84111 - Admin: Planning, Building &	250 Frank H. Ogawa Plaza	Project Manager	04-JAN-16		NO	
84111 - Admin: Planning, Building &	250 Frank H. Ogawa Plaza	Public Service Rep, Sr	07-DEC-15		YES	
84111 - Admin: Planning, Building &	250 Frank H. Ogawa Plaza	Public Service Rep, Sr	26-OCT-15	*	YES	
84111 - Admin: Planning, Building &	250 Frank H. Ogawa Plaza	Public Service Rep, Sr	19-MAY-08	*	YES	Spanish
84111 - Admin: Planning, Building &	250 Frank H. Ogawa Plaza	Public Service Rep, Sr	24-SEP-07		YES	Chinese
84111 - Admin: Planning, Building &	250 Frank H. Ogawa Plaza	Public Service Representative	16-NOV-19	*	YES	
84111 - Admin: Planning, Building &	250 Frank H. Ogawa Plaza	Public Service Representative	13-APR-15		YES	
84111 - Admin: Planning, Building &	250 Frank H. Ogawa Plaza	Public Service Representative	07-JUN-14		YES	
84111 - Admin: Planning, Building &	250 Frank H. Ogawa Plaza	Public Service Representative	07-JUN-14		YES	
84111 - Admin: Planning, Building &	250 Frank H. Ogawa Plaza	Public Service Representative	29-SEP-97		YES	Spanish
84111 - Admin: Planning, Building &	250 Frank H. Ogawa Plaza	Public Service Representative	20-NOV-93		YES	
84111 - Admin: Planning, Building &	250 Frank H. Ogawa Plaza	Public Service Representative	03-FEB-14		YES	
84111 - Admin: Planning, Building &	250 Frank H. Ogawa Plaza	Public Service Representative	27-JUL-87		YES	
84111 - Admin: Planning, Building &	250 Frank H. Ogawa Plaza	Public Service Representative	19-MAR-73		YES	Spanish
84111 - Admin: Planning, Building &	250 Frank H. Ogawa Plaza	Student Trainee, PT	26-SEP-16		NO	
84111 - Admin: Planning, Building &	250 Frank H. Ogawa Plaza	Student Trainee, PT	01-AUG-16		NO	
84211 - Planning	250 Frank H. Ogawa Plaza	Deputy Director/City Planner	14-JUN-10		YES	
84211 - Planning	250 Frank H. Ogawa Plaza	Management Intern, PT	20-APR-19		NO	
84211 - Planning	250 Frank H. Ogawa Plaza	Planner I	20-OCT-18		YES	Spanish
84211 - Planning	250 Frank H. Ogawa Plaza	Planner II	25-AUG-18		YES	Spanish
84211 - Planning	250 Frank H. Ogawa Plaza	Planner III	28-SEP-15		YES	
84211 - Planning	250 Frank H. Ogawa Plaza	Planner IV	21-SEP-19	*	NO	
84211 - Planning	250 Frank H. Ogawa Plaza	Planner IV	22-OCT-07	*	NO	Spanish

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
84211 - Planning	250 Frank H. Ogawa Plaza	Planner IV	06-AUG-07	*	NO	
84211 - Planning	250 Frank H. Ogawa Plaza	Planner IV	27-JUN-05		NO	
84229 - Zoning	250 Frank H. Ogawa Plaza	Administrative Assistant I	31-MAR-01		NO	
84229 - Zoning	250 Frank H. Ogawa Plaza	Administrative Assistant II	29-SEP-97		NO	
84229 - Zoning	250 Frank H. Ogawa Plaza	Manager, Zoning	08-APR-02		NO	
84229 - Zoning	250 Frank H. Ogawa Plaza	Planner I	18-MAY-19		YES	Spanish
84229 - Zoning	250 Frank H. Ogawa Plaza	Planner I	20-OCT-18		YES	
84229 - Zoning	250 Frank H. Ogawa Plaza	Planner I	12-OCT-15		YES	Chinese
84229 - Zoning	250 Frank H. Ogawa Plaza	Planner II	14-DEC-19	*	YES	
84229 - Zoning	250 Frank H. Ogawa Plaza	Planner II	20-JUN-16		YES	
84229 - Zoning	250 Frank H. Ogawa Plaza	Planner II	17-NOV-18		YES	Cantonese
84229 - Zoning	250 Frank H. Ogawa Plaza	Planner II	16-JUN-18		YES	
84229 - Zoning	250 Frank H. Ogawa Plaza	Planner II	20-JUN-16	*	YES	
84229 - Zoning	250 Frank H. Ogawa Plaza	Planner II	29-AUG-05		YES	Spanish
84229 - Zoning	250 Frank H. Ogawa Plaza	Planner II	07-FEB-01		YES	
84229 - Zoning	250 Frank H. Ogawa Plaza	Planner III	05-MAY-18		YES	
84229 - Zoning	250 Frank H. Ogawa Plaza	Planner III	07-NOV-16		YES	
84229 - Zoning	250 Frank H. Ogawa Plaza	Planner III	02-JAN-07		YES	
84229 - Zoning	250 Frank H. Ogawa Plaza	Planner III	27-FEB-06		YES	Spanish
84229 - Zoning	250 Frank H. Ogawa Plaza	Planner III	07-AUG-89		YES	
84229 - Zoning	250 Frank H. Ogawa Plaza	Planner III, Historic Preservation	29-AUG-83		YES	
84229 - Zoning	250 Frank H. Ogawa Plaza	Planner IV	24-JAN-05		NO	
84229 - Zoning	250 Frank H. Ogawa Plaza	Planner IV	29-APR-03		NO	
84229 - Zoning	250 Frank H. Ogawa Plaza	Planner IV	04-NOV-02		NO	
84229 - Zoning	250 Frank H. Ogawa Plaza	Planner IV	01-MAY-01		NO	
84229 - Zoning	250 Frank H. Ogawa Plaza	Planner IV	28-AUG-00		NO	
84229 - Zoning	250 Frank H. Ogawa Plaza	Public Service Representative	16-JUN-07		YES	
84411 - Admin: Engineering	250 Frank H. Ogawa Plaza	Deputy Director/Building Official	28-DEC-19	*	NO	
84412 - Admin: Building Inspection	250 Frank H. Ogawa Plaza	Administrative Analyst II	13-FEB-18		NO	
84412 - Admin: Building Inspection	250 Frank H. Ogawa Plaza	Management Assistant	02-SEP-80		NO	
84412 - Admin: Building Inspection	250 Frank H. Ogawa Plaza	Office Assistant I, PT	05-OCT-19	*	NO	
84412 - Admin: Building Inspection	250 Frank H. Ogawa Plaza	Office Assistant I, PT	12-OCT-93		NO	
84412 - Admin: Building Inspection	250 Frank H. Ogawa Plaza	Office Assistant II	06-APR-19		YES	
84412 - Admin: Building Inspection	250 Frank H. Ogawa Plaza	Office Assistant II	20-OCT-18		YES	
84412 - Admin: Building Inspection	250 Frank H. Ogawa Plaza	Office Assistant II	05-JAN-15		YES	
84412 - Admin: Building Inspection	250 Frank H. Ogawa Plaza	Office Assistant II	07-JUL-12		YES	

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
84412 - Admin: Building Inspection	250 Frank H. Ogawa Plaza	Office Manager	11-MAR-96		NO	
84412 - Admin: Building Inspection	250 Frank H. Ogawa Plaza	Public Service Representative	07-SEP-19	*	YES	
84412 - Admin: Building Inspection	250 Frank H. Ogawa Plaza	Public Service Representative	07-DEC-15		YES	
84412 - Admin: Building Inspection	250 Frank H. Ogawa Plaza	Public Service Representative	27-APR-15		YES	Spanish
84412 - Admin: Building Inspection	250 Frank H. Ogawa Plaza	Public Service Representative	16-JUN-08		YES	Spanish
84412 - Admin: Building Inspection	250 Frank H. Ogawa Plaza	Public Service Representative	16-OCT-06		YES	Chinese
84412 - Admin: Building Inspection	250 Frank H. Ogawa Plaza	Public Service Representative	30-MAY-89		YES	
84412 - Admin: Building Inspection	250 Frank H. Ogawa Plaza	Student Trainee, PT	03-NOV-18		NO	
84412 - Admin: Building Inspection	250 Frank H. Ogawa Plaza	Student Trainee, PT	27-MAR-17		NO	
84421 - Engineering: Permit Center	250 Frank H. Ogawa Plaza	Permit Technician I	15-JUN-19		YES	Cantonese
84421 - Engineering: Permit Center	250 Frank H. Ogawa Plaza	Permit Technician I	15-JUN-19		YES	
84421 - Engineering: Permit Center	250 Frank H. Ogawa Plaza	Permit Technician I	15-JUL-17		YES	
84421 - Engineering: Permit Center	250 Frank H. Ogawa Plaza	Permit Technician I	24-APR-06		YES	
84421 - Engineering: Permit Center	250 Frank H. Ogawa Plaza	Planner III	06-JAN-97		YES	
84421 - Engineering: Permit Center	250 Frank H. Ogawa Plaza	Specialty Combination Insp, Senior	23-MAY-05		YES	
84431 - Building & Infrastructure Pl	250 Frank H. Ogawa Plaza	Engineer, Assistant I (Office)	13-JAN-18		YES	
84431 - Building & Infrastructure Pl	250 Frank H. Ogawa Plaza	Engineer, Assistant II (Office)	13-JAN-18		YES	
84431 - Building & Infrastructure Pl	250 Frank H. Ogawa Plaza	Engineer, Assistant II (Office)	14-FEB-05		YES	
84431 - Building & Infrastructure Pl	250 Frank H. Ogawa Plaza	Engineer, Assistant II (Office)	16-NOV-19	*	YES	
84431 - Building & Infrastructure Pl	250 Frank H. Ogawa Plaza	Engineer, Assistant II (Office)	25-AUG-01		YES	
84431 - Building & Infrastructure Pl	250 Frank H. Ogawa Plaza	Engineer, Civil (Office)	07-NOV-16		YES	
84431 - Building & Infrastructure Pl	250 Frank H. Ogawa Plaza	Engineer, Civil (Office)	13-NOV-12		YES	Chinese
84431 - Building & Infrastructure Pl	250 Frank H. Ogawa Plaza	Engineer, Civil (Office)	14-MAY-12		YES	
84431 - Building & Infrastructure Pl	250 Frank H. Ogawa Plaza	Engineer, Civil (Office)	22-FEB-05		YES	Chinese
84431 - Building & Infrastructure Pl	250 Frank H. Ogawa Plaza	Engineer, Civil (Office)	07-AUG-00		YES	Chinese
84431 - Building & Infrastructure Pl	250 Frank H. Ogawa Plaza	Engineer, Civil (Office)	10-FEB-75		YES	Chinese
84431 - Building & Infrastructure Pl	250 Frank H. Ogawa Plaza	Engineer, Civil Supv (Office)	09-JUL-01		NO	
84432 - Engineering: Project Coordi	250 Frank H. Ogawa Plaza	Process Coordinator II	07-OCT-17		YES	
84432 - Engineering: Project Coordi	250 Frank H. Ogawa Plaza	Process Coordinator II	16-OCT-06		YES	
84432 - Engineering: Project Coordi	250 Frank H. Ogawa Plaza	Process Coordinator III	13-JUL-19	*	YES	
84432 - Engineering: Project Coordi	250 Frank H. Ogawa Plaza	Process Coordinator III	06-JUL-15		YES	Japanese
84432 - Engineering: Project Coordi	250 Frank H. Ogawa Plaza	Process Coordinator III	21-APR-08		NO	Chinese
84451 - Inspections: Commercial Bu	250 Frank H. Ogawa Plaza	Engineer, Civil Principal	17-APR-89		NO	Chinese
84451 - Inspections: Commercial Bu	250 Frank H. Ogawa Plaza	Principal Inspection Supv	13-DEC-99		YES	Spanish
84451 - Inspections: Commercial Bu	250 Frank H. Ogawa Plaza	Specialty Combination Insp, Senior	13-FEB-07		YES	Spanish
84451 - Inspections: Commercial Bu	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	29-JUN-19		YES	Spanish

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
84451 - Inspections: Commercial Bu	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	03-NOV-18		YES	
84451 - Inspections: Commercial Bu	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	12-MAR-18		YES	
84451 - Inspections: Commercial Bu	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	28-AUG-17		YES	
84451 - Inspections: Commercial Bu	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	16-OCT-06		YES	
84451 - Inspections: Commercial Bu	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	23-MAY-05		YES	
84451 - Inspections: Commercial Bu	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	29-JUN-19		YES	
84451 - Inspections: Commercial Bu	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	21-OCT-17		YES	
84451 - Inspections: Commercial Bu	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	28-APR-14		YES	
84451 - Inspections: Commercial Bu	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	28-APR-14		YES	Spanish
84451 - Inspections: Commercial Bu	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	06-JAN-14		YES	
84451 - Inspections: Commercial Bu	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	24-JUL-06		YES	
84451 - Inspections: Commercial Bu	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	15-NOV-99		YES	Spanish
84451 - Inspections: Commercial Bu	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	06-OCT-98		YES	Spanish
84451 - Inspections: Commercial Bu	250 Frank H. Ogawa Plaza	Temp Contract Svcs Employee, PT	23-MAR-19		YES	
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Plaza	Principal Inspection Supv	01-NOV-99		YES	
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Plaza	Specialty Combination Insp, Senior	16-JUL-18		YES	Spanish
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	14-DEC-19	*	YES	
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	03-NOV-18		YES	
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	04-APR-20	*	YES	Spanish
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	14-DEC-19	*	YES	
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	01-DEC-18		YES	
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	11-SEP-17		YES	
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	11-SEP-17		YES	Vietnames
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	07-DEC-15		YES	
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	10-NOV-14		YES	Spanish
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	12-MAR-07		YES	
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	24-JUL-06		YES	
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	01-NOV-99		YES	
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	10-JUN-91		YES	Vietnames
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	27-AUG-90		YES	
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	15-MAY-89		YES	
84453 - Inspections: Infrastructure	250 Frank H. Ogawa Plaza	Construction Inspector, Sr (Field)	04-MAR-02		YES	
84453 - Inspections: Infrastructure	250 Frank H. Ogawa Plaza	Construction Inspector, Sr (Field)	23-MAR-95		YES	
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Plaza	Principal Inspection Supv	23-MAR-92		YES	
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Plaza	Specialty Combination Insp, Senior	20-OCT-18		YES	Spanish
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Plaza	Specialty Combination Insp, Senior	28-APR-14		YES	Cantonese

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	04-NOV-17		YES	
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	11-SEP-17		YES	Spanish
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	11-SEP-17		YES	
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	17-NOV-18		YES	Spanish
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	07-DEC-15		YES	Cantonese
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	07-DEC-15		YES	Chinese
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	28-APR-14		YES	
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	23-JAN-12		YES	
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	13-FEB-07		YES	
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	24-JUL-06		YES	
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	26-OCT-92		YES	Spanish
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Plaza	Temp Contract Svcs Employee, PT	28-DEC-19	*	NO	

Department Name: Public Ethics Commission  
Fiscal Year: FY2019-2020



## EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

### I. DEPARTMENT CERTIFICATION

Language Access Coordinator shall obtain Department Head approval before submitting the FY 2019-2020 report to Equal Access Office. Submit report via email to Equal Access Office (To: [mtam@oaklandca.gov](mailto:mtam@oaklandca.gov)) and cc Department Head in the submission email.

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

I, Whitney Barazoto, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Public Ethics Commission was submitted on June 15, 2020.

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

Whitney Barazoto, Executive Director

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

## II. QUANTITATIVE ASSESSMENT REPORT

### 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 Rm 104	1 Frank H Ogawa Plaza Rm 104	1 Frank H Ogawa Plaza Rm 104
Phone#	510-238-3593	510-238-3593	510-238-3593
Email	<a href="mailto:wbarazoto@oaklandca.gov">wbarazoto@oaklandca.gov</a>	<a href="mailto:alarafranco@oaklandca.gov">alarafranco@oaklandca.gov</a>	<a href="mailto:alarafranco@oaklandca.gov">alarafranco@oaklandca.gov</a>

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	6		New Hires	0	
Public Contact Positions (PCP)	1	100%	New PCP Hires	0	100%
PCP With Spanish Language Skill	1	100%	New PCP Hires with SP Skill	0	100%
PCP With Chinese Language Skill	0	0 %	New PCP Hires with CH Skill	0	%

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
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?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Description:	

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

<b>Table 4A Vital Documents List</b>			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
<b>Public Ethics brochure</b>	Yes	Yes	
<b>GEA Fact Sheet</b>	Yes	Yes	
<b>PEC Complaint Form</b>	Yes	Yes	

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

<b>Table 5. Multilingual Telephone Recordings</b>		
Location Description	Telephone Number	Status
Public Ethics City Hall, 1 <sup>st</sup> Floor	510-238-3593	Completed

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

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

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

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

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

**III. QUALITATIVE ASSESSMENT REPORT**

**A. Bilingual Public Contact Positions Assessment**

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
6	1	0	1	Yes	0	0	Yes

Goal = PCP X %

This report covers fiscal year 2019-2020 and data is reported as of June 30, 2020.

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 is compliant with all requirements by having the required percentage of bilingual staff in the department and 100% of our vital documents translated in Spanish and Chinese. Our main phone line is also translated in Spanish and Chinese. We use the services provided by the Equal Access department for interpretation and translation needs.***

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 is fully staffed and did not recruit for any openings. The main public contact position is filled by a bilingual staff person.***

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

***Enforcement staff continued to use interpretation services to conduct case intake interviews in Vietnamese, Spanish, Cantonese, and Mandarin. Notification letters for complaints were also translated to Cantonese and Spanish.***

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.

***All Public Ethics staff have been informed on the process on how to access Language Line for any interpretation needs. Staff was provided with business cards with information on how to access services while out on the field.***

## **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 to serve the LES community?

***Yes, notification and dismissal letters were translated into Spanish by bilingual staff person. We also had a letter translated into Cantonese by Equal Access.***

## **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 in Spanish and Chinese.***

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

1. 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 include the required accessibility language on our agenda material and provide our vital documents translated in Spanish and Chinese.***

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

***We include the required accessibility language on our agenda material and provide our vital documents translated in Spanish and Chinese***

3. 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 to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.

***The Public Ethics Commission will continue to reach out to different organizations that provide services in other languages to partner with outreach programs. In addition, 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 cannot communicate.***

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.

***Currently, the Public Ethics Office posts the language accessibility sign at the front desk. In addition, the Public Ethics website can be translated into other languages using a Google based interpretation program that is embedded in the browser. Translated vital documents such as our complaint forms are posted on our website.***

***The Public Ethics Office has uploaded the department's Annual Compliance report plan to the Public Ethics Commission webpage.***

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Administrative Assistant II	06-DEC-03		YES	SPANISH
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Enforcement Chief, Public Ethics	28-FEB-19		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 Analyst II	16-FEB-16		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	Exec Dir, Public Ethics Comm	23-APR-12		NO	