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## *MEMORANDUM*

**TO:** HONORABLE MAYOR &  
CITY COUNCIL

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

**SUBJECT:** Equal Access to Services Ordinance  
Informational Memorandum

**DATE:** September 2, 2021

City Administrator Approval: 

Date: **Oct 14, 2021**

### **INFORMATION**

This Informational Memorandum documents compliance effort to the Equal Access to Services Ordinance (EAO) for Fiscal Year (FY) 2020-21.

### **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, 2020 through June 30, 2021.

### **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 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 Limited English-speaking Proficiency (LEP) Persons. Language Access Services are offered at no cost to LEP Persons.

**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. Census 2020 data on Oakland LEP language use is not released yet. This report reviews language use data from the US Census Data 2017 American Community Survey. 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%
Threshold Language Group	Spanish	45,675	11%
	Chinese	19,722	5%
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.

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

Twenty four City departments have submitted an annual compliance report for FY 2020-21. There are 2,309 PCP reported among twenty-three City departments, of which 472 positions are filled with bilingual English/Spanish speaking employees, and 171 positions are filled with bilingual English/Chinese speaking employees. Overall, 28% 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 21% and 8% in FY 2020-21. Numbers and percentages show an increase in both language groups as compared to last reporting year. Employee statistics could be analyzed using budgeted full-time-equivalent (FTE) method or actual headcount. Consistent with the City’s practice for the past several years, data in this report was analyzed based on the FTE count of filled positions. **Chart 2** captures Citywide compliance status as of June 30, 2021.

Chart 2: City-Wide Assessment FY2020-21			SPANISH-SPEAKING		CHINESE-SPEAKING	
DEPARTMENTS	Employee	PCP	BPCP	%	BPCP	%
<b>MINIMUM THRESHOLD GOAL</b>				<b>11%</b>	<b>5%</b>	
CITY ADMINISTRATOR	79	47	9	19%	3	6%
CITY ATTORNEY	76	10	1	10%	1	10%
CITY AUDITOR	10	4	1	25%	1	25%
CITY CLERK	16	3	1	33%	1	67%
CITY COUNCIL	39	39	4	10%	0	0%
COM.POLICY REVIEW AGENCY	12	9	2	22%	1	11%
ECONOMIC WORKFORCE	50	7	1	15%	1	15%
FINANCE	148	55	6	11%	4	7%
FIRE	523	462	73	16%	14	3%
HOUSING	61	40	4	10%	4	10%
HUMAN RESOURCES	41	4	1	25%	1	25%
HUMAN SERVICES	225	133	32	24%	20	15%
INFORMATION TECH	84	0	0	0%	0	0%
MAYOR	13	13	2	15%	1	8%
OAKLAND PUBLIC LIBRARY	176	158	35	22%	15	9%
OAKLAND PARKS	229	194	98	51%	48	25%
PLANNING & BUILDING	150	105	20	19%	10	10%
OAKLAND POLICE	1032	884	159	18%	41	5%
OAKLAND PUBLIC WORKS	680	21	3	14%	1	5%
PUBLIC ETHICS COMMISSION	6	1	1	100%	0	0%
RACE & EQUITY	3	0	0	0%	0	0%
TRANSPORTATION	353	96	12	13%	4	4%
VIOLENCE PREVENTION	18	13	5	38%	0	0%
WORKFORCE & EMPLOYMENT	18	11	2	18%	1	9%
<b>TOTAL</b>	<b>4,024</b>	<b>2,309</b>	<b>472</b>		<b>171</b>	
<b>PERCENTAGE OF TOTAL PCP</b>				<b>21%</b>	<b>8%</b>	

BPCP = Bilingual Public Contact Position □ Identified area of concern ^ Statistically insignificant (low/no PCP)

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 public safety departments show deficiency in hiring a sufficient number of Chinese speaking employees.

**Chart 3: Public Safety Communications Unit**

SP = Spanish-speaking CH = Chinese-speaking □ Identified area of concern due to Low BPCP%

3.A Oakland Fire Department	Total	SP	CH
Communications Dispatchers	14	3	0
Communications Supervisor	5	0	0
Total	19	3	0
Percentage of Total		16%	0%

<b>3.B Oakland Police Department</b>	Total	SP	CH
Communications Dispatchers	58	11	1
Communications Operators	2	0	0
Communications Supervisor & Senior	9	0	1
Total	66	11	2
Percentage of Total		17%	3%

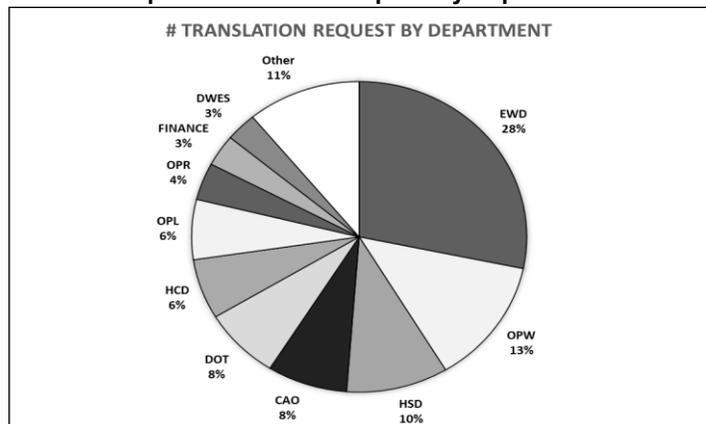
**3. Translation of Vital Documents & Multilingual Recordings**

Vital Document refers to written information that contains information critical for obtaining City services and/or benefits. Examples include applications, intake forms, complaint forms and other written documents that have the potential for determining eligibility for, or access to, a program or activity of a City Department. This year, 578 vital documents are reported, with translations available. The City also offers customer service phone numbers to the public, of which 87 phone numbers reported to have multilingual recordings.

**4. Other Language Access Activities**

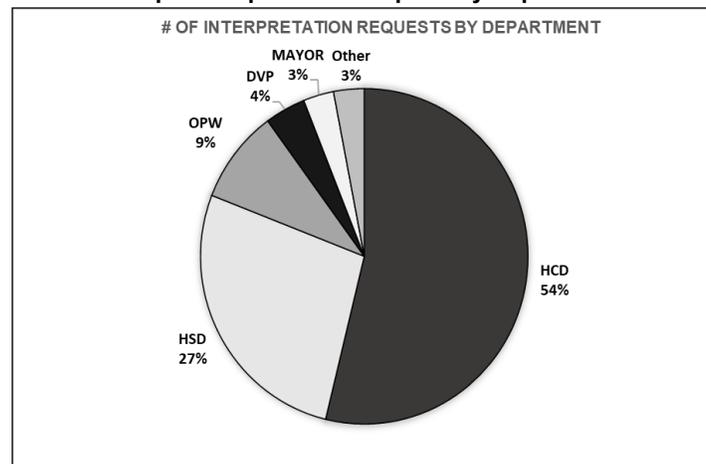
Total number of translated documents produced this year is 837. This number includes all translation projects submitted to the Equal Access Office. Examples include new or updated vital document translation, letter to and from public members or program participants, social media postings, and newsletters. Half of the translated document produced this year are for Economic & Workforce, Public Works, and Human Services Departments.

**Chart 4: Top 10 Translation Request by Department**



Total number of interpretation hours provided this year equals 232 hours, all of which are provided virtually. Due to the ongoing public health concerns, the majority of public meetings are held online. Half of the interpretation requests are received from the Housing Department for rent board hearings and rent adjustment hearings. The second largest requests come from the Human Services Department.

**Chart 5: Top 5 Interpretation Request by Department**



No language access complaint was received.

Citywide investment on language access is summarized below in **Chart 6**. Language Access Trainings are summarized in **Chart 7**.

<b>Chart 6: Language Access Expenditures FY 2020-2021</b>	
Citywide Professional Translation & Interpretation	\$ 211,354.49
Citywide Over-the-Phone Interpretation	\$ 71,382.52
Citywide Bilingual Pay Stipend	\$ 623,132.09
Total Citywide Expense	\$ 905,869.10

<b>Chart 7: Language Access Trainings FY2020-21</b>	
9/8/2020	Zoom Simultaneous Interpretation Training
11/18/2020	Zoom Simultaneous Interpretation Training
2/26/2021	Zoom Simultaneous Interpretation Training
3/3/2021	Language Access Training
3/8/2021	Equity Presentation
5/5/2021	Community Engagement Series: Improving and Understanding Accessibility
5/12/2021	Title VI Civil Rights Policy Training
5/27/2021	Community Engagement Series: Improving and Understanding Accessibility
Bimonthly	New Employee Orientation
Semi-annual	Supervisory Academy

**5. Conclusion**

The City has continuously renewed its commitment to providing meaningful language access to services. This annual review process guides City departments in developing best practices to engage the diverse LEP population in Oakland. Twenty-four departments actively participated in this review process. Fiscal year 2020-21 is a unique year. The public health concerns along with shelter-in-place order have changed how City service is provided to the public. Much of the City services typically provided at a service counter are provided online during the reporting period. Interpretations typically provided in-person are provided virtually. With emerging public health information, the demand for time-sensitive translations increased. The City’s ability to respond rapidly when emergency strikes is a testament to its infrastructure readiness. On one hand, the demand for language access increases. On the other hand, the City faces an unprecedented budget shortfall and is forced to implement cost saving measures. Data collected in this report demonstrates that even during tough times, the City is strongly committed to language access. Translations, interpretations, and other language access activities are provided at a high level to the community despite all the challenges. The number and percentages of bilingual employees working at public contact positions have increased and exceeded the minimum threshold goal. Yet, there is still more to do as some areas still fall short of meeting the set goals. Newly developed departments, such as the Department of Violence Prevention and Department of Workforce and Employment Standards are recommended to meet with the Equal Access Office to complete any remaining compliance items. Over the next twelve months, Census 2020 data will be released, and will be our guiding force for the next reporting period.

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

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Greg Preece, Assistant Director of Human Resources

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






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	Name of Document	Type	SP	CH	VI	Other	Other details
ATTORNEY	Claim Carrillo	Text	X				
ATTORNEY	Complaint letter	Letter	X				
ATTORNEY	Claim	Form	X				
ATTORNEY	Claim	Text		X			
AUDITOR	Whistleblower Poster	Poster	X	X			
AUDITOR	Auto reply	Text	X	X	X		
AUDITOR	Click here ... for translation	Text	X	X	X		
CAO	Waiver OAS FOAS pet/community	Form	X	X			
CAO	Animal Shelter form - Stray Animal	Form	X	X			
CAO	MFV letter	Letter	X				
CAO	MFV letter approval	Letter	X				
CAO	Oakland press release - Oakland post	Text	X	X			
CAO	Redistricting Communication	Text	X	X	X		
CAO	TOCA pamphlet	flyer	X				
CAO	RAP Bus add	Text	X	X	X		
CAO	RV program	Text	X	X			
CAO	Outreach flyer & Pet Fix services	flyer	X	X			
CAO	Power point presentation NSC	PPT		X			
CAO	Budget meeting handouts	Text	X	X			
CAO	Dog adoption questionnaire	Form	X	X			
CAO	Rv program flyer	flyer	X	X	X		
CAO	ERAP.Fact Sheet	Text	X	X	X		
CAO	Police Commission Application Update	Form	X	X	X		
CAO	NNO 2021 flyer	flyer	X				
CAO	Massage establishments -forms	Form	X	X	X		
CAO	AC alert text- Covid 19 related	Text	X	X	X		
CAO	Covid-19 Group Site Permit Application	Form	X				
CAO	Hand Sanitizer Advisory- Covid 19 related	Flyer	X	X	X	X X X X	Tagalog, Khmer, Arabic, Korean
CAO	EPSL FAQ- Covid 19 related	Text	X	X			
CAO	COVID19 Postcard	Text	X	X	X		
CAO	COVID19 Get Tested	Text				X X X X	Swahili, Amharic, Arabic, Tigrinya
CAO	BAF letter- Covid 19 related	Letter	X	X	X	X	Arabic
CAO	Emergency Rental Assistance Program Flyer Translation	Text	X	X	X		
CLERK	Affidavit, domestic partnership	Form	X	X	X		
COUNCIL	Official State of the City Script	Text		X			
COUNCIL	City Priority Survey	Survey	X	X	X		
COUNCIL	Review Mayor's budget script	Text	X	X			
COUNCIL	DISTRICT 2 BUDGET TOWN HALL	Text					
CPRA	Phone Tree Script	Text	X	X			
DOT	14st Ave streetscape	Text	X	X			
DOT	NOTICE TO REPAIR SIDEWALK	Letter	X	X			
DOT	DOT Survey	Text	X	X			
DOT	Slow Street Survey - Covid 19 related	Survey	X	X	X		
DOT	Telegraph Avenue notice	Text	X	X		X	Korean
DOT	7th St. postcard	Text	X	X			
DOT	Sidewalk	Text		X			
DOT	Survey Phase 1	Survey	X	X			
DOT	Fact sheet (INDD)	Poster		X			
DOT	Door hanger EOMAP	Poster	X	X			
DOT	Bike newsletter	Letter	X	X	X		
DOT	Story map	Text	X	X			
DOT	Meter rate web map	Text		X			
DOT	Bike Newsletter	Newsletter	X	X	X		
DOT	High Street Paving Project - Post card	Text		X			
DOT	CIP response letters	Letter	X				
DOT	Mobility Wallet Survey	Survey	X	X	X		
DOT	On Street Parking Survey	Survey	X	X	X	X	Korean
DOT	Chinatown's metered zone	Text		X			
DOT	Project MLK(Martin Luther King Jr Way)	Text	X	X			
DOT	Oak City Racks -google form	Text	X	X			
DOT	Zero Emission Vehicle Action Plan Survey	Survey	X	X			
DOT	E15th to Foothill mailer	flyer		X			
DOT	TDM flyer	flyer			X		
DOT	Flex Streets Traffic survey responses- Covid 19 related	Text	X	X			
DVP	Training Manual	Text				X	English
DVP	Participant Consent form	Form	X	X			
DVP	Registration form	Text		X			
DWES	Minimum wage notice update	Poster			X		
DWES	Measure Z poster update (VI)	Notice			X		
DWES	Min Wage Insert Update	Flyer			X		

Dep	Name of Document	Type	SP	CH	VI	Other	Other details
DWES	Street food vendor support	Text	X				
DWES	Right To Recall (RTR) Poster	flyer	X	X	X		
DWES	Grocery Worker Hazard Pay Interpretive Rule	Text	X	X	X		
DWES	RTR Regs & Public Comments	Text	X	X	X		
DWES	REVISED Grocery Worker Hazard Pay Interpretive Rule	Text	X	X	X		
DWES	Right To Recall 5.21	Text	X	X	X		
EWD	Oakland CARES 2 updated docs	Text	X	X	X		
EWD	Oakland CARES (application update)	Text	X	X	X		
EWD	EWD form	Form	X	X	X		
EWD	PPE Kit Survey - additional questions	Form	X	X	X		
EWD	Shop Oakland flyer	Text	X	X			
EWD	Financial Assistance Flyer	Flyer	X	X	X		
EWD	Emergency Paid Sick Leave (EPSL) Complaint Form	Form	X	X	X		
EWD	Oakland CARES 4 docs	Text	X	X	X		
EWD	Oakland CARES 2 docs	Text	X	X	X		
EWD	Virtual Job Fair survey	Survey	X	X	X		
EWD	RTR reclaim form	Form	X	X	X		
EWD	Shop Oakland Promo	Text	X	X			
EWD	Cover letter BAF agreement	Letter	X				
EWD	Open for business fund (first page)	Text	X				
EWD	EWFD Mobile Vending cease	Text	X				
EWD	Chinatown BID and Fruitvale Bid Notices	Text	X	X			
EWD	Flex street Post Survey- Covid 19 related	Text	X	X	X		
EWD	Business letter- Covid 19 related	Text	X	X	X		
EWD	Business letter- Covid 19 related	Email	X	X	X	X	Arabic
EWD	Business letter- Covid 19 related	Text	X	X	X	X	Arabic
EWD	Grant program extension - Covid 19 related	Text	X	X	X		
EWD	Flex street Post Survey email	Text	X	X	X		
EWD	CARE application additional text	Text	X	X	X		
EWD	CARE grant press release - Covid 19 related	Text	X	X	X		
EWD	webinar flyers	Flyer		X	X		
EWD	Business letter- Covid 19 related	Text	X	X	X	X	Arabic
EWD	CARES Act Home Based Program- Covid 19 related	Text	X	X	X		
EWD	CARES response to the application- Covid 19 related	Text	X				
EWD	Business letter- Covid 19 related	Text		X	X		
EWD	Business letter- Covid 19 related	Text	X	X	X	X	Arabic
EWD	Business letter- Covid 19 related	Text	X	X	X	X	Arabic
EWD	Grant program decline email- Covid 19 related	Letter	X	X	X		
EWD	LCCR landing page- Covid 19 related	Text	X	X	X		
EWD	Park lets survey- Covid 19 related	Text	X	X	X		
EWD	Business letter- Covid 19 related	Email	X	X	X	X	Arabic
EWD	Business letter- Covid 19 related	Email	X	X	X	X	Arabic
EWD	CARE grant email reject- approve- Covid 19 related	Email	X	X	X		
EWD	CARE grant email- Covid 19 related	Email	X	X			
EWD	Business letter- Covid 19 related	Email	X	X	X	X	Arabic
EWD	Business letter- Covid 19 related	Email	X	X	X	X	Arabic
EWD	Survey text care program	Survey	X	X	X		
EWD	Business letter- Covid 19 related	Email	X	X	X	X	Arabic
EWD	State grant program -application period- Covid 19 related	Email	X	X	X	X	Arabic
EWD	Flex Streets Traffic online application - Covid 19 related	Text	X	X	X		
EWD	Flex Streets Initiative - Use of City Property Application	Text	X	X	X		
EWD	Business letter- Covid 19 related	Email	X	X	X	X	Arabic
EWD	Business letter- Covid 19 related	Email	X	X	X	X	Arabic
EWD	Business letter- Covid 19 related	Email	X	X	X	X	Arabic
EWD	Business letter/ loans- Covid 19 related	Email	X	X	X	X X	Arabic, Korean
EWD	Business letter- Covid 19 related	Email	X	X	X	X	Arabic
EWD	Business letter- decline letter - Covid 19 related	Email	X	X	X		
EWD	Business letter- Covid 19 related	Email	X	X	X	X	Arabic
EWD	Business letter- Covid 19 related	Email	X	X	X	X	Arabic
EWD	Business letter- Covid 19 related	Email	X	X	X	X	Arabic
EWD	Job fairs flyer	Flyer	X	X	X		
EWD	Registration form for Virtual Job Fairs	Form	X	X	X		
EWD	Business update email	Email	X	X	X		
EWD	Small business grant FAQ document- Covid 19 related	FAQ	X	X	X		
EWD	Small business grant - Covid 19 related	Text	X	X	X	X	Arabic
EWD	Oakland Cares grant	Text	X				
EWD	Oakland Cares grant press release- Covid19 related	Text	X	X	X		
EWD	Small business grant press release- Covid19 related	Text	X	X	X		
EWD	Non profit grant press release - Covid19 related	Text	X				
EWD	Business letter-Covid 19 related	Email	X	X	X	X	Arabic
EWD	Micro lending- Covid19 related	Email	X				
EWD	State grant program -application period extended	Email	X	X	X	X	Arabic

Dep	Name of Document	Type	SP	CH	VI	Other	Other details
EWD	Business letter - Covid 19 related	Email	X	X	X	X	Arabic
EWD	Business letter-Covid 19 related	Email	X	X	X	X	Arabic
EWD	Business letter- Covid 19 related	Email	X	X	X	X	Arabic
EWD	Local plan community eng-Covid 19 related	Flyer	X	X	X		
EWD	Business letter-Covid 19 related	Email	X	X	X	X	Arabic
EWD	CARE survey - introduction text-Covid 19 related	Text	X	X	X		
EWD	BRT BAF webpage text-Covid 19 related	Email	X	X	X	X	Arabic
EWD	Business letter-Covid 19 related	Email	X	X	X	X	Arabic
EWD	Business letter-Covid 19 related	Email	X	X	X	X	Arabic
EWD	Business letter-Covid 19 related	Email	X	X	X	X	Arabic
EWD	Business letter-Covid 19 related	Email	X	X	X	X	Arabic
EWD	Business letter-Covid 19 related	Email	X	X	X	X	Arabic
EWD	Business letter-Covid 19 related	Email	X	X	X	X	Arabic
EWD	Business letter-Covid 19 related	Email	X	X	X	X	Arabic
EWD	Business letter-Covid 19 related	Email	X	X	X	X	Arabic
EWD	Survey updates - Business recovery-Covid 19 related	Text	X	X	X		
EWD	Business email updates-Covid 19 related	Text	X	X	X	X	Arabic
EWD	Business email updates-Covid 19 related	Text	X	X	X	X	Arabic
EWD	BRT BAF webpage text - survey update	Survey	X	X	X	X	Arabic
EWD	Business email updates-Covid 19 related	Text	X	X	X	X	Arabic
EWD	Business email updates-Covid 19 related	Text	X	X	X	X	Arabic
EWD	Business email updates-Covid 19 related	Text	X	X	X	X	Arabic
EWD	Business email updates-Covid 19 related	Text	X	X	X	X	Arabic
EWD	Business email updates survey	Text	X	X	X	X	Arabic
EWD	Business update email-Covid 19 related	Text	X	X	X	X	Arabic
EWD	Business update email-Covid 19 related	Text	X	X	X	X	Arabic
EWD	Business update email-Covid 19 related	Text	X	X	X	X	Arabic
EWD	Business update email-Covid 19 related	Text	X	X	X	X	Arabic
FINANCE	Oakland residents letter	Letter	X	X			
FINANCE	Administrative Review form	Form	X				
FINANCE	Residential letter & text	Text	X	X	X		
FINANCE	Renewal instructions	Text	X	X	X		
FINANCE	MGS Notice	Letter	X	X			
FINANCE	Administrative Review form	Form		X			
FINANCE	Administrative Review form	Form		X			
FINANCE	Office close notice -tax -Covid 19 related	Text	X	X			
FINANCE	Payment plan & Pay determination	Form	X	X			
FINANCE	VPT notice	Form	X				
FINANCE	BT Notice of Assessment	Letter	X	X			
HCD	Info sheet Rent levels & regulations	Text	X	X			
HCD	Info resources sheet - updates	Text	X	X			
HCD	RAP Survey	Survey	X	X	X		
HCD	Emergency Moratorium FAQ - Covid 19 related	FAQ	X	X			
HCD	Emergency Moratorium FAQ - Covid 19 related	FAQ			X	X X X	Korean, Arabic, Tagalog
HCD	Translation to English	Text	X				
HCD	Info sheet -Mold prevention program	Text	X	X			
HCD	Info sheet Housing resources during covid	Text	X	X			
HCD	8 Moratorium Postcard - Covid 19 related	Text	X	X			
HCD	Workshop sheets -RAP	Text	X	X			
HCD	Tenant petition	Text	X				
HCD	Emergency Moratorium - Covid 19 related	Text	X	X	X	X X X X	Tagalog, Khmer, Arabic, Korean
HCD	Emergency Moratorium -review - Covid 19 related	Review				X X X X	Talago, Khamer, Arabic, Korean
HCD	Proofread document	Flyer		X	X		
HCD	ERAP Oakland Portal	Text			X		
HCD	ERAP doc review	Text		X			
HCD	ERAP1 Portal Message	Text	X	X			
HCD	Emergency Moratorium info sheet updates	Text	X	X	X	X X	Korean, Arabic
HCD	CARES Act Fact Sheet--Covid 19 related	Letter	X	X	X		
HCD	CARES Act Post Card-Covid 19 related	Text	X	X	X		
HCD	CARES Act Post Card- updates	Text	X	X	X		
HRM	Great plates program ends (Script)	Text	X	X	X	X	Arabic
HRM	Gaitan doctor notice	Letter	X				
HRM	Vietnamese assessment	Text		X			
HRM	Zoom Simultaneous Interpretation intro	Text	X	X			
HRM	Vietnamese assessment	Text		X			
HRM	Great plates program ends (WAV file)	Recording	X	X	X	X	Arabic
HSD	Abatement Notice (encampment)	Notice	X	X	X		
HSD	Thanksgiving Flyer	Flyer	X	X	X		
HSD	Homeless Encampment Deep Clean Notice	Notice	X	X	X		
HSD	Head start newsletter	Newsletter	X	X			

Dep	Name of Document	Type	SP	CH	VI	Other	Other details
HSD	Flex & Stretch Exercise Flyer	Flyer	X	X			
HSD	Transition Eligibility Notice	Form	X	X			
HSD	3 Policy council documents	Text	X	X	X		
HSD	Senior center FAQ (proofread)	Text	X				
HSD	Family Partnership agreement form	Form	X	X	X		
HSD	Headstart family newsletter	Flyer	X	X			
HSD	Head start Newsletter	Letter	X	X			
HSD	AC OCAPCommunity survey - update	Survey	X	X			
HSD	Ask the Nurse sessions - Covid 19 related	Flyer	X	X			
HSD	Technology loss-renewal form-laptop check out	Form	X	X			
HSD	Senior Center membership document	Form	X				
HSD	Text for email	Text	X	X			
HSD	Head start Newsletter-updates	Letter	X	X			
HSD	AC OCAPCommunity survey - 2nd update	Survey	X	X			
HSD	SC21 Membership Letter	Letter	X				
HSD	SC21 Membership Letter	Letter		X			
HSD	Public Hearing	Flyer	X	X			
HSD	Kindergarten Info	Text	X	X			
HSD	Head start pass invitation Fairyland	Letter	X	X			
HSD	Encampment Standards	Flyer	X	X	X		
HSD	2021 ERSEA Forms	Form	X	X	X	X	Arabic
HSD	Oakland Senior Center Members- membership	Letter	X	X			
HSD	Homeless Encampment Notices	Flyer	X	X	X		
HSD	Oakland Free Tax Prep flyer	Flyer	X	X			
HSD	Senior Center Registration Form -title V	Text	X				
HSD	Consent for General Screening Head start - Covid 19 related	Form	X	X			
HSD	Head start Letter to Families-Covid 19 related	Letter	X	X			
HSD	Head start letter -extended closure -Covid 19 related	Letter	X	X	X		
HSD	Parent Letter Extended Closure-Covid 19 related	Text	X	X	X		
ITD	Oak WIFI	Text	X	X			
MAYOR	Toy Drive Announcement	Text	X	X			
MAYOR	Oakland Undivided Community Feedback	Text	X	X	X	X	Arabic
MAYOR	Budget Ambassador Invitation	Text	X	X			
OFD	LHMP Survey	Survey	X	X	X		
OFD	Town hall flyer	Flyer	X	X			
OPD	Press release 12.22	Text	X	X			
OPD	ABAT form	Form	X	X			
OPL	OPL newsletter	Text	X	X			
OPL	OPL Grab & go	Text	X	X			
OPL	Bingo Cards	Text	X	X			
OPL	Bingo Cards (VI AR)	Text			X	X	Arabic
OPL	OPL newsletter	Text	X	X			
OPL	OPL Survey	Survey		X			
OPL	Great Plates Delivered Program	Text		X			
OPL	Web instructions	Text		X			
OPL	Bingo Cards	Text			X	X	Arabic
OPL	Sidewalk service (17 locations) - Covid 19 related	Text		X			
OPL	Sidewalk Pickup expansion - Covid 19 related	Text	X	X			
OPL	How to make sure your vote counts	Flyer	X	X			
OPL	Chrome books, laptop FAQ-3 docs	Text	X	X			
OPL	Laptop lending	Text		X			
OPL	Summer Reading	Text			X	X	Arabic
OPL	2021 reading log	Text			X	X	Arabic
OPL	Teen postcard & adult reading card	Text			X	X	Arabic
OPL	New platform (9 documents)	Text	X	X			
OPL	New platform (8 documents)	Text	X	X			
OPL	Curb pick up -Covid 19 related	Text	X	X			
OPL	COVID-19 19 Archive Page & Form	Text	X	X			
OPR	Great plates program (Voice message)	Voice file			X		
OPR	Fall & Winter Camp Flyer	Text	X	X			
OPR	Flyer summer	Text	X	X			
OPR	Town Afterschool Flyer - Covid 19 related	Text	X	X			
OPR	COVID Acknowledgment Translation Request	Form	X	X			
OPR	Town recess	Text	X	X			
OPR	Hiring Flyer	Flyer	X	X			
OPR	Studio One Summer 2021 flyer -summer OPR camp	Flyer	X	X			
OPR	OPR Survey	Survey	X	X			
OPR	Dog park communication	Text	X	X			
OPR	NFC Grand opening	Text	X	X			
OPR	OPR mission statement	Text	X	X			
OPR	Future A's flyer	Text	X	X			
OPW	FOG Wipes Bill Insert	Notice	X	X			
OPW	PPE Kit Survey	Notice		X	X		
OPW	MLK poster	Text	X	X			

Dep	Name of Document	Type	SP	CH	VI	Other	Other details
OPW	Used Motor Oil Survey	Survey	X	X			
OPW	Illegal Dumping FAQ	Text	X	X	X		
OPW	OPW Creek to Bay event poster	Poster	X	X			
OPW	OPW volunteer waiver and guidelines with COVID-19 provis	Form	X	X			
OPW	DMV ads	Text	X	X			
OPW	DMV ads-2nd document	Text	X	X			
OPW	EEO Brochure	Text	X	X			
OPW	Door hanger	Text	X	X	X		
OPW	Oakland Recycles PowerPoint	PPT	X	X			
OPW	San Antonio Park Master Plan	Flyer	X	X	X		
OPW	Oakland Recycles PowerPoint (add 4 slides)	PPT		x			
OPW	San Antonio Park Master Plan Questionnaire	Survey	X	X	X		
OPW	San Antonio Park Presentation Slides	PPT	X	X	X		
OPW	San Antonio Park Video Script	Text		X	X		
OPW	San Antonio Park Flyer #2	Flyer	X	X	X		
OPW	Storm water Violations Enforcement Letter	Letter	X	X			
OPW	San Antonio Park CEM#2 Survey	Survey	X	X	X		
OPW	San Antonio Park Presentation Slides CEM2	PPT	X	X	X		
OPW	Fire Station 16 Construction	Flyer	X				
OPW	Business Storm water Inspection	Letter	X	X			
OPW	Mosswood Community Update Campaign	Text	X	X			
OPW	Business Storm water Inspection Update	Letter	X	X			
OPW	CME postcard	Text	X	X	X		
OPW	Outreach postcard	Postcard	X	X	X		
OPW	Storm water Invoice Letter	Letter	X	X			
OPW	Construction and demolition recycling Outgoing Message	Text	X	X			
OPW	San Antonio Park CEM#3 presentation	PPT	X	X	X		
OPW	San Antonio Park CEM#3 extra info	PPT	X	X	X		
OPW	Notice of Business Storm water Inspection Invoice	Letter	X	X			
OPW	CEM 4 postcard	Postcard	X	X	X		
OPW	Citywide Paving _ PR letter	Text	X	X	X	X	Arabic
OPW	PR letter	Letter	X	X	X	X	Arabic
OPW	Pack it in	Text	X	X			
OPW	Courtland Creek Restoration Project	Flyer	X	X			
OPW	6600 script	Text	X	X			
OPW	Courtland Creek Restoration Project	Flyer	X	X			
OPW	311 Greetings (Script for Recording)	Text Voice	X	X		X	English
OPW	Phone line script	Recording				X	English
OPW	Video Voice Over	Text Voice	X	X		X	English
OPW	Video Voice Over (English redo)	Voice file				X	English
OPW	Screening Question for Security-Covid 19 related	Form	X	X			
PBD	Resource Guide - Covid 19 related	Brochure	X	X			
PBD	DA community meeting flyer	Flyer	X	X			
PBD	DA community Survey	Survey	X	X			
PBD	Building Services Online Portal Instruction	Text	X	X			
PBD	Survey	Survey	X	X	X		
PBD	Zoning Clearance	Form	X	X			
PSA	Staying Safe	Flyer		X			
<b>TOTAL</b>			289	290	162	96	
				<b>837</b>			

SP=Spanish, CH= Chinese, VT= Vietnamese

Dept	Service Date	Event	Hrs. SP	Hrs. CA	Hrs. VI	Other	Other Language	Web-based Meeting
COUNCIL	8/20/2020	Town Holl meeting	2.5					ZOOM
HCD	7/8/2020	Rent hearing	3					ZOOM
HCD	7/20/2020	Rent hearing	3					ZOOM
HCD	8/10/2020	Rent hearing	3					ZOOM
HCD	8/10/2020	Rent hearing	3					ZOOM
HCD	8/11/2020	Rent hearing	2					ZOOM
HCD	8/19/2020	Rent hearing	2					ZOOM
HCD	8/26/2020	Rent hearing	2					ZOOM
HCD	9/1/2020	Rent hearing	2					ZOOM
HCD	9/1/2020	Rent hearing	2					ZOOM
HCD	9/8/2020	Rent hearing	3					ZOOM
HCD	9/14/2020	Rent hearing				2	Mandarin	ZOOM
HCD	9/14/2020	Rent hearing	2					ZOOM
HCD	9/16/2020	Rent hearing	2					ZOOM
HCD	9/21/2020	Rent hearing	3					ZOOM
HCD	9/23/2020	Rent hearing	2					ZOOM
HCD	10/6/2020	Rent hearing	2					ZOOM
HCD	10/7/2020	Rent hearing	2					ZOOM
HCD	10/26/2020	Rent hearing	2					ZOOM
HCD	10/27/2020	Rent hearing				2	Arabic	ZOOM
HCD	11/5/2020	Rent hearing		2				ZOOM
HCD	11/9/2020	Rent hearing	2					ZOOM
HCD	11/17/2020	Rent hearing	2					ZOOM
HCD	11/17/2020	Rent hearing	2					ZOOM
HCD	11/18/2020	Rent hearing	2					ZOOM
HCD	11/18/2020	Rent hearing	2					ZOOM
HCD	12/10/2020	Rent Town meeting	2					ZOOM
HSD	11/3/2020	Parenting workshop		2				ZOOM
HSD	11/10/2020	Parenting workshop		2				ZOOM
HSD	11/17/2020	Parenting workshop		2				ZOOM
HSD	11/24/2020	Parenting workshop		2				ZOOM
HSD	12/1/2020	Parenting workshop		2				ZOOM
HSD	12/8/2020	Parenting workshop		2				ZOOM
HSD	12/14/2020	Parenting workshop		2				ZOOM
HSD	12/22/2020	Parenting workshop		2				ZOOM
OPD	9/23/2020	NCP meeting				2	Mandarin	ZOOM
OPR	10/9/2020	Verdesse Carter Center – Park design interactive community	2					ZOOM
OPR	10/29/2020	Verdesse Carter Center – Park design interactive community	2					ZOOM
HCD	1/7/2021	Rent Town meeting	2					ZOOM
HCD	1/14/2021	Rent Town meeting	3					ZOOM
OPW	1/27/2021	San Antonio Park comm meeting	3					ZOOM
OPW	1/29/2021	San Antonio Park comm meeting		3				ZOOM
OPW	1/30/2021	San Antonio Park comm meeting			3			ZOOM
HSD	1/14/2021	Parenting workshop		2				ZOOM
HSD	1/21/2021	Parenting workshop		2				ZOOM
HSD	1/28/2021	Parenting workshop		2				ZOOM
HSD	2/4/2021	Parenting workshop		2				ZOOM
HSD	2/11/2021	Parenting workshop		2				ZOOM
HSD	2/18/2021	Parenting workshop		2				ZOOM
HSD	2/25/2021	Parenting workshop		2				ZOOM
HSD	3/4/2021	Parenting workshop		2				ZOOM
HSD	3/11/2021	Parenting workshop		2				ZOOM
HSD	3/28/2021	Parenting workshop		2				ZOOM
HCD	2/16/2021	Rent Hearing	2					ZOOM
HCD	1/28/2021	Rent Town meeting	3					ZOOM

Dept	Service Date	Event	Hrs. SP	Hrs. CA	Hrs. VI	Other	Other Language	Web-based Meeting
HCD	2/11/2021	Rent Town meeting	3					ZOOM
DVP	2/25/2021	DVP Townhall Meeting	2					ZOOM
HCD	3/22/2021	Rent hearing	3					ZOOM
OPW	3/16/2021	San Antonio Park comm meeting			2			ZOOM
OPW	3/24/2021	San Antonio Park comm meeting		2				ZOOM
OPW	3/25/2021	San Antonio Park comm meeting	2					ZOOM
DVP	3/11/2021	DVP Townhall Meeting	2					ZOOM
DVP	3/11/2021	DVP Townhall Meeting		2				ZOOM
DVP	3/18/2021	DVP Townhall Meeting	2					ZOOM
HCD	3/11/2021	Rent Town meeting	2					ZOOM
OFD	3/9/2021	OFD Townhall	2					ZOOM
OFD	3/16/2021	OFD Townhall				2.5	Mandarin	ZOOM
MAYOR	3/20/2021	Budget meeting	2					ZOOM
MAYOR	3/20/2021	Budget meeting		2				ZOOM
HCD	3/31/2021	Rent Town meeting	2					ZOOM
HCD	4/6/2021	Rent Hearing	3					ZOOM
HCD	4/13/2021	Rent Hearing				3	Tibetan	ZOOM
HCD	4/22/2021	Rent Hearing	3					ZOOM
OPW	4/29/2021	San Antonio Park comm meeting	3					ZOOM
OPW	4/29/2021	San Antonio Park comm meeting		3				ZOOM
OPW	4/29/2021	San Antonio Park comm meeting			3			ZOOM
PEC	4/20/2021	PEC Interview			2			ZOOM
PEC	4/22/2021	PEC Interview			2			ZOOM
HCD	4/22/2021	Rent Hearing	3					ZOOM
HSD	4/27/2021	Parenting workshop		2				ZOOM
HSD	5/4/2021	Parenting workshop		2				ZOOM
HSD	5/11/2021	Parenting workshop		2				ZOOM
HSD	5/18/2021	Parenting workshop		2				ZOOM
HSD	5/25/2021	Parenting workshop		2				ZOOM
CAO	5/10/2021	Board meeting sugar drinks	2					ZOOM
CLERK	5/18/2021	Council Cmt Mtg	4					ZOOM
HCD	5/13/2021	Rent Hearing				3	Mandarin	ZOOM
HSD	6/1/2021	Parenting workshop		2				ZOOM
HSD	6/8/2021	Parenting workshop		2				ZOOM
HSD	6/15/2021	Parenting workshop		2				ZOOM
HSD	6/22/2021	Parenting workshop		2				ZOOM
HCD	6/1/2021	Rent Hearing				3	Mandarin	ZOOM
HCD	6/16/2021	Rent Hearing	3					ZOOM
HCD	6/7/2021	Rent Hearing		2				ZOOM
HCD	6/2/2021	Rent Hearing		2				ZOOM
HCD	6/10/2021	Rent Town meeting	3					ZOOM
HCD	6/23/2021	Rent Hearing	3					ZOOM
CLERK/COUNCIL	6/24/2021	Council Cmt Mtg	4					ZOOM
CLERK/COUNCIL	6/24/2021	Council Cmt Mtg		4				ZOOM
MAYOR	6/26/2021	Budget meeting	2					ZOOM
			126.5	76	12	17.5		
<b>Total</b>			<b>232</b>					
SP=Spanish, CA= Cantonese, VT= Vietnamese								

Department	Job Description	Total	SP	CH
City Administrator's Office	Complaint Investigator III	40	9	2
City Administrator's Office	Veterinary Technician	4	0	0
Department of Transportation	Parking Enforcement Supervisor I	40	13	4
Department of Transportation	Parking Enforcement Supervisor II	14	0	0
Fire Department	Fire Communications Dispatcher	179	39	7
Fire Department	Fire Inspection Supervisor	29	7	0
Fire Department	Firefighter Paramedic (Lateral)	110	14	0
Housing & Community Developm	Assistant Rent Adjustment Program Manager	35	9	2
Housing & Community Developm	Hearing Officer	9	2	1
Human Services Department	Early Childhood Center Director	10	1	0
Human Services Department	Early Childhood Center Director (Selective Certification - Ho	7	1	0
Human Services Department	Early Head Start Instructor (Continuous)	32	10	3
Human Services Department	Head Start Instructor (Continuous)	12	3	3
Human Services Department	Head Start/Early Head Start Assistant Instructor, Part-Time	56	19	4
Human Services Department	Head Start/Early Head Start Substitute Associate Instructor	17	1	3
Oakland Parks, Recreation & You	Lifeguard, Part Time (Continuous)	38	5	1
Oakland Parks, Recreation & You	Pool Manager, Part Time (Continuous)	10	1	0
Oakland Parks, Recreation & You	Recreation Aide, Part Time (Continuous)	201	39	6
Oakland Parks, Recreation & You	Recreation Attendant I, Part Time (Continuous)	94	24	3
Oakland Parks, Recreation & You	Recreation Leader I, Part Time (Continuous)	84	18	8
Oakland Parks, Recreation & You	Recreation Leader II, Part Time (Continuous)	30	4	1
Oakland Parks, Recreation & You	Recreation Specialist I, Part Time (Continuous)	39	4	2
Oakland Parks, Recreation & You	Water Safety Instructor, PT (Continuous)	4	2	0
Oakland Public Library	Librarian I (Selective Certification - Youth Services)	45	11	1
Oakland Public Works Departme	Environmental Program Specialist	17	3	1
Oakland Public Works Departme	Program Analyst II (Community Outreach)	53	10	5
Office of the City Clerk	City Clerk	1	0	0
Office of the Mayor	Special Assistant to the Mayor I (Exempt)	77	33	1
Planning & Building Department	Permit Technician I	169	29	8
Police Department	Captain of Police (Promotional)	8	0	0
Police Department	Neighborhood Services Coordinator (Selective Language -	10	0	8
Police Department	Police Cadet, PT (Continuous)	46	13	2
Police Department	Police Communications Dispatcher (Bilingual Language Ce	101	62	27
Police Department	Police Communications Dispatcher (Continuous)	674	119	18
Police Department	Police Communications Dispatcher (Lateral) (Bilingual Lang	6	4	2
Police Department	Police Communications Dispatcher (Lateral) (Continuous)	20	2	0
Police Department	Police Officer Trainee (186B,C)	577	184	20
Police Department	Police Officer Trainee (186D)	640	170	18
Police Department	Police Officer Trainee (187A)	630	195	14
Police Department	Police Officer Trainee (187B)	93	31	2
Police Department	Sergeant of Police (Promotional)	3	1	0
	Total	<b>4,264</b>	<b>1,092</b>	<b>177</b>
	Percentage of Total	<b>100%</b>	<b>26%</b>	<b>4%</b>

Department Name:  
Fiscal Year: FY2020-2021



CITY OF OAKLAND

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, LaTonda Simmons, 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 22, 2021

**LaTonda Simmons**

LaTonda Simmons, Assistant City Administrator

Signature:   
LaTonda Simmons (Jun 22, 2021 16:15 PDT)

Email: [lsimmons@oaklandca.gov](mailto:lsimmons@oaklandca.gov)

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	Edward D. Reiskin	Winnie Woo	Winnie Woo
Title	City Administrator	Executive Assistant to the Asst City Administrator	Executive Assistant to the Asst City Administrator
Address	1 Frank H. Ogawa Plaza, 3 <sup>rd</sup> Floor		
Phone#	(510) 238-3301	(510) 238-7798	
Email	<a href="mailto:EReiskin@oaklandca.gov">EReiskin@oaklandca.gov</a>	<a href="mailto:Wwoo@oaklandca.gov">Wwoo@oaklandca.gov</a>	

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	79		New Hires	8	
Public Contact Positions (PCP)	47	100%	New PCP Hires	4	100%
PCP With Spanish Language Skill	9	19%	New PCP Hires with SP Skill	0	0%
PCP With Chinese Language Skill	3	5%	New PCP Hires with CH Skill	0	0%

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
<u>City Administrator's Office</u> City Administrator Assistant City Administrator Deputy City Administrator Project Manager III – Director of Communication Project Manager III – Director of Interdepartmental 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>Employment Investigations &amp; Civil Rights Compliance</u> Equal Employment Opportunity and Civil Rights Director Equal Emp. Opportunities Officer Equal Opportunity Specialist Administrative Assistant II, CONF	<u>Oakland 311 Call Center</u> Assistant to the City Administrator City Administrator Analyst Senior PSR Public Service Rep Office Assistant II

Department Name: CAO  
 Fiscal Year: FY2020-2021

Neighborhood Services Division Program Analyst III Neighborhood Services Coordinators Police Services Technicians Office Assistant, TPT	
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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 Department of Contracts and Compliance has been changed to the Department of Workplace and Employment Standards and is no longer a part of the City Administrator's Office.	

<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=2      CH =1

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

Department Name: CAO  
 Fiscal Year: FY2020-2021

Flyer – Lake Illegal Vending	X	X	Vietnamese
Brochure – 2019 Bsn Tax Insert			Vietnamese
Police Commission Application	X	X	Vietnamese
Budget Forum	X	X	
Medical Cannabis handout	X	X	
Massage Handout	X	X	
Title VI and Related Civil Rights Statutes Complaint and Compliance Review	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	
Emergency Center – PG&E energy cutoff	X	X	
Emergency Center – PG&E energy cutoff	X	X	
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
MFV Compliance Chart	X	X	
Permitting Process Handout	X		
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	X	X	5 languages *
Excel Sheet with social media phrases	X	X	5 languages *
Message of the day 2	X	X	5 languages *
2 Messages	X	X	5 languages *
Message of the day	X	X	5 languages *
Animal Shelter notice 2	X	X	
Second Message of the day	X	X	5 languages *
Amendment mapped 2.20	X	X	
Small vendor notice	X	X	
Message of the day	X	X	5 languages *
Message of the day	X	X	5 languages *
PSA: 5 scripts	X	X	5 languages *
Covid 19 newsletter	X	X	5 languages *
RAP covid 19	X	X	5 languages *
Message of the day	X	X	5 languages *
Message of the day	X	X	5 languages *
Message of the day	X	X	5 languages *
Message of the day	X	X	5 languages *
Message of the day 2 <sup>nd</sup>	X	X	5 languages *
Evergreen invitation town hall meeting	X	X	5 languages *
Message of the day & parks signs	X	X	5 languages *
MFV summary	X		
Message of the day	X	X	5 languages *
Message of the day – street slow	X	X	5 languages *
Email MFV	X		
Street Slow sign	X	X	5 languages *
MOTD Relief Check Scam Warning	X	X	5 languages *
MOTD Friday	X	X	5 languages *
MOTD – street slow update	X	X	5 languages *
MOTD 2	X	X	5 languages *

Department Name: CAO  
 Fiscal Year: FY2020-2021

County Face Covering Order	X	X	5 languages *
MOTD day curve peak	X	X	5 languages *
Cover your face	X	X	5 languages *
Animal Services Operation	X	X	
Feral Cat Form	X	X	
MOTD Pandemic use	X	X	5 languages *
MOTD HCD	X	X	5 languages *
MOTD Lake Crowd	X	X	5 languages *
MOTD Shelter – extension	X	X	5 languages *
Testing at Oakland – flyer	X	X	Vietnamese
Testing at Oakland – survey	X	X	Vietnamese
MOTD	X	X	5 languages *
MOTD 3	X	X	Vietnamese
Postcard – covid 19	X	X	Vietnamese
How to take care a rabbit	X	X	
Postcard – covid 19	X	X	Vietnamese
Notice for food vendors at parks	X		
After testing letter	X	X	Vietnamese
Newsletter – food distribution	X	X	
Social media – food distribution	X	X	Vietnamese,
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	
Brief Phrase Translation – email	X	X	
PIO Coverage for Potential PSPS Event	X	X	
Citywide Bilingual Pay Level II List	X	X	
Draft Web and Council Update on 10-29 PSPS	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	
Oakland Press Release – Oakland Post		X	Vietnamese
Redistricting Communication	X	X	Vietnamese
TOCA pamphlet	X		
RAP Bus Ad	X	X	Vietnamese
RV Program	X	X	
Outreach flyer & PetFix Services	X	X	
NSC PowerPoint presentation		X	
Budget meeting handouts	X	X	
Dog Adoption questionnaire	X	X	
RV Program Flyer	X	X	
ERAP Fact Sheet	X	X	Vietnamese
Police Commission Application Update	X	X	Vietnamese
Emergency Rental Assistance Program	X	X	Vietnamese
TOTAL = 152			

\*The list of Covid-19 related documents available to the public changes over time as public health information changes quickly based on real time situation. Older info may be archived.

<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

Department Name: CAO  
 Fiscal Year: FY2020-2021

<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
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	17	3	19	0	0
Oakland 311 Center	7101 Edgewater Drive	94621	311	10	2	20%	1	10%

<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

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

**III. QUALITATIVE ASSESSMENT REPORT**

**A. Bilingual Public Contact Positions Assessment**

**Department Name:**

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
79	47	11%=5	9	Yes	5%=3	3	Yes

Goal = PCP X %

This report covers fiscal year 2020-2021 and data is reported as of June 2020.

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

The City Administrator's Office and its divisions are comprised of a total of 79 Full-Time Employees (FTE). There are currently 47 Public Contact Positions (PCP). The Spanish speaking PCP goal for the City Administrator is 11%, which equates to 5 FTEs. And the Chinese speaking PCP goal is 5%, which equates to 3 FTEs.

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

During this fiscal year, the City Administrator's Office has hired a total of eight (8) FTEs, with 4 being PCP. The City Administrator's Office will continue to work with the Human Resources and Management Department to hire qualified bilingual candidates.

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

During this fiscal year, the City Administrator's Office has continued to work with Equal Access to ensure that all documents that are made available to the public are translated into Spanish, Chinese and Vietnamese.

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

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

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

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

Language translation notices are posted in the lobby and in public areas of the City Administrator's Office and its divisions.

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

n/a

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

<b>Title of Document</b>	<b>Translated Language(s)</b>
Oakland Press Release – Oakland Post	Chinese, Vietnamese
Redistricting Communication	Spanish, Chinese, Vietnamese
TOCA Pamphlet	Spanish
RAP Bus Ad	Spanish, Chinese, Vietnamese
RV Program	Spanish, Chinese
Outreach flyer & PetFix Services	Spanish, Chinese
NSC PowerPoint Presentation	Chinese
Budget Meeting Handouts	Spanish, Chinese
Dog Adoption questionnaire	Spanish, Chinese
RV Program Flyer	Spanish, Chinese
ERPA Fact Sheet	Spanish, Chinese, Vietnamese
Police Commission Application Update	Spanish, Chinese, Vietnamese
Emergency Rental Assistance Program	Spanish, Chinese, Vietnamese

**C. Multilingual Telephone Messages Assessment**

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

Completed.

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

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

During this fiscal year, the City Administrator's Office continues to work with Equal Access to ensure that any information that is provided to the public is translated into Spanish, Chinese and Vietnamese.

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

None.

**E. Action Plan**

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

The City Administrator's Office will continue to focus on translating documents into Spanish, Chinese, and Vietnamese. And when major public announcements and documents are created, the City Administrator's Office will continue to work with Equal Access to ensure that they are translated into Spanish, Chinese, Vietnamese, along with Arabic, Tagalog, Khmer and Korean to ensure that the LES community is informed of City programs and services that are available.

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	PCP_POSITION	PCP_LANG_1	BILINGUAL CERT
02111 - City Administrator: Administration Unit	1 Frank Ogawa Pla	Assistant City Administrator	NO		
02111 - City Administrator: Administration Unit	1 Frank Ogawa Pla	Assistant City Administrator	NO	Spanish	
02111 - City Administrator: Administration Unit	1 Frank Ogawa Pla	Assistant to the City Administrator	NO		
02111 - City Administrator: Administration Unit	1 Frank Ogawa Pla	Assistant to the City Administrator	NO		
02111 - City Administrator: Administration Unit	1 Frank Ogawa Pla	City Administrator	NO		
02111 - City Administrator: Administration Unit	1 Frank Ogawa Pla	City Administrator Analyst	NO		
02111 - City Administrator: Administration Unit	1 Frank Ogawa Pla	City Administrator Analyst	NO		
02111 - City Administrator: Administration Unit	1 Frank Ogawa Pla	City Administrator Analyst	NO		
02111 - City Administrator: Administration Unit	1 Frank Ogawa Pla	City Administrator Analyst	NO		
02111 - City Administrator: Administration Unit	1 Frank Ogawa Pla	Deputy City Administrator	NO		
02111 - City Administrator: Administration Unit	1 Frank Ogawa Pla	Exec Asst to Asst City Administrator	YES		Chinese-Cantonese
02111 - City Administrator: Administration Unit	1 Frank Ogawa Pla	Executive Asst to the City Administrator	NO		
02111 - City Administrator: Administration Unit	1 Frank Ogawa Pla	Project Manager III	NO		
02111 - City Administrator: Administration Unit	1 Frank Ogawa Pla	Project Manager III	NO		
02112 - Communications & Media	1 Frank Ogawa Pla	Assistant to the City Administrator	YES		
02112 - Communications & Media	1 Frank Ogawa Pla	Project Manager III	YES		
02112 - Communications & Media	1 Frank Ogawa Pla	Public Information Officer II	YES		
02113 - Special Activities	1 Frank Ogawa Pla	Assistant to the City Administrator	YES		
02113 - Special Activities	1 Frank Ogawa Pla	City Administrator Analyst	YES		
02113 - Special Activities	1 Frank Ogawa Pla	City Administrator Analyst	YES		
02113 - Special Activities	1 Frank Ogawa Pla	Municipal Code Enforcement Officer	YES		Spanish
02113 - Special Activities	1 Frank Ogawa Pla	Municipal Code Enforcement Officer	YES		Spanish
02113 - Special Activities	1 Frank Ogawa Pla	Public Service Representative	YES		Spanish
02115 - City Administrator Call CenterOLD	7101 Edgewater D	Assistant to the City Administrator	YES		
02115 - City Administrator Call CenterOLD	7101 Edgewater D	City Administrator Analyst	YES	Spanish	Spanish
02115 - City Administrator Call CenterOLD	1 Frank Ogawa Pla	Mayor's PSE 14	YES		Spanish
02115 - City Administrator Call CenterOLD	1 Frank Ogawa Pla	Mayor's PSE 14	YES		
02115 - City Administrator Call CenterOLD	7101 Edgewater D	Office Assistant II, PT	YES		
02115 - City Administrator Call CenterOLD	7101 Edgewater D	Public Service Representative	YES		
02115 - City Administrator Call CenterOLD	PWA FISCAL	Public Service Representative	YES		
02115 - City Administrator Call CenterOLD	PWA FISCAL	Public Service Representative	YES		
02115 - City Administrator Call CenterOLD	7101 Edgewater D	Public Service Representative	YES		
02115 - City Administrator Call CenterOLD	PWA FISCAL	Public Service Representative, Senior	YES	Chinese	Chinese-Cantonese
02119 - Neighborhood ServicesOLD	455 7TH STREET, 1	Neighborhood Services Coordinator	YES	Chinese	Chinese-Cantonese
02119 - Neighborhood ServicesOLD	455 7TH STREET, 1	Neighborhood Services Coordinator	YES		
02119 - Neighborhood ServicesOLD	455 7TH STREET, 1	Neighborhood Services Coordinator	YES		
02119 - Neighborhood ServicesOLD	455 7TH STREET, 1	Neighborhood Services Coordinator	YES	Spanish	Spanish
02119 - Neighborhood ServicesOLD	455 7TH STREET, 1	Neighborhood Services Coordinator	YES		
02119 - Neighborhood ServicesOLD	455 7TH STREET, 1	Neighborhood Services Coordinator	YES		
02119 - Neighborhood ServicesOLD	455 7th Street	Office Assistant I, PT	YES		
02119 - Neighborhood ServicesOLD	455 7th Street	Police Services Technician II	YES		
02119 - Neighborhood ServicesOLD	455 7th Street	Police Services Technician II	YES		
02119 - Neighborhood ServicesOLD	455 7th Street	Program Analyst III	YES		
02311 - Equal Opportunity Programs	One Frank Ogawa	Administrative Assistant II (CONF)	NO		
02311 - Equal Opportunity Programs	One Frank Ogawa	EEO & Civil Rights Director	NO		
02311 - Equal Opportunity Programs	One Frank Ogawa	Equal Opportunity Specialist	NO		
02311 - Equal Opportunity Programs	1 FRANK OGAWA	Equal Opportunity Specialist	NO		
02491 - Oakland Animal Services	1 Frank Ogawa Pla	Animal Care Attendant	NO		
02491 - Oakland Animal Services	1 Frank Ogawa Pla	Animal Care Attendant	NO		
02491 - Oakland Animal Services	1 Frank Ogawa Pla	Animal Care Attendant	NO		
02491 - Oakland Animal Services	1 Frank Ogawa Pla	Animal Care Attendant	NO		

02491 - Oakland Animal Services	1 Frank Ogawa Pla	Animal Care Attendant	NO		
02491 - Oakland Animal Services	1 Frank Ogawa Pla	Animal Care Attendant	NO		
02491 - Oakland Animal Services	1 Frank Ogawa Pla	Animal Care Attendant	NO		
02491 - Oakland Animal Services	1101 29TH AVENU	Animal Care Attendant, PT	NO		
02491 - Oakland Animal Services	1101 29TH AVENU	Animal Care Attendant, PT	NO		
02491 - Oakland Animal Services	1101 29TH AVENU	Animal Care Attendant, PT	NO		
02491 - Oakland Animal Services	1101 29TH AVENU	Animal Care Attendant, PT	NO		
02491 - Oakland Animal Services	1101 29TH AVENU	Animal Care Attendant, PT	NO		
02491 - Oakland Animal Services	1101 29TH AVENU	Animal Control Officer	YES		
02491 - Oakland Animal Services	1101 29TH AVENU	Animal Control Officer	YES		
02491 - Oakland Animal Services	1101 29TH AVENU	Animal Control Officer	YES		
02491 - Oakland Animal Services	1101 29TH AVENU	Animal Control Officer	YES		
02491 - Oakland Animal Services	1101 29TH AVENU	Animal Control Officer	YES		
02491 - Oakland Animal Services	1101 29TH AVENU	Animal Control Officer	YES		
02491 - Oakland Animal Services	1101 29TH AVENU	Animal Control Officer	YES		
02491 - Oakland Animal Services	1101 29TH AVENU	Animal Control Officer, PPT	YES		
02491 - Oakland Animal Services	1 Frank Ogawa Pla	Assistant to the Director	NO		
02491 - Oakland Animal Services	1101 29TH AVENU	Director of Animal Services	YES		
02491 - Oakland Animal Services	1 Frank Ogawa Pla	Executive Assistant to the Director	NO		
02491 - Oakland Animal Services	1 Frank Ogawa Pla	Public Service Representative	Yes		
02491 - Oakland Animal Services	1 Frank Ogawa Pla	Public Service Representative, PT	Yes		
02491 - Oakland Animal Services	1101 29TH AVENU	Registered Veterinary Technician	YES		
02491 - Oakland Animal Services	1 Frank Ogawa Pla	Temp Contract Svcs Employee, PT	YES		
02491 - Oakland Animal Services	1101 29TH AVENU	Veterinarian	YES		
02491 - Oakland Animal Services	1101 29TH AVENU	Volunteer Program Specialist II	YES		

Department Name: City Attorney  
Fiscal Year: FY2020-2021



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, 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 July 15, 2021.

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

---

Barbara J. Parker, City Attorney

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

## II. QUANTITATIVE ASSESSMENT REPORT

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

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Barbara Parker	Mark Forte	Mark Forte
Title	City Attorney	Legal Services Coordinator	Legal Services Coordinator
Address	1 Frank H. Ogawa Plaza	1 Frank H. Ogawa Plaza	1 Frank H. Ogawa Plaza
Phone#	510-238-3827	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		
Public Contact Positions (PCP)	10	100%	New PCP Hires	1	100%
PCP With Spanish Language Skill	1	10 %	New PCP Hires with SP Skill	0	0%
PCP With Chinese Language Skill	1	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="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 Division	
Advisory Division	
Affirmative Litigation Division	
Labor & Employment Division	
General & Complex Litigation Division	

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

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

<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>Total # of vital documents reported = 2</b>			

<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  
 LES = Limited English-Speaking*

**III. QUALITATIVE ASSESSMENT REPORT**

**A. Bilingual Public Contact Positions Assessment**

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

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
75	10	1	1	1	1	1	Yes

Goal = PCP X %

This report covers fiscal year 2020-2021 and data is reported as of June 2021.

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

The City Attorney’s Office had eighty-two authorized FTE’s during FY 2020-21. As of June 2021, seventy-five of these positions were filled with FTEs. The total number of positions identified as Public Contact Positions (PCPs) remains unchanged, with a total of ten. (Five NLC Attorneys, two Public Service Representatives, one Claims Investigator, one Open Government Coordinator and one Agency Administrative Manager - Frozen).

At the beginning of the fiscal year, four of the Office’s PCP positions were staffed by bilingual employees. Two were Chinese-speaking employees (Public Services Representative and Claim Investigator III), and two were Spanish-speaking (two NLC Attorneys).

During the fiscal year two filled PCP positions became vacant (one Public Service Representative (PSR) and one NLC Attorney). One vacant PCP position was frozen (Agency Administrative Manager). The City Attorney filled one NLC Attorney position with a non-bilingual employee. The PSR position remains vacant, however, a recruitment is underway. The bilingual employee who vacated the PSR position, remains with our office as a paralegal (a non-PCP position); and continues to be available to assist the public as needed, like many other City Attorney staff in non-PCP roles do.

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

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

The department posts job announcements on various recruitment platforms, including sites intended to recruit Spanish and Chinese speaking applicants. These efforts consistently produce a pool of qualified candidates for consideration. The department’s efforts continue to provide a ratio of bilingual employees that exceeds the City’s standards.

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

The department continued our best practice of utilizing PCP and non-PCP bilingual employees to provide language services to the public. This practice ensures that Limited English Speaking (LES) persons receive equal and fair access to the City services provided by this office.

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

There are no additional measures to report. The City Attorney's office will continue to utilize PCP and non-PCP employees the City has certified as bilingual in the target languages to assist the public as the need arises. This method has proven successful, as LES persons have received the same level of service as English-speaking constituents.

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

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

The required notices 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. 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 the threshold languages (Spanish and Chinese). Additionally, the Claim form and information packet are also available in Vietnamese. These documents are available to the public online and in the sixth-floor reception area at City Hall, One Frank H. Ogawa Plaza. During this pandemic, City Attorney staff have provided these documents to constituents via mail if they were unable to access them online.

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

Since 2018, the City Attorney's office has published all frequently asked questions (FAQ's), on our website in English, Spanish and Chinese. During this fiscal year, two new pandemic related FAQ's were added in the threshold languages. A list of the FAQ available in threshold languages is as follows:

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

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

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

The City Attorney front desk phone line is equipped with a multilingual telephone message. The message system has options to select a number to be directed to the message in either Spanish, Mandarin or Cantonese. City Attorney staff members recorded these messages.

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

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

The City Attorney's Office continues to follow the requirements detailed in AI 145 and the Equal Access Ordinance to meet the needs of the City's LES population. The Equal Access Reference guide is also available to staff at our public service counter.

As noted above, the department continues to utilize the services of bilingual employees to communicate with the LES Spanish and Chinese populations. We coordinate translation of written documents with the City's Human Resources Equal Access Office. When language assistance is required in a language that the City Attorney's office does not have a bilingual employee, we utilize the City's contracted translation service vendor.

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

The City Attorney's Office received no language access complaints during this fiscal year.

### **E. Action Plan**

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

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

- a. Continue to recruit bilingual staff by posting job announcements for PCPs in targeted website and publications.
- b. Maintain the departments vital documents in the threshold languages and ensure that any new vital documents are translated.
- c. Maintain prominent placement of signage alerting the public of language access assistance will at the customer service counter.
- d. Ensure that any frequently asked questions (FAQ's) published by the department, are translated into the threshold languages.

ORGANIZATION	ADDRESS_LIN	JOB_CLASS	POSITION	FTE	NORM	HIRE_DATE	NEW	PCP_POSIT	PCP_LANG_1	BILINGUAL CERT
04111 - City Attorney	One Frank O	Accountant II	15832.16	1	37.5	11-MAY-89		NO	Chinese	Chinese-Mandarin
04111 - City Attorney	One Frank O	City Attorney	2147.215	1	37.5	29-APR-91		NO		
04111 - City Attorney	One Frank O	Deputy City Attorney II	43428.43	0	37.5	05-JUL-16		NO		
04111 - City Attorney	One Frank O	Executive Assistant to the	7183.176	1	37.5	28-SEP-12		NO		
04111 - City Attorney	One Frank O	Information System Admi	730.73	1	37.5	24-OCT-16		NO	Chinese	Chinese-Mandarin
04111 - City Attorney	One Frank O	Information Systems Spec	34771.35	1	37.5	14-AUG-04		NO		
04111 - City Attorney	One Frank O	Legal Administrative Assis	4912.491	1	37.5	05-NOV-18		NO		
04111 - City Attorney	One Frank O	Legal Administrative Assis	2407.241	1	37.5	27-NOV-17		NO		
04111 - City Attorney	One Frank O	Legal Administrative Assis	2770.277	1	37.5	27-FEB-17		NO		
04111 - City Attorney	One Frank O	Legal Administrative Assis	4910.491	1	37.5	29-SEP-14		NO		
04111 - City Attorney	One Frank O	Legal Administrative Assis	34662.34	1	37.5	05-NOV-01		NO		
04111 - City Attorney	One Frank O	Legal Administrative Assis	18014.18	1	37.5	11-SEP-01		NO		
04111 - City Attorney	One Frank O	Legal Administrative Assis	14230.14	1	37.5	16-AUG-99		NO		
04111 - City Attorney	One Frank O	Legal Administrative Assis	19539.18	1	37.5	10-JUN-91		NO	Vietnamese	Vietnamese
04111 - City Attorney	One Frank O	Legal Administrative Assis	17250.17	1	37.5	11-DEC-95		NO		
04111 - City Attorney	One Frank O	Legal Support Supervisor	2396.24	1	37.5	03-JAN-17		NO		
04111 - City Attorney	One Frank O	Manager, Legal Administr	24571.85	1	37.5	07-JUL-97		NO		
04111 - City Attorney	One Frank O	Office Assistant I	35789.36	1	37.5	07-MAY-18		NO		
04111 - City Attorney	One Frank O	Open Government & Lega	33684.2	1	37.5	24-NOV-14		YES		
04111 - City Attorney	One Frank O	Paralegal	4911.491	1	37.5	31-OCT-20	YES	NO		
04111 - City Attorney	One Frank O	Paralegal	5743.574	1	37.5	18-APR-20		NO	Spanish	Spanish
04111 - City Attorney	One Frank O	Paralegal	42207.42	1	37.5	30-NOV-19		NO	Spanish	Spanish
04111 - City Attorney	One Frank O	Paralegal	39461.34	1	37.5	25-NOV-19		NO		
04111 - City Attorney	One Frank O	Paralegal	37537.38	1	37.5	11-DEC-17		NO	Chinese	Chinese-Cantonese
04111 - City Attorney	One Frank O	Paralegal	5732.573	1	37.5	13-NOV-17		NO		
04111 - City Attorney	One Frank O	Paralegal	37535.38	1	37.5	28-SEP-15		NO		
04111 - City Attorney	One Frank O	Paralegal	13207.13	1	37.5	02-APR-01		NO		
04111 - City Attorney	One Frank O	Paralegal	1186.119	1	37.5	22-FEB-99		NO		
04111 - City Attorney	One Frank O	Public Service Representa	10371.1	1	37.5	23-APR-84		YES		
04111 - City Attorney	One Frank O	Temp Contract Svcs Empl	42537.43	0	37.5	14-JAN-19		NO		
04211 - Litigation Unit	One Frank O	City Attorney, Assistant	33682.23	1	37.5	02-JUN-14		NO		
04211 - Litigation Unit	One Frank O	Claims Investigator III	35721.35	1	37.5	22-JUN-15		YES	Chinese	Chinese
04211 - Litigation Unit	One Frank O	Deputy City Attorney II	33062.27	1	37.5	24-SEP-18		NO		
04211 - Litigation Unit	One Frank O	Deputy City Attorney III	41036.15	1	37.5	10-JUN-19		NO		
04211 - Litigation Unit	One Frank O	Deputy City Attorney III	37866.15	1	37.5	28-MAY-19		NO		
04211 - Litigation Unit	One Frank O	Deputy City Attorney III	15354.54	1	37.5	20-APR-19		NO		
04211 - Litigation Unit	One Frank O	Deputy City Attorney III	41037.38	1	37.5	06-APR-19		NO		
04211 - Litigation Unit	One Frank O	Deputy City Attorney III	41593.42	1	37.5	04-FEB-14		NO	Chinese-Canto	Chinese-Cantonese
04211 - Litigation Unit	One Frank O	Deputy City Attorney IV, S	40279.34	1	37.5	01-AUG-20	YES	NO		
04211 - Litigation Unit	One Frank O	Deputy City Attorney IV, S	41038.15	1	37.5	08-JUN-15		NO		
04211 - Litigation Unit	One Frank O	Deputy City Attorney IV, S	15360.15	1	37.5	14-JUN-10		NO	Spanish	
04211 - Litigation Unit	One Frank O	Deputy City Attorney V	43653.44	0	37.5	16-FEB-21	YES	NO		
04211 - Litigation Unit	One Frank O	Deputy City Attorney V	22022.22	1	37.5	14-MAY-12		NO		
04211 - Litigation Unit	One Frank O	Executive Asst to the Asst	24572.58	1	37.5	01-JUL-93		NO	Chinese	Chinese-Cantonese
04311 - Advisory Unit	One Frank O	City Attorney, Assistant	33681.49	1	37.5	01-NOV-88		NO		
04311 - Advisory Unit	One Frank O	Deputy City Attorney II	42082.31	1	37.5	28-NOV-20	YES	NO		
04311 - Advisory Unit	One Frank O	Deputy City Attorney II	33852.27	1	37.5	11-JAN-20		NO		

04311 - Advisory Unit	One Frank Og	Deputy City Attorney II	41468.41	1	37.5	17-JAN-13		Libby, Oliver L	NO		
04311 - Advisory Unit	One Frank Og	Deputy City Attorney III	43152.43	1	37.5	29-MAR-21	YES	Chu, Katherine	NO		
04311 - Advisory Unit	One Frank Og	Deputy City Attorney III	13276.13	1	37.5	28-NOV-20	YES	Mendoza, Luz Elena	NO		
04311 - Advisory Unit	One Frank Og	Deputy City Attorney III	38624.39	1	37.5	25-JUL-20	YES	Bhakta, Mitesh	NO		
04311 - Advisory Unit	One Frank Og	Deputy City Attorney III	42204.42	1	37.5	30-NOV-19		Chan, Naree	NO		
04311 - Advisory Unit	One Frank Og	Deputy City Attorney III	32223.32	1	37.5	04-JAN-19		Fernandez, Ubaldo	NO		
04311 - Advisory Unit	One Frank Og	Deputy City Attorney III	27645.28	1	37.5	09-JAN-17		Qian, Kent Kang	NO		
04311 - Advisory Unit	One Frank Og	Deputy City Attorney IV, S	17919.18	1	37.5	03-AUG-19		Smith, Michael L	NO		
04311 - Advisory Unit	One Frank Og	Deputy City Attorney IV, S	41042.34	1	37.5	07-JAN-19		Dunec, JoAnne Loretta	NO		
04311 - Advisory Unit	One Frank Og	Deputy City Attorney IV, S	15366.15	1	37.5	11-DEC-17		Mulry, Brian P	NO		
04311 - Advisory Unit	One Frank Og	Deputy City Attorney IV, S	117.117	1	37.5	02-SEP-08		Macaulay, Amber Rose	NO		
04311 - Advisory Unit	One Frank Og	Deputy City Attorney IV, S	10290.1	1	37.5	06-AUG-01		Ortiz, Celso Dolores	NO	Spanish	
04311 - Advisory Unit	One Frank Og	Deputy City Attorney V	7170.29	1	37.5	24-FEB-18		McLaughlin, Kevin	NO		
04311 - Advisory Unit	One Frank Og	Deputy City Attorney V	14891.15	1	37.5	22-MAY-12		Logue, Jennifer Nicole	NO		
04311 - Advisory Unit	One Frank Og	Executive Asst to the Asst	24573.15	1	37.5	26-AUG-13		Early, Shavonda L	NO		
04311 - Advisory Unit	One Frank Og	Special Counsel	19901.2	1	37.5	25-SEP-17		Patel, Bijal M.	NO		
04311 - Advisory Unit	One Frank Og	Temp Contract Svcs Empl	43386.43	0	37.5	08-SEP-20	YES	Rossi, Daniel	NO		
04411 - Affirmative Liti	One Frank Og	Deputy City Attorney III	42202.42	1	37.5	09-APR-18		Flanders, Jordan Lindsey	NO		
04411 - Affirmative Liti	One Frank Og	Deputy City Attorney V	41039.14	1	37.5	14-OCT-19		Savitsky, Zoe Meryl	NO		
04411 - Affirmative Liti	One Frank Og	Exempt Limited Duration	43652.44	0	37.5	14-DEC-20	YES	Harris, Jaclyn A	NO		
04411 - Affirmative Liti	One Frank Og	Neighborhood Law Corps	40277.35	1	37.5	28-NOV-20	YES	Kim, Yoona	YES		
04411 - Affirmative Liti	One Frank Og	Neighborhood Law Corps	39456.22	1	37.5	14-MAR-20		Phillips, Alynia Nicole	YES		
04411 - Affirmative Liti	One Frank Og	Neighborhood Law Corps	39455.22	1	37.5	02-MAR-20		Hernandez, Axell Bryan	YES		
04411 - Affirmative Liti	One Frank Og	Neighborhood Law Corps	39454.22	1	37.5	01-AUG-18		Rahman, Zarah Maria	YES	Spanish	Spanish
04511 - Labor/Employrn	One Frank Og	Deputy City Attorney III	40278.36	1	37.5	04-JAN-21	YES	Sudame, Meeti Suhas	NO		
04511 - Labor/Employrn	One Frank Og	Deputy City Attorney III	39957.37	1	37.5	07-MAY-18		Brown, Vincent Luvel	NO		
04511 - Labor/Employrn	One Frank Og	Deputy City Attorney III	41040.25	1	37.5	06-AUG-12		Shafie, Tricia Lynn	NO		
04511 - Labor/Employrn	One Frank Og	Deputy City Attorney IV, S	39460.18	1	37.5	03-AUG-15		Dibley, Allison Marie	NO		
04511 - Labor/Employrn	One Frank Og	Deputy City Attorney IV, S	42079.21	1	37.5	10-NOV-14		Harris, Veronica LaShawn	NO		
04511 - Labor/Employrn	One Frank Og	Deputy City Attorney IV, S	39958.34	1	37.5	21-AUG-06		Casden, Caryl L	NO		
04511 - Labor/Employrn	One Frank Og	Deputy City Attorney V	39459.49	1	37.5	04-JUN-18		Fane, Laura	NO		
04511 - Labor/Employrn	One Frank Og	Special Counsel	42203.42	1	37.5	28-DEC-19		Martin, Brigid Snow	NO		
04511 - Labor/Employrn	One Frank Og	Special Counsel - Labor &	40006.13	1	37.5	15-APR-13		Richardson, Ryan G	NO		

Department Name:  
Fiscal Year: FY2020-2021



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 **06/16/2021**.

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

**COURTNEY A. RUBY, CITY AUDITOR.**

Type Name & Title

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

**II. QUANTITATIVE ASSESSMENT REPORT**

**Department Name:**

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
Michael Houston, 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>
Orsolya Kovsdi, Whistleblower Manager	
Mike Edmonds, Senior Performance Auditor (TCSE)	
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: FY2020-2021

<b>Table 4A Vital Documents List</b>			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
1. Performance Audit Reports	Yes	Yes	
2. Annual Reports	Yes	Yes	
3. Annual Whistleblower Reports	Yes	Yes	
4. Whistleblower Frequently Asked Questions Page	Yes	Yes	
5. Whistleblower Complaint Form	Yes	Yes	
6. Whistleblower Posters ( <i>new</i> )	Yes	Yes	
<b><i>Our website indicates translation is available for all presentations &amp; reports.</i></b>			
<b>Total # of vital documents reported = 6</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
Action Plan & Timeline: <b><i>All documents are available upon request - this is made clear to the LES community on our website</i></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  
 LES = Limited English-Speaking

### III. QUALITATIVE ASSESSMENT REPORT

#### A. Bilingual Public Contact Positions Assessment

##### Office of the City Auditor

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
10	4	1	1	YES	<1	0	NO

Goal = PCP X %

This report covers fiscal year 2020-2021 and data is reported as of June 2020.

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

Oakland’s City Auditor works for, and reports to, the residents of Oakland. Considering the diversity of Oakland’s community, it is 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.

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

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

The Office of the City Auditor carefully evaluates all applicants for PCP positions with a critical eye towards bilingual abilities. However, a lack of bilingual skills is not a disqualifying factor as the Office has no BPCP requirement nor does the position description require them. Nonetheless, the Office is committed to hiring individuals from diverse backgrounds and different ethnicities. We are a small office, with only 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. Highlight positive changes, successes, and best practices.**

This year we made two positive changes in terms of public outreach.

- 1) We worked with the Equal Access Office to translate our Whistleblower Posters to Spanish, and Chinese. We plan to distribute these posters in various public spaces throughout the City targeting certain communities that may not know about our Whistleblower Program and the service it provides. (Samples Attached)



- 2) We worked with the Equal Access Office and the IT Department to help translate an automatic email reply for the Office of the City Auditor's general inbox. Any member of the public who contacts our Office via email receives a detailed automatic reply email, indicating the email has been translated into Spanish, Chinese and Vietnamese. The automatic reply informs the person contacting us that we've received their email and will get back to them within 24 hours, and also provides contact information for our Whistleblower Program Manager and Communications Director. (Sample Attached).

[Este mensaje en español haga clic aquí](#)

[按此處查看中文版本](#)

[Tin nhắn này bằng tiếng Việt bấm vào đây](#)

Thank you for contacting the Office of the City Auditor. Our Office is open between 8:30AM and 5:00PM Monday-Friday. If your email requires a response, Auditor staff will reply to you within 24-48 hours during the weekdays. For specific inquiries, please read the below instructions:

Department Name:  
Fiscal Year: FY2020-2021

- For all media inquiries contact Dena L. Shupe at (510) 238-4975 or by email: [dshupe@oaklandca.gov](mailto:dshupe@oaklandca.gov).
- To submit a Whistleblower complaint, please call the 24 hour hotline at 1-888-329-6390 or visit our website: <https://www.oaklandauditor.com/whistleblower/submit-a-complaint/>. Complaints can be submitted anonymously.
- If you would like to receive updates containing valuable information about our Office's audit work and more, please sign up for our newsletter here: [Email Updates](#).
- To learn more about the Office of the City Auditor, please visit our website: [www.oaklandauditor.com](http://www.oaklandauditor.com).

Again, we thank you for reaching out to us and look forward to serving you.

Respectfully,

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Office of the City Auditor  
510-238-3378

[cityauditor@oaklandca.gov](mailto:cityauditor@oaklandca.gov)

1 Frank H. Ogawa Plaza – 4th Floor Oakland, California 94612

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

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. Now, posters advertising our Whistleblower Program that have been translated in Spanish and Chinese will be widely distributed throughout Oakland, reaching out even further into our communities so make certain they know about this important service our Office provides.

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

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

Located on the secured 4th floor of Oakland City Hall, the Office rarely receives foot traffic from Oakland residents. However, we have posted notices, located immediately outside the elevators leading to the reception area, indicating our Office can provide Spanish-speaking staff for assistance. There is also a notice on the receptionist's front desk informing visitors that interpreters are available,

by telephone to provide assistance in several different languages, at no charge, and a brochure indicating the various service counters located throughout the City of Oakland.

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

The Office of the City Auditor has a total of 6 vital documents: (1) performance audit reports, (2) Annual reports, (3) Whistleblower Annual Reports, (4) Whistleblower Program FAQ page, (5) Whistleblower Complaint Form and 6) whistleblower poster. 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. The Whistleblower Poster was translated into Spanish and Chinese this year.

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

The Office's general automatic reply email was translated into Spanish and Chinese.

**C. Multilingual Telephone Messages Assessment**

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

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

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

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

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

The Office of the City Auditor will continue to implement recommendations and requirements of the Equal Access Office. The Office will strive to provide timely and efficient service to the LES community. Our primary outreach to the public is through meetings in City Hall and throughout Oakland neighborhoods, and virtually, through our website and other electronic mediums. Over the next 12 months, the Office of the City Auditor will continue to implement recommendations and requirements of the Equal Access Office. As needed, we will continue to translate vital documents and other documents in order to better communicate and engage with the LES population.

Department Name:  
Fiscal Year: FY2020-2021

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

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

## **E. Action Plan**

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

Over the next 12 months, the Office of the City Auditor plans to:

- *Update, when possible our outgoing phone message to mirror our automatic email reply message implemented in 2021.*
- *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;*
- *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; (goal met)*
- *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.*

Department Name:  
Fiscal Year: FY2020-2021



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, Asha Reed, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Office of the City Clerk was submitted on July 1, 2021.

*Asha Reed* City Clerk

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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	Asha Reed	Camille Harvey	Camille Harvey
Title	City Clerk	Executive Assistant	Executive Assistant
Address	City Hall – 2 <sup>nd</sup> Floor	City Hall 2 <sup>nd</sup> Floor	City Hall 2 <sup>nd</sup> Floor
Phone#	510-238-7370	510-238-3122	510-238-3122
Email	areed@oaklandca.gov	cmharvey@oaklandca.gov	cmharvey@oaklandca.gov

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

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
Account Clerk III	<input type="checkbox"/> Hired-SP <input checked="" 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: The Office of the City Clerk hired an AC III who spoke Chinese, however the candidate is no longer with the department. Additionally the Office of the City Clerk hired a TCSE who spoke Spanish who is also no longer with the department.	

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

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Description: Asha Reed was promoted to 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 2	Actual FTE 2
	SP= 1 CH = 1	SP= 1 CH = 1
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

Department Name: City Clerk  
 Fiscal Year: FY2020-2021

<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>Total # of vital documents reported =</b>	4	4	

<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  
 LES = Limited English-Speaking*

**III. QUALITATIVE ASSESSMENT REPORT**

**A. Bilingual Public Contact Positions Assessment**

**Department Name:**

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
14	2	1	1	Yes	1	1	Yes

Goal = PCP X %

This report covers fiscal year 2020-2021 and data is reported as of June 2020.

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

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

The Office of the City Clerk is currently recruiting for two positions; Management Assistant and Assistant City Clerk and will give priority to bilingual candidates for those two positions in addition to the current recruitment guidelines conducted by Human Resources.

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

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

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

Notices are posted in the reception area, when City Hall is accessible.

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

The Office of the City Clerk does not have an extensive amount of vital documents to be translated but when we do, we make sure they are translated and available (e.g. Election materials). The Clerk's office is also available to translate Council meeting agendas and agenda materials when requested in sufficient time.

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

The Office of the City Clerk has documents related to Domestic Partnership Registration in Chinese, Vietnamese and Spanish in addition to having a Spanish glossary of Passport Application terms available on its website.

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

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

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

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

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

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. The Clerk's office has also partnered with the Council office to ensure that residents had translation available for in person transactions (passport applications).

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

The Office of the City Clerk is unaware of any complaints related to language access.

### **E. Action Plan**

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

The Office of the 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.

City Clerk's Office

FY2020-21

ORGANIZATION	ADDRESS_L	JOB_CLASS	HIRE_DATE	NEW	PCP_POSITI	PCP_LANG	BILINGUAL CERT
03121 - City Clerk Unit	One Frank C	Account Clerk III	19-SEP-20	YES	YES		
03121 - City Clerk Unit	One Frank C	Administrative Analyst I	14-JUN-96		YES	Yes	
03121 - City Clerk Unit	One Frank C	City Clerk	22-APR-13		YES	Yes	
03121 - City Clerk Unit	One Frank C	Executive Assistant to the Director	01-DEC-17		NO		
03121 - City Clerk Unit	One Frank C	Legislative Recorder	10-AUG-16		NO		
03121 - City Clerk Unit	One Frank C	Legislative Recorder	22-AUG-16		NO		
03121 - City Clerk Unit	One Frank C	Legislative Recorder	23-OCT-06		NO		
03121 - City Clerk Unit	One Frank C	Temp Contract Svcs Employee, PT	08-AUG-20	YES	NO		
03211 - KTOP Operations	One Frank C	Cable Operations Technician	31-MAR-00		NO		
03211 - KTOP Operations	One Frank C	Cable Operations Technician	01-APR-00		NO		
03211 - KTOP Operations	One Frank C	Cable Operations Technician	10-SEP-02		NO		
03211 - KTOP Operations	One Frank C	Cable Operations Technician	03-JUL-95		NO		
03211 - KTOP Operations	One Frank C	Cable TV Operations Chief Engineer	08-JAN-18		NO		
03211 - KTOP Operations	One Frank C	Cable TV Production & Operations Manager	12-JUN-89		NO		
03211 - KTOP Operations	One Frank C	Cable TV Production Assistant	09-APR-12		NO		
03211 - KTOP Operations	One Frank C	Cable TV Production Assistant	12-MAR-01		NO		
03211 - KTOP Operations	One Frank C	Cable TV Stage Manager, PT	01-NOV-17		NO		

Department Name:  
Fiscal Year: FY2020-2021



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, 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 11, 2021.

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

John Alden, Executive 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	John Alden	Aaron B. Zisser	Aaron B. Zisser
Title	CPRA Executive Director	CPRA Chief of Staff	CPRA Chief of Staff
Address	250 Frank H. Ogawa Plaza, Ste. 6302	""	""
Phone#	510-238-7401	408 623 8116	""
Email	<a href="mailto:JAlden@oaklandca.gov">JAlden@oaklandca.gov</a>	<a href="mailto:azisser@oaklandca.gov">azisser@oaklandca.gov</a>	""

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	12 (includes OIG)		New Hires	6 (all TCSE but one) <sup>1</sup>	
Public Contact Positions (PCP)	9	100%	New PCP Hires	3 (2 were TCSE)	100%
PCP With Spanish Language Skill	2	22 %	New PCP Hires with SP Skill	2 (same individual)	67%
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
	XHired-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	
Chief of Staff (TCSE)	
Complaint Investigator III (2 – one vacancy)	
Complaint Investigator II (6 – one vacancy)	
Intake Technician (3)	
Policy Analyst (now assigned to Office of Inspector General)	

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 Chief of Staff position has been created, and the position has been filled via a TCSE since February 2021. The Chief of Staff reports to the Executive Director and provides general supervision of the staff. The CI III maintains direct supervision over investigations and reports directly to the Executive Director regarding investigations. The Policy Analyst was moved from CPRA to the OIG. The Administrative Analyst position supporting the Police Commission was eliminated.	

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 -- CPRA	Language Goal FTE	Actual FTE
	SP= 1 CH = 1	SP= 2 CH = 1
	SP= CH =	SP= CH =

<sup>1</sup> Some of the TCSE hires made in FY 2020-2021 also departed during the same fiscal year. Only one of the TCSE positions remains filled.

<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
Action Plan & 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 initial Agency budget submission for FY 20/21 included an additional staff member dedicated to outreach; however, that position was removed and an existing open administrative support position, which would have assisted in these efforts, was frozen as part of the budget revisions in response to Covid-19.	

<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  
 LES = Limited English-Speaking*

**III. QUALITATIVE ASSESSMENT REPORT**

**A. Bilingual Public Contact Positions Assessment**

**Department Name:**

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
12	9	1	2	Yes	.45	1	Yes

Goal = PCP X %

This report covers fiscal year 2020-2021 and data is reported as of June 30, 2021.

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

The Community Police Review Agency strives to provide services to all members of the Oakland community. While the Agency has a relatively small staff, staff members include 2 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 2020-21 fiscal year was a time of continuing changes for the Community Police Review Agency. The Agency hired a permanent Intake Technician after a period of the position being either filled on a temporary basis or vacant, and it hired its first Chief of Staff. 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 operating with vacancies in key positions and without administrative support it had in prior years. The Agency was tasked with reviewing hundreds of complaints arising out of the George Floyd protests, and Measure S1 was passed in November 2020 and entailed additional Agency responsibilities relating to investigation deadlines.

Short-staffing was a significant challenge this fiscal year. While the Agency initially was able to hire temporary staff to address gaps, budget constraints forced the Agency to terminate those temporary contracts in early 2021. Recruiting and on-boarding so many staff also require significant resources. CPRA hired two temporary investigators and two temporary Intake Technicians, all of whom departed during the same FY. We have also operated with two investigator vacancies, including a supervising investigator. An Intake Technician vacancy was filled at the end of the fiscal year. The Policy Analyst was moved to the Office of the Inspector General, and the Administrative Analyst recently departed. While we were able to hire a Chief of Staff in February 2021, significant investigation-related projects were the initial priorities for this position – these included revamping and implementing our database, coordinating the recruitment/onboarding process for the Intake Technician and Complaint Investigator III. This position has also been coordinating the recruitment process for the Chief of Staff to the Police Commission, an essential position to support the wide ranging work of the Commission. The Chief of Staff had additional projects that involved deadlines. In May, the Chief of Staff, with the support of the Director, was able to turn to a new project – setting up a Race and Equity

Team, including the new Intake Technician who is certified in Spanish – that involves planning for community outreach and engagement.

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. 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. The contractor hired to do this work had to withdraw due to Covid-related family issues. For technical reasons related to the contracting process, the Agency was not able to contract with someone else for the 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 Chief of Staff and the Race and Equity team will begin outreach planning, those staff have other primary responsibilities, and the lack of appropriate Agency staffing to support and maintain these efforts will continue to be an impediment to effective engagement.

The Chief of Staff is also coordinating the recruitment of a full-time high-level staffer for the Police Commission itself. This position is included in the Mayor's FY 21/22 budget proposal and will, in collaboration with the CPRA Director and Chief of Staff, prioritize community outreach. Finally, the recruitment for the inaugural Inspector General has begun, and, as with the Police Commission Chief of Staff position, the hiring of the Inspector General will facilitate community outreach across all Police Commission entities, as the work of that position requires community input regarding police policies and practices and the Office of the Inspector General's audit priorities.

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

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. The Intake Technician hired in FY 20/21 is certified for Spanish interpretation, and this skill was a priority during the hiring process.

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

- Hiring a Spanish-certified Intake Technician.
- Hiring a Chief of Staff who is coordinating outreach through an internal Race and Equity team.

- Forming a Race and Equity Team that completed the DRE Academy training and that includes a Spanish-certified interpreter and that is prioritizing development of an outreach plan.
  - Initiating the recruitment of a second Complaint Investigator III. This will free up the Director and others to spend more time on outreach.
  - Initiating the recruitment of the Chief of Staff to the Police Commission; this position will focus largely on outreach.
  - Initiating the recruitment of the Inspector General, who will also facilitate outreach.
4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

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 inform the public of the right to language access services. Please list the locations in which notices are posted.
- 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. 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. Describe other materials the Department has provided in multiple languages?
- 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. Provide an assessment on the provision of multilingual messages and hotlines.

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

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

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

The Community Police Review Agency is a small Agency with only 11 FTE staff (including an OIG Policy Analyst) (plus two vacancies and the TCSE Chief of Staff, which will be a permanent position in the next FY). 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. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

No.

### **E. Action Plan**

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

As mentioned in the answers in Section A, the Agency has undergone significant changes in and challenges during the past year due to budget constraints arising from the Covid-19 pandemic, multiple staffing changes, and the continued lack of administrative staffing (the Administrative Analyst served the Commission directly, not CPRA). 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 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.

Department Name:CPRA  
Fiscal Year: FY2020-2021

In the meantime, as discussed above, we have initiated the Race and Equity team, which will address, among other projects, outreach planning. The hiring of a CPRA Chief of Staff facilitated this process and will provide some additional resources to address outreach. The hiring in the next few months of a Chief of Staff to the Police Commission and of an Inspector General will further expand CPRA's ability to engage in community outreach. Adding investigative resources by filling existing vacancies will further free up leadership to engage in more community outreach.

Police Commission/ CPRA

FY 2020-21

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP_PO	PCP_LAN	BILINGUAL CERT	
66211 - Community Police Review Agency	1 Frank Ogawa Pl	Complaint Investigator II	12-SEP-16		YES			
66211 - Community Police Review Agency	1 Frank Ogawa Pl	Complaint Investigator II	23-JUL-12		YES		Chinese-Cantonese	
66211 - Community Police Review Agency	1 Frank Ogawa Pl	Complaint Investigator II	05-OCT-19		YES			
66211 - Community Police Review Agency	1 Frank Ogawa Pl	Complaint Investigator II	05-OCT-19		YES			
66211 - Community Police Review Agency	1 Frank Ogawa Pl	Complaint Investigator II	04-OCT-10		YES		Spanish	
66211 - Community Police Review Agency	1 Frank Ogawa Pl	Complaint Investigator III	18-SEP-06		YES			
66211 - Community Police Review Agency	1 Frank Ogawa Pl	Executive Director CPRA	27-JUL-19		NO			
66211 - Community Police Review Agency	1 Frank Ogawa Pl	Intake Technician	14-DEC-15		YES			
66211 - Community Police Review Agency	1 Frank Ogawa Pl	Intake Technician	01-MAY-21	YES	YES		Spanish	
66211 - Community Police Review Agency	1 Frank Ogawa Pl	Intake Technician	18-FEB-14		YES			
66211 - Community Police Review Agency	1 Frank Ogawa Pl	Temp Contract Svcs Employee, PT	06-FEB-21	YES	NO			
66311 - Inspector General	1 Frank Ogawa Pl	Policy Analyst	12-SEP-16		NO			

Department Name:  
Fiscal Year: FY2020-2021



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, 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 9, 2021.

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

Alexa Jeffress, EWDD Director

Department Name:  
Fiscal Year: FY2020-2021

## 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	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	50.20		New Hires	3	
Public Contact Positions (PCP)	6.50	12.95%	New PCP Hires	1	33.33%
PCP With Spanish Language Skill *	1	15.38%	New PCP Hires with SP Skill	1	33.33%
PCP With Chinese Language Skill *	1	15.38%	New PCP Hires with CH Skill	0	0.00%

\*Goal fulfilled by one multilingual employee who is fluent in both Spanish and Mandarin Chinese.

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: FY2020-2021

<b>Table 4A Vital Documents List</b>			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Application Only Oakland CARES Fund for Artists	Yes	Yes	Vietnamese
BAF Letter	Yes	Yes	Vietnamese, Arabic
Business Update Email	Yes	Yes	Vietnamese, Arabic
Business Update Email – Decline Letter	Yes	Yes	Vietnamese, Arabic
CARES Act Home Based Program	Yes	Yes	Vietnamese
CARES Legal Services Flyer	Yes	Yes	Vietnamese
CARES response to the application	Yes		
CARES Act Small Business Grant Program – Grant Decline Email	Yes	Yes	Vietnamese
Flex Streets Initiative – Use of City Property Application	Yes	Yes	Vietnamese
Flex Streets Post Survey	Yes	Yes	Vietnamese
Flex Streets Post Survey email	Yes	Yes	Vietnamese
Flex Streets Traffic Online Application	Yes	Yes	Vietnamese
Grant program extension	Yes	Yes	Vietnamese
Guidelines Oakland CARES Fund for Artists	Yes	Yes	Vietnamese
Key Business Resources – EWDD Update (43 issues)	Yes	Yes	Vietnamese, Arabic
Nonprofit Grant Press Release	Yes		
Oakland CARES Act Home-Based Business Grants	Yes	Yes	Vietnamese
Oakland CARES Act Home-Based Business Grants – Email Template – Action Required Related to Business License	Yes	Yes	
Oakland CARES Grant	Yes	Yes	Vietnamese
Oakland CARES Grant additional text	Yes	Yes	Vietnamese
Oakland CARES Grant Press Release	Yes	Yes	Vietnamese
Oakland Relief Fund Application FAQ	Yes	Yes	Vietnamese
PPE Kit Survey	Yes	Yes	Vietnamese
PPE Kit Survey – additional questions	Yes	Yes	Vietnamese
Registration Form for Virtual Job Fairs	Yes	Yes	Vietnamese
Small Business Email	Yes	Yes	Vietnamese, Arabic
Small Business Grant	Yes	Yes	Vietnamese, Arabic
Small Business Grant FAQ Document	Yes	Yes	Vietnamese
Small Business Grant Press Release	Yes	Yes	Vietnamese
Webinar Flyers		Yes	Vietnamese
Worker Job Fairs Flyer	Yes	Yes	Vietnamese
<b>Total # of vital documents reported =</b>			

<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
Economic Development, 250 Frank H. Ogawa Plaza, Oakland CA	510-238-3627	In Compliance

Department Name:  
 Fiscal Year: FY2020-2021

<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).*

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

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

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

**Department Name:**

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
50.2	6.50	0.7	1	Yes	0.3	1	Yes

Goal = PCP X %

This report covers fiscal year 2020-2021 and data is reported as of June 2020.

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

The Economic & Workforce Development Department (EWDD) strives to inform the public of all the rapid changing events that affects the Oakland community and business. Because of COVID-19, small businesses have been greatly affected. As the economy continuous to recover, the Business Development Division (Biz Dev) posts Key Business Resources every week, with information translated to Spanish, Chinese, Vietnamese and Arabic. Our impact survey to gather data directly from businesses was launched in 5 languages. Our small business grant programs – both those funded by federal CARES dollars and those funded by private philanthropic dollars – featured grant applications in multiple languages to remove linguistic barriers.

Flyers promoting a series of job fairs in late 2020 were produced in English, Chinese, Spanish and Vietnamese. The online registration form for the four job fairs were also in these four languages. BPCP goal fulfilled by a multilingual employee who is fluent in both Spanish and Chinese.
- Describe the Department’s effort in outreach, recruitment and hiring of bilingual candidates. 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. EWDD continues to update internal list of bilingual staff, both City-certified and self-identified bilingual employees. A self-identified Spanish-bilingual staff was hired in the middle of this fiscal year.
- Highlight positive changes, successes, and best practices.

With the CARES Act funding, the Economic & Workforce Development Department (EWDD) was able to provide direct financial assistance to small businesses, home-based businesses and local artists. More than \$26,000 of the CARES Act funding was spent for translations services. EWDD did targeted outreach to businesses who qualified, especially to business owners who are people of color, non-English speakers, immigrants and of other vulnerable populations. To better reach communities that are traditionally underserved, we engaged community partners capable of providing culturally and linguistically appropriate support to non-English speakers.

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

In addition to the City's new website offering information in multiple languages via an embedded Google Translate, the City has proactively pushed out information on the latest support and grant programs through frequent business update emails to 8,500 recipients. The content of these emails is provided in Arabic, Chinese, Spanish and Vietnamese, in addition to English. Since April 2020, 46 update emails have been sent, with an average open rate of 27%, 2.4 readers per open and an average click rate of 2.8%. A reader survey in five languages is being conducted to assess the effectiveness and impact these series of emails have had for recipient businesses.

Outreach materials on the Flex Street Initiative were provided in four languages: English, Chinese, Spanish and Vietnamese. The online applications for parklets, sidewalk cafes and City property were also available in these four languages.

To promote the new Metrix online learning platform that helps Oaklanders gain skills to advance their careers or find a new job, we produced flyers in English, Chinese and Spanish. The platform allows 24/7 access to more than 5,000 classes in multiple languages.

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

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

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, especially information on the CARES Act funding. EWD's locations where these notices are posted are almost all shared with other departments and include:

- 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. 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. Describe other materials the Department has provided in multiple languages?  
Not applicable.

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

1. Provide an assessment on the provision of multilingual messages and hotlines.  
The Business Development's main line offers multilingual interpretation: 510-238-7952.

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

1. Describe outreach efforts to communicate and engage LES populations.  
Thanks to the availability of CARES Act funds, we engaged our ethnic chambers of commerce and other business support partners to provide culturally and linguistically appropriate outreach and technical assistance support, including partners that served the Cantonese, Mandarin, Spanish and Vietnamese speaking community.
2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).  
The Department did not receive any complaints.

### **E. Action Plan**

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

## Economic and Workforce EWD

FY 2020-21

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP_PD	PCP_LANG_1	BILINGUAL CERT
85111 - Admin: Economic & Workforce D	250 FRANK H. O	Administrative Services Manager II	07-NOV-05		NO	Chinese	
85111 - Admin: Economic & Workforce D	250 FRANK H. O	Director of Economic & Workforce Dev	20-APR-19		NO		
85111 - Admin: Economic & Workforce D	One Frank Ogaw	Executive Assistant to the Director	26-FEB-18		NO		
85111 - Admin: Economic & Workforce D	One Frank Ogaw	Management Assistant	10-APR-06		NO	Tagalog/Filipino	
85221 - Project Implementation: Staffing	250 Frank H. Oga	Administrative Assistant I	09-APR-01		NO		
85221 - Project Implementation: Staffing	250 Frank Ogaw	Development/Redevelop. Program Manager	30-APR-90		NO	Spanish	
85221 - Project Implementation: Staffing	250 Frank Ogaw	Development/Redevelop. Program Manager	24-APR-89		NO	German	
85221 - Project Implementation: Staffing	250 Frank Ogaw	Temp Contract Svcs Employee, PT	02-NOV-19		NO		
85221 - Project Implementation: Staffing	250 Frank Ogaw	Urban Economic Analyst I	14-NOV-20	YES	NO	Spanish	
85221 - Project Implementation: Staffing	250 Frank Ogaw	Urban Economic Analyst II	23-SEP-17		NO		
85221 - Project Implementation: Staffing	250 Frank Ogaw	Urban Economic Analyst II	12-AUG-17		NO	Vietnamese	
85221 - Project Implementation: Staffing	250 Frank Ogaw	Urban Economic Analyst III	20-SEP-00		NO		
85221 - Project Implementation: Staffing	250 Frank Ogaw	Urban Economic Analyst III (PPT)	10-APR-17		NO		
85221 - Project Implementation: Staffing	250 Frank Ogaw	Urban Economic Analyst IV, Projects	01-MAR-05		NO		
85221 - Project Implementation: Staffing	250 Frank Ogaw	Urban Economic Analyst IV, Projects	27-OCT-88		NO		
85221 - Project Implementation: Staffing	250 Frank Ogaw	Urban Economic Coordinator	24-NOV-14		NO	Spanish	
85221 - Project Implementation: Staffing	250 Frank Ogaw	Urban Economic Coordinator	11-FEB-08		NO		
85231 - Real Estate	250 Frank Ogaw	Account Clerk III	29-JUN-19		NO	Vietnamese	Vietnamese
85231 - Real Estate	250 Frank Ogaw	Manager, Real Property Asset	11-JAN-20		NO		
85231 - Real Estate	250 FRANK H. O	Real Estate Agent	15-JUN-19		NO		
85231 - Real Estate	250 Frank Ogaw	Real Estate Agent	10-OCT-16		YES	Spanish& Chinese	Spanish
85231 - Real Estate	250 Frank H. Oga	Real Estate Agent	06-JAN-14		NO	Vietnamese	
85231 - Real Estate	250 FRANK H. O	Real Estate Agent	06-OCT-10		NO		
85244 - Oakland Army Base Redevelopm	250 Frank Ogaw	Project Manager	27-JUL-98		NO		
85311 - Workforce Development	250 FRANK H. O	Program Analyst II	29-FEB-16		NO		
85311 - Workforce Development	250 FRANK H. O	Program Analyst II	09-DEC-13		NO		
85311 - Workforce Development	250 Frank Ogaw	Program Analyst III	30-JUL-12		NO		
85311 - Workforce Development	250 Frank H. Oga	Project Manager III	28-MAR-16		NO		
85411 - Economic Development	250 Frank Ogaw	Deputy Director, Econ/Workforce Dev	20-OCT-18		NO		
85411 - Economic Development	250 Frank Ogaw	Marketing Program Coordinator	04-AUG-03		YES		
85411 - Economic Development	250 Frank Ogaw	Special Assistant to the Mayor III	04-MAR-13		YES		
85411 - Economic Development	250 Frank Ogaw	Urban Economic Analyst II	05-SEP-20	YES	NO		
85411 - Economic Development	250 Frank Ogaw	Urban Economic Analyst II	01-MAY-06		NO		
85411 - Economic Development	250 Frank H. Oga	Urban Economic Analyst III	15-JUL-17		NO		
85411 - Economic Development	250 FRANK H. O	Urban Economic Analyst IV, Projects	14-APR-14		NO		
85511 - Cultural Arts & Marketing	One Frank Ogaw	Program Analyst I	17-NOV-18		YES	Hindi	
85511 - Cultural Arts & Marketing	One Frank Ogaw	Program Analyst II, PPT	14-NOV-20	YES	YES		
85511 - Cultural Arts & Marketing	One Frank Ogaw	Program Analyst III	17-OCT-11		NO		
85511 - Cultural Arts & Marketing	250 Frank H. Oga	Special Events Coordinator	13-NOV-01		YES		
85521 - Public Art	One Frank Ogaw	Manager, Cultural Affairs	12-SEP-16		YES	Spanish	
85521 - Public Art	One Frank Ogaw	Program Analyst III	27-JUN-05		NO		

Finance Department  
Fiscal Year: FY2020-2021



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, Erin Roseman, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Finance Department was submitted on June 11, 2021.

Erin Roseman

Erin Roseman - Director of Finance

Signature:   
Erin Roseman (Jun 11, 2021 17:38 PDT)

Email: [eroseman@oaklandca.gov](mailto:eroseman@oaklandca.gov)

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	Erin Roseman	Shahla Azimi	Shahla Azimi
Title	Director of Finance	Revenue Analyst	Revenue Analyst
Address	150 Frank H. Ogawa Plaza # 5215	150 Frank H. Ogawa Plaza	150 Frank H. Ogawa Plaza
Phone#	(510) 238-2026	(510)238-2972	(510) 238-2972
Email	<a href="mailto:Erseman@oaklandca.gov">Erseman@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	148		New Hires	0	
Public Contact Positions (PCP)	55	100%	New PCP Hires	0	100%
PCP With Spanish Language Skill	6	11 %	New PCP Hires with SP Skill	0	%
PCP With Chinese Language Skill	4	5 %	New PCP Hires with CH Skill	0	%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Job Title	Outcome
Tax Auditor I (1 PCP)	<input checked="" type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Department	Finance
Bureaus	RMB, Accounting, Controller's/Budget, Treasury and HR
Units	Audit, Admin (Fire Billing, Business Tax, Citywide Collections, Citywide Liens, Parking Citation Assistance Center and Tax Compliance)
Budget/Controller (Accounting & Purchasing) and Treasury (Treasury Admin. & Payroll)	
<i>Note: The above Bureaus have no public contact positions</i>	

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= CH =	SP=4	CH =1
PCAC	SP= CH =	SP=1	CH =1
	SP= CH =	SP=	CH =
	SP= CH =	SP=	CH =

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



Department Name: Finance Department  
Fiscal Year: FY2020-2021

<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  
 LES = Limited English-Speaking

**III. QUALITATIVE ASSESSMENT REPORT**

**A. Bilingual Public Contact Positions Assessment**

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
166.80	55	11%	6	Yes	5%	4	Yes

Goal = PCP X %

This report covers fiscal year 2020-2021 and data is reported as of June 2021.

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

The Finance Department has a total of 166.80<sup>1</sup> FTE positions and 55 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)
- Tax Compliance

The Revenue Management Bureau within the Finance Department has a total of eight (10)<sup>2</sup> bilingual Spanish and four (6)<sup>3</sup> 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 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 multilanguage service needs in Chinese, Spanish, and Vietnamese.

<sup>1</sup> This number includes total authorized positions including frozen or unbudgeted positions.

<sup>2</sup> Within Finance, there are (10) bilingual Spanish speakers and (4) of the positions are not PCPs.

<sup>3</sup> Within Finance, there are (6) Chinese speakers and (2) of the positions are not PCPs.

We've also utilized the bilingual services provided by the Equal Access Office for additional support and services.

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

The Finance Department uses Human Resources Management (HRM) Department data to determine if there is to be a selective certification recruitment for positions with bilingual requirements. As a department, we ensure that we meet the bilingual 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 confer with the Equal Access Office to make certain the notices and postings pertaining to LES are current and to inform staff of any new changes. With the assistance of HRM, the department posts and advertises in publications and papers geared toward these communities.

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

In February 2021, Collections unit within the Finance Department added Spanish and Chinese versions of the Income Driven Parking Ticket Payment Plan application form to the City's website. Also, in January 2020 Parking Citation Assistance Center (PCAC) added Spanish and Chinese versions of the Residential Parking Permit application form to the City's website.

Finance Department for the first time made the City's budget available online that can be translated via google translate in a variety of languages.

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

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

As was highlighted in question number 3 above, Finance Department for the first time made the City's budget available online that can be translated via google translate in a variety of languages.

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

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

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

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

Recently, in February 2021, Collections unit added Spanish and Chinese versions of the Income Driven Parking Ticket Payment Plan application form to the City's website. Also, in January 2020 Parking Citation Assistance Center (PCAC) added Spanish and Chinese versions of the Residential Parking Permit application form to the City's website.

**C. Multilingual Telephone Messages Assessment**

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

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 provided by the department 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.

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

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

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

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

**E. Action Plan**

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

The following lists the Finance Departments goals to ensure equitable services to all residents for the upcoming 12 months:

- Finance will continue to improve its bilingual services to the LES community.
- Continue frequent communication with the Equal Access Office for any updated /new information.
- Maintain a high number of staff that are certified for Tier II bilingual services.
- Continue translating and developing additional documents into threshold languages to enhance our services to the LES community.
- Work with Equal Access on some upcoming PCP recruitments to ensure we hire highly qualified bilingual staff where possible.
- Unfortunately, due to shelter in place related to COVID, the department could not provide community outreach program as did in prior years. It is our goal to have more face-to-face and community outreach services as situation improves.

**ORACLE POSITION CONTROL**

DEPT	UMBER	FUND	PROJ	PROG	JOB CLASSIFICATION TITLE	CLASS#	REP	FTE	POS#	EMPLOYEE Last Name	Employee First Name	Employee Middle Name	Bilingual Speaker
FINANCE	08111	-	1010	1000007	IP59	Account Clerk III	AF030	UH1	1.00	41803.41803	Shah	Chang	
FINANCE	08111	-	1010	1000007	IP59	Assistant to the Director	EM118	UM1	1.00	43018.43018	Juliet	Torome	
FINANCE	08111	-	1010	1000007	IP59	Director of Finance	EM103	UK1	1.00	36695.36696	Pragan	Elaine	
FINANCE	08111	-	1010	1000007	IP59	Executive Assistant to the Director	SS124	UM1	1.00	36602.30541	Avage	Renee	Robinson
FINANCE	08211	-	1010	1000007	IP59	Accounting Analyst, Principal	AF065	U31	1.00	42407.42407	Jona	Carolina	
FINANCE	08211	-	1010	1000007	IP59	Accounting Supervisor	SC101	UH1	1.00	34147.34147	Wong	Michelle	Chang
FINANCE	08211	-	1010	1000007	IP59	Administrative Analyst I	AP103	TW1	1.00	35354.35354	Quilpa	Anthony	Ray
FINANCE	08211	-	1010	1000007	IP59	Controller	MA113	UK2	1.00	33669.7214	Yalsh	Stephen	William
FINANCE	08211	-	2415	1000007	IP59	Controller, Assistant	EM217	UM2	1.00	39845.10437	Brestha	Pooja	
FINANCE	08211	-	1010	1000007	IP59	Project Manager II	EM211	UM2	1.00	40658.40658	Berkis	Helen	
FINANCE	08211	-	1010	1000007	IP59	Systems Accountant III	AF045	TW1	1.00	12220.1508	Medalla	Rogelio	Agustin
FINANCE	08222	-	1870	1000007	IP59	Accountant II	AF021	SD1	1.00	40735.40735	Lebert-Reed	Carla	
FINANCE	08222	-	2108	1001418	IP59	Accountant II	AF021	SD1	1.00	12177.2650	Yang	Andy	
FINANCE	08222	-	1010	1000007	IP59	Accountant III	AF031	UH1	1.00	27723.27723	Zhu	Connie	L
FINANCE	08222	-	2108	1001418	IP59	Accountant III	AF031	UH1	1.00	12149.5652	Lim	Wing	Yee
FINANCE	08222	-	1610	1000116	IP59	Accounting Supervisor	SC101	UH1	1.00	41790.41790	Luza	Alexander	Cleopas
FINANCE	08222	-	1010	1000007	IP59	Accounting Supervisor	SC101	UH1	1.00	34150.34150	Janila	Manibel	Florendo
FINANCE	08222	-	1010	1000007	IP59	Financial Analyst	AF033	UM2	1.00	24801.17376	Yoo	Theresa	W
FINANCE	08241	-	1010	1000007	IP59	Accounting Technician	AF049	SD1	1.00	43690.28364	Bereceres	Jorge	
FINANCE	08241	-	1010	1000007	IP59	Accounting Technician	AF049	SD1	1.00	12156.6846	redito	Joy	C
FINANCE	08241	-	1010	1000007	IP59	Accounting Technician	AF049	SD1	1.00	12141.3915	Jilahunty	Geary	K
FINANCE	08241	-	1010	1000007	IP59	Accounting Technician	AF049	SD1	1.00	36605.36605	Quiroz	Angelica	M
FINANCE	08241	-	1010	1000007	IP59	Accounting Technician	AF049	SD1	1.00	28547.26401	Orman	Julia	Chang
FINANCE	08241	-	1010	1000007	IP59	Business Analyst I	AP116	TW1	1.00	41788.41788	Jacias	Dalia	Cristina
FINANCE	08242	-	4500	1000007	IP59	Storekeeper II	SS187	UH1	1.00	27634.420	Suni	Nurudeen	R
FINANCE	08242	-	4500	1000007	IP59	Storekeeper III	SS188	UH1	1.00	27627.25458	Armichael	Lorene	B
FINANCE	08243	-	4550	1000007	IP28	Administrative Assistant I	SS102	SD1	1.00	43335.28184	Lowens	Paris	A
FINANCE	08243	-	4550	1000007	IP28	Buyer	SS193	TW1	1.00	32675.31534	Evay	Sidney	Owen
FINANCE	08243	-	4550	1000007	IP28	Buyer	SS193	TW1	1.00	32673.17922	Amos	Edward	
FINANCE	08243	-	4550	1000007	IP28	Buyer	SS193	TW1	1.00	32693.2245	Hanks	Candice	Y
FINANCE	08243	-	4550	1000007	IP28	Buyer	SS193	TW1	1.00	32676.31535	Hitt-Hill	Ruby	Sharlene
FINANCE	08243	-	4550	1000007	IP28	Buyer, Senior	AP456	TW1	1.00	42406.42406	Rocky	Hassan	
FINANCE	08243	-	4550	1000007	IP28	Purchasing Supervisor	AF053	UH1	1.00	32671.17828	Calburton	Frederick	J
FINANCE	08411	-	2270	1000007	IP59	Account Clerk II	AF020	SD1	1.00	42233.42233	Rocko	Leola	M
FINANCE	08411	-	1010	1000007	IP59	Account Clerk II	AF020	SD1	1.00	39829.36165	Lee	Christopher	Leonard
FINANCE	08411	-	1010	1000007	IP59	Account Clerk II	AF020	SD1	1.00	42445.41471	Macale	Alvin	Phillip
FINANCE	08411	-	1010	1000007	IP60	Accountant II	AF021	SD1	1.00	34920.34897	Mahzada	Irfan	
FINANCE	08411	-	1010	1000007	IP59	Business Analyst I	AP116	TW1	1.00	42882.42882	Sau	Jonathan	
FINANCE	08411	-	1010	1000007	IP59	Business Analyst II	AP117	TW1	1.00	42417.42417	Hsan	Muneiza	
FINANCE	08411	-	1010	1000007	IP59	Business Analyst II	AP117	TW1	1.00	40176.40176	Lesouki	Ismail	Hasan
FINANCE	08411	-	1010	1000007	IP59	Management Assistant	AP235	UM2	1.00	42415.42415	Berbelin	Sarah	Elizabeth
FINANCE	08411	-	1010	1000007	IP59	Revenue & Tax Administrator	EM204	UK2	1.00	34532.2113	Brien	Margaret	Louise
FINANCE	08411	-	1010	1000007	IP59	Revenue & Tax Administrator, Assistant	AF062	UM2	1.00	41572.41572	Gaba	Rogers	
FINANCE	08411	-	1010	1000007	IP59	Revenue Analyst	AP320	UM2	1.00	34533.32488	Zimi	Shahia	K
FINANCE	08411	-	1010	1000007	IP59	Revenue Analyst, Principal	AF059	UM2	1.00	42561.42561	Yang	Huey	Quoc
FINANCE	08411	-	1010	1000007	IP59	Revenue Analyst, Principal	AF059	UM2	1.00	34978.34978	Jaurer	Charles	William
FINANCE	08411	-	1010	1000007	IP59	Tax Enforcement Officer II	AF050	SD1	1.00	42084.33856	Ray	Robert	A
FINANCE	08421	-	1010	1000007	IP59	Revenue Assistant	AP321	SD1	1.00	41044.37547	Wylet-Green	Ceryl	Marie
FINANCE	08421	-	1010	1000007	IP59	Revenue Operations Supervisor	SC213	UH1	1.00	34712.6141	Lim	Phillip	
FINANCE	08421	-	1010	1000007	IP59	Tax Auditor II	AF022	SD1	1.00	34549.600	3364.43364		
FINANCE	08421	-	1010	1000007	IP59	Tax Auditor II	AF022	SD1	1.00	41470.41470	Indrino	Nicole	Eltzabeth
FINANCE	08421	-	2270	1000007	IP59	Tax Auditor II	AF022	SD1	1.00	42231.42231	Warter	Valerie	Kay
FINANCE	08421	-	1010	1000007	IP59	Tax Auditor II	AF022	SD1	1.00	40149.40149	Yang	Lili	
FINANCE	08421	-	1010	1000007	IP59	Tax Auditor II	AF022	SD1	1.00	36131.5336	Yang	Hoang	
FINANCE	08421	-	2270	1000007	IP59	Tax Auditor II	AF022	SD1	1.00	42230.42230	Agasalin	Norrie	Jane
FINANCE	08421	-	1010	1000007	IP59	Tax Auditor II	AF022	SD1	1.00	34546.1083	Arودي	Evelyn	Fay
FINANCE	08421	-	1010	1000007	IP59	Tax Auditor II	AF022	SD1	1.00	34548.32490	Marite	Jaime	A
FINANCE	08421	-	1010	1000007	IP59	Tax Auditor III	AF051	UH1	1.00	41770.112	Mac	Carmen	
FINANCE	08421	-	1010	1000007	IP59	Tax Enforcement Officer II	AF050	SD1	1.00	39772.37507	Cardini	Tania	Faye
FINANCE	08421	-	1010	1000007	IP59	Tax Enforcement Officer II	AF050	SD1	1.00	34552.14207	Caris	Keryl	
FINANCE	08421	-	1010	1000007	IP59	Tax Enforcement Officer II	AF050	SD1	1.00	34631.21916	Martinez	Rafael	
FINANCE	08421	-	1010	1000007	IP59	Tax Enforcement Officer II	AF050	SD1	1.00	34557.18240	Posley	Frank	Clemons
FINANCE	08421	-	1010	1000007	IP59	Tax Enforcement Officer II	AF050	SD1	1.00	39776.736	Handley	Kenneth	
FINANCE	08421	-	1010	1000007	IP59	Tax Enforcement Officer II	AF050	SD1	1.00	39775.627	Wuh	John	
FINANCE	08431	-	1700	1000007	IP59	Cashier	AF003	SD1	1.00	41712.41712	Jossman	Somjintana	R
FINANCE	08431	-	1010	1000007	IP59	Cashier	AF003	SD1	1.00	41713.41713	Phan	Thao	Thanh
FINANCE	08431	-	1700	1000007	IP59	Revenue Assistant	AP321	SD1	1.00	38781.18642	Das	Matthew	Masao
FINANCE	08431	-	1010	1000007	IP59	Revenue Assistant	AP321	SD1	1.00	42442.1112	Ho	Oscar	Fuwei
FINANCE	08431	-	1010	1000007	IP60	Revenue Operations Supervisor	SC213	UH1	1.00	40513.484	Orres	Rosanna	Maria
FINANCE	08431	-	1010	1000007	IP59	Tax Enforcement Officer II	AF050	SD1	1.00	34581.25893	Saldwin	Sanna	L
FINANCE	08431	-	1010	1000007	IP59	Tax Enforcement Officer II	AF050	SD1	1.00	39773.37506	Hanton	Sandra	E
FINANCE	08431	-	1010	1000007	IP59	Tax Enforcement Officer II	AF050	SD1	1.00	42187.41725	Yardon	Yadira	Andrea
FINANCE	08431	-	1010	1000007	IP59	Tax Enforcement Officer II	AF050	SD1	1.00	36126.25895	Jenson	Yolanda	R
FINANCE	08431	-	1010	1000007	IP59	Tax Enforcement Officer II	AF050	SD1	1.00	34579.26535	Queroa	Carlos	R

ORACLE POSITION CONTROL

DEPT	UMBER	PFUND	PROJ	PROG	JOB CLASSIFICATION TITLE	CLASS#	REP	FTE	POS#	EMPLOYEE Last Name	Employee First Name	Employee Middle Name	Bilingual Speaker
FINANCE	08441 -	1700	1000007	IP59	Cashier	AF003	SD1	1.00	41714.41714	Williams	Therese	D	
FINANCE	08441 -	1010	1000007	IP59	Collections Officer	AF032	SD1	1.00	34536.17343	Banks-Seals	Dina	Nicole	
FINANCE	08441 -	1010	1000007	IP59	Collections Officer	AF032	SD1	1.00	34537.58	Woodrow	Joseph	Jerry	
FINANCE	08441 -	1010	1000007	IP59	Collections Officer	AF032	SD1	1.00	34534.860	Lemons-Thurston	Shawn	Maria	
FINANCE	08441 -	1010	1000007	IP59	Collections Officer	AF032	SD1	1.00	34535.1606	McMillan	Regina		
FINANCE	08441 -	1010	1000007	IP59	Collections Officer	AF032	SD1	1.00	34539.62	Reed	Kimberly	Rache'	
FINANCE	08441 -	1010	1000007	IP59	Collections Officer	AF032	SD1	1.00	34538.21121	Robinson	Camie	L	
FINANCE	08441 -	2413	1000007	IP59	Revenue Assistant	AP321	SD1	1.00	38780.26536	Turn	Johnny	Louis	
FINANCE	08441 -	2413	1000007	IP59	Revenue Assistant	AP321	SD1	1.00	38779.25536	Wans	Joyce	M	
FINANCE	08441 -	1700	1000007	IP59	Revenue Assistant	AP321	SD1	1.00	40504.15252	Jackson	Delena	Toni-Renee	
FINANCE	08441 -	1700	1000007	IP59	Revenue Assistant	AP321	SD1	1.00	36133.23689	Robe	Lazara	V	
FINANCE	08441 -	1010	1000007	IP59	Revenue Operations Supervisor	SC213	UH1	1.00	34713.11352	Reese	Danita	R	
FINANCE	08441 -	1700	1000007	IP59	Revenue Operations Supervisor	SC213	UH1	1.00	38431.38431	Welch	Nicole	M	
FINANCE	08441 -	1010	1000007	IP59	Tax Enforcement Officer II	AF050	SD1	1.00	38790.34101	Edwards	Tamara	D	
FINANCE	08441 -	2413	1000007	IP59	Tax Enforcement Officer II	AF050	SD1	1.00	39960.14206	Henry	Trudy	A	
FINANCE	08441 -	1010	1000007	IP59	Tax Enforcement Officer II	AF050	SD1	1.00	40515.14208	Santhru	Ramandeep	Singh	
FINANCE	08711 -	1010	1000007	IP59	Administrative Assistant II	SS104	TW1	1.00	42494.42494	Wong	Elaene	Wingyee	
FINANCE	08711 -	1010	1000007	IP59	Treasury Administrator	EM206	UK2	1.00	33668.2314	Jones	David		
FINANCE	08721 -	1010	1000007	IP59	Business Analyst IV	AP433	UM2	1.00	42883.42883	Kim	Jennifer	X	
FINANCE	08721 -	1010	1000007	IP59	Financial Analyst, Principal	AF041	UM2	1.00	42414.42414	Reese	Jacqueline	Wong	
FINANCE	08721 -	1010	1000007	IP59	Investment & Operations Manager	AF042	UM2	1.00	38384.3003	Umair	Madhukar	Nilesh	
FINANCE	08721 -	1010	1000007	IP59	Treasury Administrator, Asst	AF061	UM2	1.00	41905.24910	Vanados	Dawn	D	
FINANCE	08721 -	1010	1000007	IP59	Treasury Analyst II	AF058	TW1	1.00	42474.42474	Yoo	Vivian	Sze	
FINANCE	08731 -	1010	1000007	IP59	Cashier	AF003	SD1	1.00	11350.11350	Sonic	Erika	Mallyn	
FINANCE	08741 -	1010	1000007	IP59	Human Resource Operations Tech, Senior	TC114	TW1	1.00	27095.333	De La Rea	Cristina	G	
FINANCE	08741 -	1010	1000007	IP59	Human Resource Operations Tech, Senior	TC114	TW1	1.00	27099.26472	Comer	Jimena	Patricia	
FINANCE	08741 -	1010	1000007	IP59	Human Resource Operations Tech, Senior	TC114	TW1	1.00	27096.1129	Yana	Rhonda	D	
FINANCE	08741 -	1010	1000007	IP59	Human Resource Systems Analyst, Senior	AP202	TA1	1.00	27100.26471	Saduszszaman	Mohd		
FINANCE	08741 -	1010	1000007	IP59	Human Resource Systems Analyst, Senior	AP202	TA1	1.00	27445.223	Juice	Londa	R	
FINANCE	08741 -	1010	1000007	IP59	Human Resource Systems Analyst, Supv	SC166	U31	1.00	34143.34143	Heng	Doris	Sau	
FINANCE	08741 -	1010	1000007	IP59	Payroll Personnel Clerk III	SS163	UH1	1.00	42567.42567	Havaz	Abran	Tapia	
FINANCE	08741 -	1010	1000007	IP59	Payroll Personnel Clerk III	SS163	UH1	1.00	39406.32483	Reese	Keana	Dina	
FINANCE	08741 -	1610	1000116	IP59	Payroll Personnel Clerk III	SS163	UH1	1.00	33416.271	Roberts-Jackson	Tanisha		
FINANCE	08741 -	1010	1000007	IP59	Retirement Systems Accountant	AP384	UM2	1.00	42568.31347	Walker	Lashae	Shaunte	
FINANCE	08751 -	7100	1000007	IP59	Accountant III	AF031	UH1	1.00	39469.35353	Sparago Jr	Romulo	V	
FINANCE	08751 -	7100	1000007	IP59	Administrative Assistant II	SS104	TW1	1.00	33132.27375	Uchaya	Maxine	Marie	
FINANCE	08751 -	4010	1000007	IP61	Benefits Representative	AP112	TW1	1.00	33421.16049	Uss	Nhan	N	
FINANCE	08751 -	7100	1000007	IP59	Benefits Representative	AP112	TW1	1.00	33129.4931	Wenta	Carol		
FINANCE	08751 -	7100	1000007	IP59	Investment & Operations Manager	AF042	UM2	1.00	34793.34793	Winkins	Ter	Ahmed	
FINANCE	08751 -	7100	1000007	IP59	Retirement Systems Accountant	AP384	UM2	1.00	33130.14764	Arlinez	Maria	I	Spanish
FINANCE	08811 -	1610	1000116	IP12	Budget & Management Analyst	AF063	U31	1.00	42881.42881	Reese	Segura		Spanish
FINANCE	08811 -	1010	1000007	IP12	Budget & Management Analyst	AF063	U31	1.00	41562.41562	Wines	Brittany	L	
FINANCE	08811 -	1010	1000007	IP12	Budget & Management Analyst	AF063	U31	1.00	41758.34362	McPatrick	Tiffany	S	
FINANCE	08811 -	1010	1000007	IP12	Budget & Management Analyst	AF063	U31	1.00	43334.43334	Wiva	Walter		
FINANCE	08811 -	2415	1000007	IP12	Budget & Management Analyst	AF063	U31	1.00	41757.33656	Wenta	Kristin	Barricos	
FINANCE	08811 -	1010	1000007	IP12	Budget & Management Analyst, Principal	MA163	UP1	1.00	41577.41577	3388 43388			
FINANCE	08811 -	1610	1000116	IP12	Budget & Management Analyst, Senior	AF064	U31	1.00	42354.42354	Worton	Ecatarina	R	
FINANCE	08811 -	1010	1000007	IP12	Budget & Management Analyst, Senior	AF064	U31	1.00	41804.30632	Wares	Michelle	Renee	
FINANCE	08811 -	2415	1000007	IP12	Budget Administrator	EM172	UK2	1.00	40009.40009	Worstin	Dalisy	Estrada	
FINANCE	08811 -	1010	1000007	IP12	Budget Administrator, Assistant	EM265	UP1	1.00	40151.40151	Worstin	Bradley	Terrence	
FINANCE	08921 -	1010	1000007	IP60	Cashier	AF003	SD1	1.00	41711.41711	Wiffin	Crystal	Antoinette	
FINANCE	08921 -	1010	1000007	IP60	Cashier	AF003	SD1	1.00	41710.41710	Wilson	Rudi		
FINANCE	08921 -	1010	1000007	IP60	Public Service Representative	SS169	SD1	1.00	34594.2984	Wiceno	Ivone		
FINANCE	08921 -	1010	1000007	IP60	Public Service Representative	SS169	SD1	1.00	34592.21651	Woods	Beniguez		
FINANCE	08921 -	1010	1000007	IP60	Public Service Representative	SS169	SD1	1.00	34647.3398	Warcia Campos	Roger		Spanish
FINANCE	08921 -	1010	1000007	IP60	Public Service Representative	SS169	SD1	1.00	34595.3390	Warkins	Edward	Lamon	
FINANCE	08921 -	1010	1000007	IP60	Public Service Representative	SS169	SD1	1.00	34587.1637	Warkins	Sandra	S	Chinese
FINANCE	08921 -	1010	1000007	IP59	Public Service Representative, Senior	PP155	TW1	1.00	41284.39049	Wada	Etonde	Bahiyah	
FINANCE	08921 -	1010	1000007	IP59	Revenue Operations Supervisor	SC213	UH1	1.00	40514.33855	Wansow	Brenda	C	
FINANCE	08931 -	1010	1000007	IP60	Parking Meter Collector	AF025	SD1	1.00	36333.36333	Wazier	Redell		
FINANCE	08931 -	1010	1000007	IP60	Parking Meter Collector	AF025	SD1	1.00	34602.4859	Wajja	Reinaldo	A	
FINANCE	08931 -	1010	1000007	IP60	Parking Meter Collector	AF025	SD1	1.00	34605.990	Wuhoz	Miguel		
FINANCE	08931 -	1010	1000007	IP60	Parking Meter Collector	AF025	SD1	1.00	34604.2925	Wicker	Laura		
FINANCE	08931 -	1010	1000007	IP60	Parking Meter Collector	AF025	SD1	1.00	34600.17359	Winggold	Marcus	T	
FINANCE	08931 -	1010	1000007	IP60	Parking Meter Collector	AF025	SD1	1.00	34599.1230	Wung	Booker		
FINANCE	08931 -	1010	1000007	IP60	Parking Meter Collector Supervisor	SC195	UH1	1.00	34597.2662	Wurd	Tammi	Faye	
FINANCE	08111 -	1010	1000007	IP59	Accountant II	AF021	SD1	1.00	41802.41802	3111 43111			
FINANCE	08211 -	1010	1000007	IP59	Business Analyst IV	AP433	UM2	1.00	42880.35947	4043 41043			
FINANCE	08243 -	4550	1000007	IP28	Buyer	SS193	TW1	1.00	36614.36614				
FINANCE	08241 -	1010	1000007	IP59	Accounting Technician	AF049	SD1	1.00	40657.40657				
FINANCE	08243 -	4550	1000007	IP59	Office Assistant II, PPT	SS154	SD1	0.80	42235.42235				
FINANCE	08411 -	1010	1000007	IP59	Account Clerk II	AF020	SD1	1.00	40147.40147				
FINANCE	08111 -	1010	1000007	IP59	Assistant to the Director	EM118	UM1	1.00	39324.39324				
FINANCE	08111 -	1010	1000007	IP59	Executive Assistant to the Director	SS124	UM1	1.00	39322.39322				

**ORACLE POSITION CONTROL**

DEPT	UMBER	FUND	PROJ	PROG	JOB CLASSIFICATION TITLE	CLASS#	REP	FTE	POS#	EMPLOYEE Last Name	Employee First Name	Employee Middle Name	Bilingual Speaker	REPR	END DATE	PROG
FINANCE	08111	-	1010	1000007	IP59	Manager, Finance	EM268	UK2	1.00	41571.41571						YES
FINANCE	08222	-	1010	1000007	IP59	Accountant III	AF031	UH1	1.00	34899.34899						NO
FINANCE	08222	-	1010	1000007	IP59	Accountant III	AF031	UH1	1.00	27724.27724						NO
FINANCE	08421	-	1010	1000007	IP59	Tax Auditor II	AF022	SD1	1.00	42229.42229						YES
FINANCE	08421	-	1010	1000007	IP59	Tax Auditor II	AF022	SD1	1.00	42228.42228						YES
FINANCE	08421	-	1010	1000007	IP03	Tax Auditor II	AF022	SD1	1.00	34843.34843						YES
FINANCE	08421	-	1010	1000007	IP59	Tax Enforcement Officer II	AF050	SD1	1.00	42085.14209						YES
FINANCE	08431	-	1750	1000007	IP28	Office Assistant II	SS153	SD1	1.00	42440.42416						YES
FINANCE	08431	-	1700	1000007	IP59	Revenue Assistant	AP321	SD1	1.00	41045.17348						NO
FINANCE	08431	-	1010	1000007	IP59	Tax Enforcement Officer II	AF050	SD1	1.00	39774.37508						YES
FINANCE	08721	-	1010	1000007	IP59	Treasury Analyst III	AF035	UH1	1.00	39353.32963						NO
FINANCE	08441	-	1010	1000007	IP59	Revenue Assistant	AP321	SD1	1.00	42446.18877						YES
FINANCE	08741	-	1010	1000007	IP59	Financial Analyst, Principal	AF041	UM2	1.00	33598.26470						NO
FINANCE	08741	-	1010	1000007	IP59	Human Resource Operations Supervisor	SC167	UH1	1.00	27986.23680						YES
FINANCE	08921	-	1010	1000007	IP28	Office Assistant II	SS153	SD1	1.00	42441.42441						YES
FINANCE	08921	-	1010	1000007	IP60	Public Service Representative	SS169	SD1	1.00	34585.1364						YES
FINANCE	08921	-	1010	1000007	IP60	Public Service Representative, Senior	PP155	TW1	1.00	42410.42410						YES
FINANCE	08931	-	1010	1000007	IP60	Parking Meter Collector	AF025	SD1	1.00	34601.1811						YES
FINANCE	08741	-	1010	1000007	IP59	Human Resource Operations Technician	TC115	TW1	1.00	27097.14299						NO
43372										Zavala, Jose Rodolfo			Spanish			

166.80

Department Name:  
Fiscal Year: FY2020-2021



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, REGINALD D. FREEMAN, 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 6/11/2021.

A handwritten signature in cursive script that reads "Reginald D. Freeman".

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Reginald D. Freeman, Fire Chief

Department Name:  
Fiscal Year: FY2020-2021

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	Reginald D. Freeman	Sonia Lara	Sonia Lara
Title	Fire Chief	Fire Personnel Operations Specialist	Fire Personnel Operations Spec.
Address	150 FHOP, Suite 3354	150 FHOP, Suite 3354	150 FHOP, Suite 3354
Phone#	510-238-4052	510-238-7803	510-238-7803
Email	RFreeman2@oaklandca.gov	<a href="mailto:slara@oaklandca.gov">slara@oaklandca.gov</a>	slara@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	523		New Hires	27	
Public Contact Positions (PCP)	462	100%	New PCP Hires	19	100%
PCP With Spanish Language Skill	73	%	New PCP Hires with SP Skill	1	%
PCP With Chinese Language Skill	14	%	New PCP Hires with CH Skill	1	%

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)	
Fire Chief's Office	
Field Operations Bureau (includes Training Division)	
Support Services Bureau	
Fire Prevention Bureau	
Fiscal and Administrative Division	
Emergency Services Management Division	
Medical Services Division	

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

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

Department Name:  
Fiscal Year: FY2020-2021

Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
SEE ATTACHMENT 1			
<b>Total # of vital documents reported =</b>			

Department's known vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below

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	26	4	15.4	0	0
Station 2	47 Clay Street	94607	238-6957	12	2	16.7	2	16.7
Station 3	1445 14th Street	94607	444-6042	26	8	30.8	0	0
Station 4	1235 International Blvd	94606	500-3995	26	5	19.2	3	11.2
Station 5	934 34th Street	94608	654-6122	11	0	0.0	0	0
Station 6	7080 Colton Blvd	94611	735-9052	10	0	0.0	1	8.4
Station 7	1006 Amto Avenue	94605	649-7925	10	1	10.0	0	0
Station 8	463 51st Street	94609	547-8878	26	3	11.5	0	0
Station 10	172 Santa Clara Avenue	94610	601-7170	11	2	18.2	0	0
Station 13	1225 Derby Avenue	94601	533-8480	12	2	16.7	0	0
Station 15	455 27th Street	94612	451-4789	29	4	13.8	0	0
Station 16	3600 13th Avenue	94610	531-0785	12	2	16.7	0	0
Station 17	3344 High Street	94619	532-5173	12	2	16.7	2	7.4
Station 18	5008 Bancroft Avenue	94601	479-7598	24	8	33.3	0	0
Station 19	5776 Miles Avenue	94618	658-2756	12	0	0.0	0	0
Station 20	1401 98th Avenue	94603	569-2568	24	5	20.8	0	0
Station 21	13150 Skyline Boulevard	94619	635-7390	11	2	18.2	1	8.4
Station 22	751 Air Cargo Way	94621	635-8629	11	1	9.1	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	11	2	18.2	0	0
Station 25	2795 Butters Drive	94602	531-1927	11	1	9.1	0	0
Station 26	2611 98th Avenue	94603	553-9118	12	1	8.3	0	0

Department Name:  
 Fiscal Year: FY2020-2021

Station 27	8501 Pardee Drive	94621	635-6792	10	4	40.0	1	10.0
Station 28	4615 Grass Valley Road	94621	569-3445	11	0	0.0	1	9.1
Station 29	1016 66th Avenue	94621	562-2852	12	1	8.3	1	8.3
Route					4			
<b>Total</b>				<b>417</b>	<b>68</b>		<b>16</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  
 LES = Limited English-Speaking*

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

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

**Department Name:**

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11%)	STAFF	GOAL MET?	GOAL (5%)	STAFF	GOAL MET?
523	462	50	73	YES	23	14	NO

Goal = PCP X %

This report covers fiscal year 2020-2021 and data is reported as of June 2021.

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

In Fiscal Year (FY) 2020-2021, the Oakland Fire Department (OFD) had a total of 523 authorized Full Time Equivalent (FTE) positions. As of June 1, 2020, 523 positions were filled. Of the filled positions, 462 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 73 Spanish speaking and 14 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: 73 speak Spanish and 14 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 2020-21 included:

OFD hired one (1) bilingual Chinese speaking employees one as Fire Inspector, Civilian.

A six (6) week Firefighter Paramedic Lateral Academy began April 19, 2021 comprised of thirteen recruits. Among the selected candidates one is bilingual in Spanish.

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

This year with COVID-19 the Department's recruitment of bilingual applicants continues to be identified in recruitment advertisements, and in city job announcements.

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

This year with COVID-19 we virtually hosted educational and outreach programs such as Fire Safety Training, Fire Safety Information for Youth, and CORE (Communities of Oakland Respond to Emergencies) Training. CORE curriculum was available in English, Spanish and Chinese.

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

This year with COVID-19 our buildings were closed, however, OFD front reception desks maintained the Equal Access 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 inform the public of the right to language access services. Please list the locations in which notices are posted.

- (1) Fire Administration, 150 Frank H. Ogawa Plaza Oakland, CA 94612 – buildings closed due to COVID-19
- (2) Fire Prevention Bureau, 250 Frank H. Ogawa Plaza Oakland, CA 94612 – buildings closed due to COVID-19

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

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

In Fiscal Year 2020-2021, OFD had a total of forty-five (45) vital documents. All vital documents were translated to Spanish and Chinese.

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

The Oakland Fire Department has all its materials in Spanish and Chinese.

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

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

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 outreach efforts to communicate and engage LES populations.

With COVID-19 our buildings were/are closed for the public and public events were cancelled. However, the information is made available at both OFD public reception counters, at public events, and at community virtual meetings.

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

None.

**E. Action Plan**

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

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

Oakland Fire Dept

FY2020-21

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	FTE	NOF	HIRE_DATE	NEW	PCP_PC	PCP_LANG	BILINGUAL CERT
20110 - Fire Chief Unit	150 Frank Ogawa Plaza	Chief of Fire	1	40	26-JAN-98		NO		
20110 - Fire Chief Unit	150 Frank Ogawa Plaza	Assistant to the Director	1	38	02-MAR-15		NO		
20110 - Fire Chief Unit	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	1	38	25-JAN-21	YES	NO		
20110 - Fire Chief Unit	150 Frank Ogawa Plaza	Manager, Agency Administrative	1	38	13-NOV-95		NO		
20110 - Fire Chief Unit	150 Frank Ogawa Plaza	Executive Assistant to the Director	1	38	29-SEP-03		NO		
20241 - Fire Communications Unit	150 Frank Ogawa Plaza	Fire Communications Supervisor	1	40	17-JUL-06		YES		
20241 - Fire Communications Unit	150 Frank Ogawa Plaza	Battalion Chief	1	40	30-NOV-98		NO		
20241 - Fire Communications Unit	150 Frank Ogawa Plaza	Fire Communications Supervisor	1	40	06-JUN-16		YES		
20241 - Fire Communications Unit	150 Frank Ogawa Plaza	Fire Communications Supervisor	1	40	18-APR-94		YES		
20241 - Fire Communications Unit	150 Frank Ogawa Plaza	Fire Communications Supervisor	1	40	07-JAN-08		YES		
20241 - Fire Communications Unit	150 Frank Ogawa Plaza	Fire Communications Supervisor	1	40	03-DEC-16		YES	Spanish	
20241 - Fire Communications Unit	150 Frank Ogawa Plaza	Fire Communications Manager	1	38	04-AUG-97		NO		
20251 - Communications Emergency Dispat	150 Frank Ogawa Plaza	Fire Communications Dispatcher	1	40	06-APR-19		YES		
20251 - Communications Emergency Dispat	150 Frank Ogawa Plaza	Fire Communications Dispatcher	1	40	14-JAN-02		YES		Spanish
20251 - Communications Emergency Dispat	150 Frank Ogawa Plaza	Fire Communications Dispatcher	1	40	07-JAN-08		YES		
20251 - Communications Emergency Dispat	150 Frank Ogawa Plaza	Fire Communications Dispatcher	1	40	09-OCT-06		YES		
20251 - Communications Emergency Dispat	150 Frank Ogawa Plaza	Fire Communications Dispatcher	1	40	17-JUL-06		YES		
20251 - Communications Emergency Dispat	150 Frank Ogawa Plaza	Fire Communications Dispatcher	1	40	08-APR-06		YES		Spanish
20251 - Communications Emergency Dispat	150 Frank Ogawa Plaza	Fire Communications Dispatcher	1	40	02-MAY-20		YES		
20251 - Communications Emergency Dispat	150 Frank Ogawa Plaza	Fire Communications Dispatcher	1	40	26-NOV-12		YES		
20251 - Communications Emergency Dispat	150 Frank Ogawa Plaza	Fire Communications Dispatcher	1	40	05-NOV-05		YES		Spanish
20251 - Communications Emergency Dispat	150 Frank Ogawa Plaza	Fire Communications Dispatcher	1	40	18-APR-20		YES		
20251 - Communications Emergency Dispat	150 Frank Ogawa Plaza	Fire Communications Dispatcher	1	40	16-JUL-01		YES		
20251 - Communications Emergency Dispat	150 Frank Ogawa Plaza	Fire Communications Dispatcher	1	40	21-SEP-19		YES		
20251 - Communications Emergency Dispat	150 Frank Ogawa Plaza	Fire Communications Dispatcher	1	40	26-MAR-18		YES		
20251 - Communications Emergency Dispat	150 Frank Ogawa Plaza	Fire Communications Dispatcher	1	40	25-SEP-17		YES		
20311 - Fire Marshals Office Unit	150 Frank Ogawa Plaza	Fire Marshal (Sworn)	1	40	20-APR-19		NO		
20311 - Fire Marshals Office Unit	150 Frank Ogawa Plaza	Fire Safety Education Coordinator	1	38	06-JUL-04		YES		
20311 - Fire Marshals Office Unit	150 Frank Ogawa Plaza	Office Assistant II	1	38	11-JAN-20		NO		
20311 - Fire Marshals Office Unit	150 Frank Ogawa Plaza	Office Assistant II	1	38	17-OCT-20	YES	NO		
20311 - Fire Marshals Office Unit	150 Frank Ogawa Plaza	Administrative Services Manager I	1	38	06-MAR-89		NO		
20311 - Fire Marshals Office Unit	150 Frank Ogawa Plaza	Administrative Assistant I	1	38	26-DEC-20	YES	NO	Spanish	
20311 - Fire Marshals Office Unit	150 Frank Ogawa Plaza	Administrative Assistant II	1	38	13-NOV-06		NO		
20311 - Fire Marshals Office Unit	150 Frank Ogawa Plaza	Administrative Analyst II	1	38	01-DEC-87		NO		
20331 - Inspectional Services Unit	150 Frank Ogawa Plaza	Fire Inspector (Civilian)	1	40	09-MAY-16		YES		
20331 - Inspectional Services Unit	150 Frank Ogawa Plaza	Fire Inspection Supervisor	1	40	20-JUL-15		NO		
20331 - Inspectional Services Unit	150 Frank Ogawa Plaza	Fire Inspector (Civilian)	1	40	23-JAN-21	YES	YES		Chinese-Cantonese
20331 - Inspectional Services Unit	150 Frank Ogawa Plaza	Fire Inspector (Civilian)	1	40	24-NOV-14		YES		Chinese-Cantonese
20331 - Inspectional Services Unit	150 Frank Ogawa Plaza	Fire Inspection Supervisor	1	40	24-JAN-98		NO		
20331 - Inspectional Services Unit	150 Frank Ogawa Plaza	Fire Inspector (Civilian)	1	40	12-AUG-08		YES		
20331 - Inspectional Services Unit	150 Frank Ogawa Plaza	Fire Inspector (Civilian)	1	40	16-JUN-06		YES		
20331 - Inspectional Services Unit	150 Frank Ogawa Plaza	Fire Inspector (Civilian)	1	40	17-OCT-05		YES		
20331 - Inspectional Services Unit	150 Frank Ogawa Plaza	Fire Inspector (Civilian)	1	40	27-MAR-17		YES		
20331 - Inspectional Services Unit	150 Frank Ogawa Plaza	Fire Inspector (Civilian)	1	40	01-MAY-10		YES		
20331 - Inspectional Services Unit	150 Frank Ogawa Plaza	Fire Inspector (Civilian)	1	40	17-NOV-17		YES		Spanish
20331 - Inspectional Services Unit	150 Frank Ogawa Plaza	Fire Inspector (Civilian)	1	40	17-JAN-17		YES		
20331 - Inspectional Services Unit	150 Frank Ogawa Plaza	Fire Inspector (Civilian)	1	40	12-AUG-17		YES		Spanish
20331 - Inspectional Services Unit	150 Frank Ogawa Plaza	Office Assistant II	1	38	29-APR-74		YES		Spanish
20331 - Inspectional Services Unit	150 Frank Ogawa Plaza	Administrative Assistant I	1	38	05-OCT-19		NO		
20331 - Inspectional Services Unit	150 Frank Ogawa Plaza	Fire Inspector (Civilian)	1	40	09-JUL-12		YES		Spanish
20331 - Inspectional Services Unit	150 Frank Ogawa Plaza	Fire Inspector (Civilian)	1	40	25-APR-05		YES		
20331 - Inspectional Services Unit	150 Frank Ogawa Plaza	Hazardous Materials Inspector II	1	40	20-OCT-08		YES		

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20331 - Inspectional Services Unit	150 Frank Ogawa Plaza	Fire Inspector (Civilian)	1	40	17-DEC-18		YES		
20331 - Inspectional Services Unit	150 Frank Ogawa Plaza	Fire Inspector (Civilian)	1	40	16-JAN-18		YES		
20331 - Inspectional Services Unit	150 Frank Ogawa Plaza	Fire Inspector (Civilian)	1	40	12-MAR-18		YES		Spanish
20331 - Inspectional Services Unit	150 Frank Ogawa Plaza	Fire Inspector (Civilian)	1	40	02-DEC-17		YES		
20341 - Arson Investigation Unit	150 Frank Ogawa Plaza	Fire Investigator	1	52	17-NOV-97		YES		
20341 - Arson Investigation Unit	150 Frank Ogawa Plaza	Fire Investigator	1	52	12-SEP-05		YES		
20341 - Arson Investigation Unit	150 Frank Ogawa Plaza	Fire Investigator	1	52	02-OCT-00		YES	Spanish	
20351 - Engineering Unit	150 Frank Ogawa Plaza	Fire Protection Engineer	1	40	14-OCT-91		NO	Chinese-Cantonese	
20351 - Engineering Unit	150 Frank Ogawa Plaza	Fire Protection Engineer	1	40	10-APR-17		NO	Chinese-Cantonese	
20371 - Vegetation Management Unit	150 Frank Ogawa Plaza	Fire Inspector (Civilian)	1	40	03-NOV-09		YES		
20371 - Vegetation Management Unit	150 Frank Ogawa Plaza	Fire Marshall, Assistant	1	40	23-FEB-04		NO		
20371 - Vegetation Management Unit	150 Frank Ogawa Plaza	Fire Inspector (Civilian)	1	40	31-JUL-17		YES		Spanish
20371 - Vegetation Management Unit	150 Frank Ogawa Plaza	Fire Inspector (Civilian)	1	40	21-DEC-14		YES		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	30-NOV-98		YES		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	28-DEC-15		YES	Spanish	
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	28-OCT-02		YES		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	08-JUL-19		YES		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	40	19-APR-21	YES	YES		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	12-SEP-05		YES		Spanish
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	24-MAR-14		YES	Spanish	
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	28-OCT-02		YES		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	40	19-APR-21	YES	YES		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	08-JUL-19		YES		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	17-NOV-97		YES		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	06-JUN-16		YES		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	30-NOV-98		YES		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	30-NOV-98		YES		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	14-FEB-06		YES		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	23-FEB-04		YES		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	26-JAN-98		YES		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	13-OCT-14		YES		Spanish
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	10-SEP-07		YES		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	19-DEC-16		YES	Spanish	
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	19-DEC-16		YES	Tagalog	
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	40	19-APR-21	YES	YES		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	23-OCT-06		YES	German	
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	05-FEB-07		YES		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	16-DEC-91		YES	Spanish	
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	08-JUL-02		YES		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	17-NOV-97		YES		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	19-DEC-16		YES	Tagalog	
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	08-JUL-19		YES		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	08-JUL-02		YES		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	30-NOV-98		YES		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	30-NOV-98		YES		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	20-JUL-15		YES		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	13-MAY-13		YES		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	22-JAN-18		YES		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Battalion Chief	1	52	08-JUL-02		NO		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	06-JUN-16		YES		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	16-DEC-91		YES		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	13-OCT-14		YES	Spanish	
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	29-NOV-10		YES		

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20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	30-NOV-98		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	24-MAR-14		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	12-SEP-05		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	06-JUN-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	10-SEP-07		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	28-OCT-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	12-SEP-05		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	19-MAR-01		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	27-SEP-04		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	09-JUL-12		YES	Spanish		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	19-DEC-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	09-JUL-12		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	31-OCT-20	YES	YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	27-SEP-04		YES	Spanish		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	30-NOV-98		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	11-APR-05		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	14-JAN-02		YES	Laotian		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	22-JAN-18		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	28-OCT-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	24-MAR-14		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	27-SEP-04		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	12-SEP-05		YES	Chinese-Mandarin		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	27-SEP-04		YES	Korean		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	13-OCT-14		YES		Chinese-Cantonese	
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	08-JUL-19		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	19-DEC-16		YES	Chinese-Cantonese		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	40	19-APR-21	YES	YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	13-OCT-14		YES	Spanish		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	27-SEP-04		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	02-OCT-00		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	27-SEP-04		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	30-NOV-98		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	10-SEP-07		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Battalion Chief	1	52	19-MAR-01		NO			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	19-DEC-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	30-NOV-98		YES	Spanish		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	18-DEC-89		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	27-SEP-04		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	28-OCT-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	20-NOV-04		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	19-DEC-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	40	19-APR-21	YES	YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	06-JUN-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	13-OCT-14		YES		Spanish	
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	08-JUL-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	29-JUN-00		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	09-JUL-12		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	13-OCT-14		YES		Vietnamese	
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	40	19-APR-21	YES	YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	23-FEB-04		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	23-OCT-06		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	28-OCT-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	29-JUN-00		YES			

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20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	02-OCT-00		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	19-DEC-16		YES	Spanish		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	06-JUN-16		YES	Spanish		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	24-MAR-14		YES	Spanish		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	08-JUL-19		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	29-JUN-00		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	27-SEP-04		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	14-JAN-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	14-MAY-90		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	13-OCT-14		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	26-JAN-98		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	01-APR-96		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	10-SEP-07		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	17-NOV-97		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	20-JUL-15		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	14-JAN-02		YES	Russian		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	20-JUL-15		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	08-JUL-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	08-JUL-19		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	05-FEB-07		YES	Spanish		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	14-JAN-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	24-MAR-14		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	26-JAN-98		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	06-JUN-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	05-FEB-07		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	14-JUN-10		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	40	19-APR-21	YES	YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	17-NOV-97		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	14-JUN-10		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	23-FEB-04		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	23-OCT-06		YES	Spanish		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	14-JAN-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	08-JUL-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	17-NOV-97		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	08-JUL-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	14-JAN-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	14-JAN-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	06-JUN-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	19-DEC-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	08-JUL-19		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	13-MAY-13		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	06-JUN-16		YES	Spanish		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	14-JAN-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	24-MAR-14		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	14-JAN-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	06-JUN-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	17-NOV-97		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	30-NOV-98		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	12-SEP-05		YES		Spanish	
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	23-FEB-04		YES		Spanish	
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	10-SEP-07		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	40	19-APR-21	YES	YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	14-JUN-10		YES			

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20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	14-JAN-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	24-MAR-14		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	20-JUL-15		YES	Spanish		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	17-NOV-97		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	02-OCT-00		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	20-SEP-99		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	28-DEC-15		YES		Spanish	
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	12-SEP-05		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Battalion Chief	1	52	29-JUN-00		NO			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	19-MAR-01		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	14-JAN-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	16-DEC-91		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	20-SEP-99		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	28-DEC-15		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	19-DEC-16		YES		Spanish	
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	13-MAY-13		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	31-OCT-20	YES	YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	08-JUL-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	08-JUL-19		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	02-OCT-00		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	28-OCT-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	06-JUN-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	25-APR-16		YES	Chinese-Cantonese		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	13-OCT-14		YES		Spanish	
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	14-JAN-02		YES		Spanish	
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	20-SEP-99		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	28-DEC-15		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	08-JUL-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	20-JUL-15		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	12-SEP-05		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	14-JAN-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	02-OCT-00		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	14-JAN-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	05-FEB-07		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	08-JUL-19		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	12-SEP-05		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	30-NOV-98		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	24-MAR-14		YES	Spanish		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	14-JAN-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	02-OCT-00		YES	Chinese-Cantonese		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	05-FEB-07		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	23-FEB-04		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	06-JUN-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	13-OCT-14		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	21-OCT-91		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	13-MAY-13		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	10-SEP-07		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	08-JUL-19		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	09-JUL-12		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	06-JUN-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	13-OCT-14		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	30-NOV-98		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	30-NOV-98		YES			

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20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	14-JUN-10		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	29-NOV-10		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	17-MAR-03		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	09-JUL-12		YES	Spanish		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	28-FEB-05		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	23-FEB-04		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	08-JUL-19		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Battalion Chief	1	52	19-MAR-01		NO			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	06-JUN-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	09-JUL-12		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	13-MAY-13		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	08-JUL-19		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	10-SEP-07		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	13-OCT-14		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	06-JUN-16		YES	Spanish		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	20-SEP-99		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	27-SEP-04		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	10-SEP-07		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	24-MAR-14		YES	Chinese-Cantonese		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Assistant Chief of Fire Department	1	40	14-MAY-90		NO			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	14-JAN-02		YES	Spanish		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	14-MAY-90		YES	Spanish		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	05-FEB-07		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Deputy Chief of Fire Department	1	40	20-SEP-99		NO			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	24-MAR-14		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	06-JUN-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	17-NOV-97		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	06-JUN-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	08-JUL-19		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	16-DEC-91		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	10-SEP-07		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	06-JUN-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	13-MAY-13		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	06-JUN-16		YES	Spanish		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	28-OCT-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	08-JUL-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	30-NOV-98		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	20-JUL-15		YES	Spanish		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	28-OCT-02		YES	Spanish		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	19-DEC-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	28-DEC-15		YES		Spanish	
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	08-JUL-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	24-MAR-14		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	19-DEC-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	24-MAR-14		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	08-JUL-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	13-OCT-14		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	28-OCT-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	19-DEC-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Battalion Chief	1	52	29-JUN-00		YES	Spanish		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	19-DEC-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	14-JAN-02		YES	Spanish		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	24-MAR-14		YES			

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20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	40	19-APR-21	YES	YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	26-JAN-98		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	10-SEP-07		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	28-OCT-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	27-SEP-04		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	21-OCT-96		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	30-NOV-98		YES			Spanish
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	08-JUL-02		YES			Spanish
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	19-DEC-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Battalion Chief	1	52	23-FEB-04		NO			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	23-FEB-04		YES			Chinese-Cantonese
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	20-JUL-15		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	24-MAR-14		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	28-DEC-15		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	19-DEC-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	09-JUL-12		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	18-JUN-94		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	28-DEC-15		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	14-JAN-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	05-FEB-07		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	08-JUL-19		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Battalion Chief	1	52	17-NOV-97		NO			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	19-DEC-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	14-MAY-90		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	02-OCT-00		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	30-NOV-98		YES			Italian
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	17-NOV-97		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	10-SEP-07		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	06-JUN-16		YES			Spanish
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	28-DEC-15		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	23-FEB-04		YES			Spanish
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	05-FEB-07		YES			Spanish
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	08-JUL-02		YES			Spanish
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	13-MAY-13		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	08-JUL-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	24-MAR-14		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	14-JAN-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	20-JUL-15		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	08-JUL-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	02-OCT-00		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	12-SEP-05		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	28-OCT-02		YES			Italian
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	28-DEC-15		YES			Spanish
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	20-JUL-15		YES			Spanish
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	13-OCT-14		YES			Spanish
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	06-JUN-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	27-SEP-04		YES			Spanish
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	14-JAN-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	23-OCT-06		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	08-JUL-19		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	27-SEP-04		YES			Spanish
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	27-JUL-15		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	28-OCT-02		YES			

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20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	40	19-APR-21	YES	YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	26-JAN-98		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	30-NOV-98		YES		Spanish	
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	01-JUN-96		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	24-MAR-14		YES	Spanish		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	10-SEP-07		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	19-DEC-16		YES	Spanish		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	23-FEB-04		YES	Spanish		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	20-JUL-15		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	06-JUN-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	14-JAN-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	20-JUL-15		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Administrative Assistant II	1	38	16-JUL-18		NO			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	19-DEC-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	09-JUL-12		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	19-DEC-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	08-JUL-19		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	05-FEB-07		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	06-JUN-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	06-JUN-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	06-JUN-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	23-FEB-04		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	20-JUL-15		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	19-DEC-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	30-NOV-98		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	19-DEC-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	30-NOV-98		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	10-SEP-07		YES		Spanish	
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	13-OCT-14		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	13-OCT-14		YES		Spanish	
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	23-OCT-06		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Battalion Chief	1	52	28-OCT-02		NO			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	14-JAN-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	20-SEP-99		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	28-OCT-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	13-OCT-14		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	30-NOV-98		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	14-JAN-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	14-JAN-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	22-JAN-18		YES	Spanish		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	40	19-APR-21	YES	YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	20-SEP-99		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	20-JUL-15		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	19-DEC-16		YES	Russian		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	14-JAN-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	29-NOV-10		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	30-NOV-98		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Battalion Chief	1	40	20-SEP-99		NO			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	27-SEP-04		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	14-JAN-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	02-APR-90		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	19-DEC-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	31-OCT-20	YES	YES			

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20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	40	19-APR-21	YES	YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	17-NOV-97		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	08-JUL-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	28-DEC-15		YES	Sign Language		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	19-DEC-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	13-OCT-14		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	26-JAN-98		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	40	19-APR-21	YES	YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	27-SEP-04		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	23-FEB-04		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	19-AUG-13		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	06-JUN-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	20-SEP-99		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	08-JUL-02		YES	Cambodian		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	23-OCT-06		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	08-JUL-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	14-JAN-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Battalion Chief	1	52	17-NOV-97		NO		Spanish	
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	10-SEP-07		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	17-NOV-97		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	23-FEB-04		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	16-DEC-91		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	02-OCT-00		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	13-OCT-14		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	26-JAN-98		YES	Vietnamese		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	10-SEP-07		YES		Spanish	
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	16-DEC-91		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	23-FEB-04		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	27-SEP-04		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	08-JUL-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	26-JAN-98		YES	Spanish		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	19-DEC-16		YES	Spanish		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	28-DEC-15		YES	Spanish		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	06-JUN-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	24-MAR-14		YES		Spanish	
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	12-SEP-05		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	26-JAN-98		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	28-OCT-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	01-APR-96		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	08-JUL-19		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	30-NOV-98		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	06-JUN-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	24-MAR-14		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	16-DEC-91		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	24-MAR-14		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	23-FEB-04		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	19-DEC-16		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	14-JAN-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	24-MAR-14		YES	Chinese-Cantonese		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	1	52	09-JUL-12		YES	Chinese-Mandarin		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	14-JAN-02		YES			
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	52	09-JUL-12		YES	Spanish		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	19-MAR-01		YES			

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20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	52	17-NOV-97		YES		
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	19-DEC-16		YES	Chinese-Cantonese	
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	1	52	27-JUN-11		YES		
20511 - Budget and Planning Administration	150 Frank Ogawa Plaza	Budget & Grants Administrator	1	38	27-JUL-15		NO		Chinese-Cantonese
20521 - Budget Unit	150 Frank Ogawa Plaza	Accountant II	1	38	02-FEB-01		NO		Chinese-Cantonese
20521 - Budget Unit	150 Frank Ogawa Plaza	Accountant III	1	38	01-DEC-09		NO		Chinese-Cantonese
20521 - Budget Unit	150 Frank Ogawa Plaza	Accountant II	1	38	19-APR-21	YES	NO		
20541 - Payroll Unit	150 Frank Ogawa Plaza	Office Manager	1	38	02-APR-01		NO		
20551 - Time and Attendance Unit	150 Frank Ogawa Plaza	Payroll Personnel Clerk III	1	38	31-OCT-11		NO		
20551 - Time and Attendance Unit	150 Frank Ogawa Plaza	Payroll Personnel Clerk III	1	38	24-AUG-09		NO		
20611 - Education and Training Administration	150 Frank Ogawa Plaza	Fire Equipment Technician	1	40	02-MAY-20		NO		
20611 - Education and Training Administration	150 Frank Ogawa Plaza	Administrative Assistant I	1	38	12-DEC-20	YES	NO	Spanish	
20631 - In-Service Training Unit	150 Frank Ogawa Plaza	Engineer of Fire Department	1	40	08-JUL-02		NO		
20631 - In-Service Training Unit	150 Frank Ogawa Plaza	Captain of Fire Department	1	40	28-APR-03		NO		
20631 - In-Service Training Unit	150 Frank Ogawa Plaza	Captain of Fire Department	1	40	10-SEP-07		NO		
20631 - In-Service Training Unit	150 Frank Ogawa Plaza	Battalion Chief	1	40	17-NOV-97		NO		
20631 - In-Service Training Unit	150 Frank Ogawa Plaza	Engineer of Fire Department	1	40	05-FEB-07		YES	Chinese	
20631 - In-Service Training Unit	150 Frank Ogawa Plaza	Lieutenant of Fire Department	1	40	10-SEP-07		NO		
20631 - In-Service Training Unit	150 Frank Ogawa Plaza	Fire Fighter Paramedic	1	40	05-FEB-07		YES		Spanish
20711 - Emergency Services Program Unit	150 Frank Ogawa Plaza	Emergency Services Manager, Assis	1	38	10-FEB-20		NO		
20711 - Emergency Services Program Unit	150 Frank Ogawa Plaza	Manager, Emergency Services	1	38	08-FEB-20		NO		
20711 - Emergency Services Program Unit	150 Frank Ogawa Plaza	Emergency Planning Coordinator	1	38	07-OCT-17		YES		
20711 - Emergency Services Program Unit	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	1	38	04-APR-11		NO		
20711 - Emergency Services Program Unit	150 Frank Ogawa Plaza	Administrative Assistant II	1	38	17-OCT-20	YES	NO		
20711 - Emergency Services Program Unit	150 Frank Ogawa Plaza	Emergency Planning Coordinator	0	38	25-JUL-20	YES	YES		
20811 - Human Resources	150 Frank Ogawa Plaza	Administrative Analyst II	1	38	08-FEB-01		NO		
20811 - Human Resources	150 Frank Ogawa Plaza	Office Assistant II	1	38	24-AUG-09		NO		
20811 - Human Resources	150 Frank Ogawa Plaza	Fire Personnel Operations Specialist	1	38	12-AUG-02		NO		Spanish
20813 - Fire Boat	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	0	38	12-AUG-19		NO		
20814 - Airport	150 Frank Ogawa Plaza	Fire Fighter	1	52	20-SEP-99		YES		
20814 - Airport	150 Frank Ogawa Plaza	Fire Fighter	1	52	08-JUL-02		YES		
20814 - Airport	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	17-NOV-97		YES		
20814 - Airport	150 Frank Ogawa Plaza	Fire Fighter	1	52	08-JUL-02		YES		
20814 - Airport	150 Frank Ogawa Plaza	Captain of Fire Department	1	52	14-JUN-10		YES		
20814 - Airport	150 Frank Ogawa Plaza	Fire Fighter	1	52	05-FEB-07		YES		
20814 - Airport	150 Frank Ogawa Plaza	Fire Fighter	1	52	27-SEP-04		YES		
20814 - Airport	150 Frank Ogawa Plaza	Fire Fighter	1	52	27-SEP-04		YES		
20814 - Airport	150 Frank Ogawa Plaza	Fire Fighter	1	52	14-MAY-90		YES		
20815 - U.S.A.R	150 Frank Ogawa Plaza	Student Trainee, PT	1	40	21-MAR-20		NO		
20815 - U.S.A.R	150 Frank Ogawa Plaza	US&R Warehouse & Logistics Special	1	40	31-DEC-18		NO		
20815 - U.S.A.R	150 Frank Ogawa Plaza	Student Trainee, PT	1	40	24-FEB-20		NO		
20815 - U.S.A.R	150 Frank Ogawa Plaza	Student Trainee, PT	1	40	24-FEB-20		NO		
20815 - U.S.A.R	150 Frank Ogawa Plaza	Student Trainee, PT	1	40	24-FEB-20		NO		
20815 - U.S.A.R	150 Frank Ogawa Plaza	Student Trainee, PT	1	40	24-FEB-20		NO		
20815 - U.S.A.R	150 Frank Ogawa Plaza	Administrative Assistant I	1	38	08-OCT-18		NO		
20816 - Fire - Support & Services Unit	150 Frank Ogawa Plaza	Fire Equipment Technician	1	40	03-SEP-96		NO	Spanish	
20816 - Fire - Support & Services Unit	150 Frank Ogawa Plaza	Captain of Fire Department	1	40	01-APR-96		YES		
20816 - Fire - Support & Services Unit	150 Frank Ogawa Plaza	Captain of Fire Department	1	40	29-JUN-00		YES		
20912 - Measure N - Paramedic	150 Frank Ogawa Plaza	Emergency Medical Services Coordi	1	38	04-MAY-15		NO		
20912 - Measure N - Paramedic	150 Frank Ogawa Plaza	Emergency Medical Services Coordi	1	38	18-JAN-16		NO		
20912 - Measure N - Paramedic	150 Frank Ogawa Plaza	Emergency Medical Services Coordi	1	38	18-JAN-16		NO		
20912 - Measure N - Paramedic	150 Frank Ogawa Plaza	Administrative Assistant II	1	38	03-OCT-20	YES	NO		

Oakland Fire Dept

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20912 - Measure N - Paramedic	150 Frank Ogawa Plaza	Fire Division Manager	1	38	08-AUG-20	YES	NO			
20913 - EMS Training	150 Frank Ogawa Plaza	Emergency Medical Services Coordi	1	38	06-NOV-17		NO			
			<b>529</b>							

Department Name: Housing and Community Development  
Fiscal Year: FY2020-2021



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, 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 Department of Housing and Community Development was submitted on June 11, 2021.

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

Shola Olatoye, 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	Shola Olatoye	Ellen Dillard	Ellen Dillard
Title	Director	Management Assistant	Management Assistant
Address	250 Frank H. Ogawa, Suite 6301 Oakland, CA 94612	250 Frank H. Ogawa, Suite 5313 Oakland, CA 94612	250 Frank H. Ogawa, 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	61		New Hires	5	
Public Contact Positions (PCP)	40		New PCP Hires	0	8.20%
PCP With Spanish Language Skill	4	10%	New PCP Hires with SP Skill	0	0%
PCP With Chinese Language Skill	4	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="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= 2 CH = 4
	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:
Information Sheet - Mold	Yes	Yes	
Information Sheet – Housing Resources During Covid	Yes	Yes	
8 Moratorium Postcard	Yes	Yes	
Workshop Sheets – RAP	Yes	Yes	
Tenant Petition	Yes		
Emergency Moratorium	Yes	Yes	Tagalog, Korean, Khmer
Emergency Moratorium Review			Tagalog, Korean, Khmer, Arabic, Vietnamese
Flyer		Yes	Vietnamese
ERAP Oakland Portal		Yes	Vietnamese
ERAP Document Review			
AIP, EHRP, HMIP, LSHP Description	Yes	Yes	
Info. Sheet – Rent Levels & Regulations	Yes	Yes	
Info. Resources Sheet - Updates	Yes	Yes	
OPL Evening Hours - RAP	Yes	Yes	
Evening Workshops – RAP	Yes	Yes	
Application	Yes	Yes	
Footnote	Yes	Yes	
Fair Chance Housing Ordinance	Yes	Yes	
RAP Survey	Yes	Yes	Vietnamese
Emergency Moratorium FAQ	Yes	Yes	Korean, Vietnamese, Arabic, Tagalog
Document translated to English	Yes		
Emergency Moratorium Info. Sheet Updates	Yes	Yes	Korean, Vietnamese, Arabic
Emergency Moratorium Rent (Covid-19)	Yes	Yes	Korean, Vietnamese, Arabic, Tagalog, Khmer
CARES Act Fact Sheet	Yes	Yes	Vietnamese
CARES Act Post Card	Yes	Yes	Vietnamese
CARES Act Post Card Updates	Yes	Yes	Vietnamese
<b>Total # of vital documents reported = 27</b>			

<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
Housing and Community Development	238-3015	Completed
Rent Adjustment Program	238-3721	Completed
Housing Resource Center	238-6182	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  
 LES = Limited English-Speaking*

**III. QUALITATIVE ASSESSMENT REPORT**

**A. Bilingual Public Contact Positions Assessment**

**Department Name:**

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
61	40	1	4	Yes	1	4	Yes

Goal = PCP X %

This report covers fiscal year 2020-2021 and data is reported as of June 2020.

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

The Department of Housing and Community Development (DHCD) complied with the Equal Access Ordinance (EAO) during the reporting period. The forms, brochures and postcards that are used to administer our housing programs have been updated into Spanish and Chinese. Other documents were translated in Tagalog, Khmer, Korean and Vietnamese. We continue to update our program websites to provide more information to the public. These programs effectively serve the Limited English Speaking (LES) population in the City of Oakland as required by the EAO.

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

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

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

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

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

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 public notices; program descriptions; Emergency Moratorium FAQs; Fair Chance Housing Ordinance; ERAP documents; CARES Act postcards and

updates; Rent Arbitration Program hours and workshops; tenant petitions; 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 inform the public of the right to language access services. Please list the locations in which notices are posted.

DHCD informs the public of their right to language access services by having notices posted in various locations in our offices at 250 Frank H. Ogawa Plaza, Suite 5313 and 6301 (5<sup>th</sup> and 6<sup>th</sup> floors). This includes DHCD's reception areas and each divisions designated space(s).

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

Vital documents for DHCD programs have been updated 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. Describe other materials the Department has provided in multiple languages?

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

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

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

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

DHCD 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. Our departmental procedures are in compliant with the City's Equal Access to Service Ordinance and AI 145.

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

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

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

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

We will continue to expand our community outreach efforts by reviewing and making improvements and adjustments to our program materials and program websites. Our current practice includes maintaining a list of LES people served within the different divisions of the Department, such as the Rent Arbitration Program, Housing Resource Center and Administrative and Fiscal. We provide follow-ups in the necessary language as needed.

Housing Development Department

FY 2020-21

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP_POSI	PCP_LANG_1	BILINGUAL CERT
89919 - Admin: Housing & Commur	250 Frank Ogawa Plaza	Account Clerk II	16-MAY-20		NO		
89919 - Admin: Housing & Commur	250 Frank Ogawa Plaza	Accountant II	05-DEC-05		NO	Chinese	
89919 - Admin: Housing & Commur	250 Frank H. Ogawa Plaza	Administrative Assistant I	09-FEB-04		NO		
89919 - Admin: Housing & Commur	250 Frank Ogawa Plaza	Administrative Services Manager II	30-MAR-15		NO		
89919 - Admin: Housing & Commur	250 Frank Ogawa Plaza	Assistant to the Director	30-MAY-20		NO		
89919 - Admin: Housing & Commur	250 Frank Ogawa Plaza	Business Analyst III	10-AUG-19		NO		
89919 - Admin: Housing & Commur	250 Frank Ogawa Plaza	Community Development Program Coord	27-MAR-06		YES	Spanish	Spanish
89919 - Admin: Housing & Commur	250 Frank Ogawa Plaza	Deputy Director, Housing	13-FEB-18		NO		
89919 - Admin: Housing & Commur	250 Frank Ogawa Plaza	Director of Housing & Community Dev	08-FEB-20		NO		
89919 - Admin: Housing & Commur	250 Frank Ogawa Plaza	Employment Services Supervisor	27-FEB-95		YES	Spanish	Spanish
89919 - Admin: Housing & Commur	250 Frank Ogawa Plaza	Executive Assistant to the Director	15-OCT-90		NO		
89919 - Admin: Housing & Commur	250 Frank Ogawa Plaza	Home Management Specialist II	17-MAR-14		YES		
89919 - Admin: Housing & Commur	250 Frank Ogawa Plaza	Loan Servicing Administrator	14-JAN-14		YES		
89919 - Admin: Housing & Commur	250 Frank H. Ogawa Plaza	Loan Servicing Specialist	25-JUN-90		YES	Tagalog	
89919 - Admin: Housing & Commur	250 Frank Ogawa Plaza	Management Assistant	25-JUN-08		YES	Tagalog	
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 II	11-JUL-20	YES	NO		
89929 - Housing Development	250 Frank Ogawa Plaza	Housing Development Coordinator III	19-SEP-20	YES	NO		
89929 - Housing Development	250 Frank Ogawa Plaza	Housing Development Coordinator III	11-JAN-20		NO		
89929 - Housing Development	250 Frank Ogawa Bldg	Housing Development Coordinator IV	25-JAN-20		NO		
89929 - Housing Development	250 Frank Ogawa Bldg	Housing Development Coordinator IV	07-MAY-18		NO		
89929 - Housing Development	250 Frank Ogawa Bldg	Housing Development Coordinator IV	26-FEB-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 Plaza	Development/Redevelop. Program Manag	27-OCT-88		NO		
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 Ogawa Plaza	Program Analyst III	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	Persian and German	
89939 - Municipal Lending	250 Frank H. Ogawa Plaza	Rehabilitation Advisor III	11-AUG-18		YES		
89939 - Municipal Lending	250 Frank Ogawa Plaza	Rehabilitation Advisor III	22-MAY-17		YES	Arabic and Armenian	
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Administrative Assistant I	17-DEC-16		YES		
89949 - CDBG Coordination	250 Frank H. Ogawa Plaza	Community Development Program Coord	08-JAN-07		YES		
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Community Development Program Coord	27-NOV-06		YES		
89949 - CDBG Coordination	250 Frank H. Ogawa Plaza	Community Development Program Coord	26-OCT-73		YES		
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Development/Redevelop. Program Manag	14-JUN-94		NO		
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Program Analyst II	06-SEP-05		YES		
89969 - Residential Rent Arbitratio	250 Frank Ogawa Plaza	Administrative Analyst I	10-AUG-19		YES	Chinese	Chinese
89969 - Residential Rent Arbitratio	250 Frank Ogawa Plaza	Administrative Analyst I	08-SEP-18		YES		
89969 - Residential Rent Arbitratio	250 Frank Ogawa Plaza	Administrative Analyst I	20-DEC-99		YES		

Housing Development Department

FY 2020-21

89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Administrative Assistant I	17-OCT-20	YES	YES	Chinese		
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Administrative Assistant I	17-OCT-20	YES	YES			
89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Administrative Assistant I	06-AUG-01		YES			
89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Administrative Assistant I	27-MAY-00		YES			
89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Hearing Officer	14-DEC-19		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 Bldg	Hearing Officer	01-OCT-12		YES			
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Hearing Officer	25-FEB-08		YES			
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Home Management Specialist II	11-JUL-20	YES	YES			
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Home Management Specialist II	16-MAY-20		YES			
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Manager, Rent Adjustment Program	06-OCT-18		YES	French		
89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Program Analyst II	30-DEC-17		YES			
89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Program Analyst II	13-MAR-12		YES	Spanish	Spanish	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Program Analyst II	07-MAR-05		YES	Spanish	Spanish	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Program Analyst III	27-OCT-14		YES	Chinese	Chinese	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Senior Hearing Officer	02-OCT-06		YES	Chinese		

Department Name: HUMAN RESOURCES MANAGEMENT  
Fiscal Year: FY2020-2021



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 covers July 1<sup>st</sup>, 2020 to June 30<sup>th</sup>, 2021.

*Ian Appleyard*

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Signature  
Human Resources Director

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	41		New Hires	1	
Public Contact Positions (PCP)	4		New PCP Hires	0	
PCP With Spanish Language Skill	1	25%	New PCP Hires with SP Skill	0	
PCP With Chinese Language Skill	1	25%	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

Table 3A. Department Organization Structure
Personnel Admin/Human Resource Info Services Unit
Employment and Classification Unit
Equal Access
Employee Labor Relations
Human Resource Development Unit
Employee Benefits Services
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
Language Access Plan	Yes	Yes	

<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 Coordinator List	Yes	Yes	
Accessibility Info Template (Online)	Yes	Yes	
Citywide Glossary	Yes	Yes	Vietnamese
Foreign Language Test	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	
Zoom Simultaneous Interpretation Introduction	Yes	Yes	
Total:	21	21	

<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  
 LES = Limited English-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	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
41	4	0.44	1	Yes	0.2	1	Yes

Goal = PCP X %

This report covers fiscal year 2020-2021 and data is reported as of June 2020.

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

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. Through the assistance of bilingual employees, qualified interpreters, qualified translators; telephone and/or video interpretation, we strive to provide language access to information and services to members of the public. Language Access Services is offered at no cost to the public. The Equal Access Office is a part of the HRM department. Details of Equal Access Office accomplishment are presented in the agenda report which includes the coordination of 232 hours of live interpretations for public meetings, production of 837 translated documents, and more. 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. HRM’s Citywide Training unit, together with the Equal Access Office have offered an increased number of language access trainings to City employees. Language access is a standard training topic included in new employee orientation and supervisor training module. New exciting development this year includes collaborating with expert linguists, Americans with Disabilities Act (ADA) office, City Attorney’s Office, Title VI Coordinator, and the Race & Equity team on providing more comprehensive training to City employees.

Language Access Trainings	
Date	Subject
9/8/2020	Zoom Simultaneous Interpretation Training
11/18/2020	Zoom Simultaneous Interpretation Training
2/26/2021	Zoom Simultaneous Interpretation Training
3/3/2021	Language Access Training
3/8/2021	Equity Presentation
5/5/2021	Community Engagement Series: Improving and Understanding Accessibility
5/12/2021	Title VI Civil Rights Policy Training
5/27/2021	Community Engagement Series: Improving and Understanding Accessibility
Bimonthly	New Employee Orientation
Semi-annual	Supervisory Academy

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

Due to the Alameda County Public Health orders, many recruitment events and job fairs are cancelled during this reporting period. Outreach is mostly conducted through print advertisements, social media postings, and other web-based channels. The devastating impact of COVID-19 and the shelter-in-place orders largely in effect this year has caused an unprecedented shortfall in City budget. Measures taken by the City include releasing most temporary and part-time workers, and implemented a hiring freeze. As a result, there is a large reduction of job openings and recruitment activities. Among the limited number of openings this fiscal year, 26% of applicants indicate Spanish language skill, while 4% indicate Chinese language skill.

HRM continues to support bilingual employees by administrating bilingual tests and certifying language skills. Bilingual pay premium is available to certified employees according to labor agreement provisions. A total of sixty-seven tests are administered this year.

Level I Oral Test	Candidates Tested	Pass	Fail
	41	39	2
Level II Written Test	Candidates Tested	Pass	Fail
	26	23	3
Total	67	62	5

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

HRM plays a vital role in the City of Oakland’s equity team. HR Director, Asst. HR Director, Citywide Training Coordinator, Equal Access Program Analyst, and members of our recruitment team act are active members of the equity team. The team meets regularly to examine ways to enhance equity in the City. During this fiscal year, new trainings are developed and offered to HRM employees as best practices to raise awareness on equity and inclusion. The equity team works tirelessly on removing hiring bias and creating equity during the interview process. On-going discussions continue to take place with different levels of City management. Equity trainings offered to all HRM employees are summarized below:

HRM Department Equity Trainings	
Date	Subject
4/7/2021	Advancing Equity in the First 100 Days and Beyond: A Listening Session
4/21/2021	Hiring Bias and Equity Questions on Interviews
10/30/2020	Let’s Talk About the Vote

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

During County public health Shelter-In-Place order, public meetings have moved online to web-based platforms, such as Zoom, or Microsoft Teams, or Skype. 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. Logistics on interpretation for virtual meetings are negotiated quickly with service providers. Internal request forms, supporting handouts and procedures are promptly developed. Service providers are brought in to provide trainings and demonstrate how to successfully engage multilingual participants in virtual meetings.

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

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

Front Counter, 150th 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. 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?

Twenty-one vital documents are available and translated into Spanish and Chinese.

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

Our Equal Access Office worked with various City departments to produced 837 translated documents this year for the City of Oakland. The list of translated documents are included as attachments to the agenda report.

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

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

HRM main recruitment line has outgoing messages available in English, Spanish and Chinese. Equal Access Office lines also provides outgoing messages in Spanish and Chinese.

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

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

Posters are displayed prominently at our public counter letting constituents know language service is available at no cost. Due to social distancing measures this year, most of the City's public meetings, workshops and classes are offered online. Much of the City's information are posted online on City website, which is equipped with Google translation function to instantly translate content into multiple languages. In addition, our Equal Access Office has provided technical assistance to update several hotline and email messages in multiple languages in efforts to engage LES populations. Some of these messages are for Covid-related grants, applications, food distribution program, and more. Multilingual messages help ensure information is communicated to LES population.

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

No complaints received.

### **E. Action Plan**

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

- a. Work with City departments in ensuring notices and flyers are translated as the City reopen its facilities to the public. HRM is part of the Return to Work Committee that analyzes risk factors and establishes guidelines for safe back to work process. Measures will be taken to ensure communications with LES populations are adequately provided.
- b. Enhance language access awareness among frontline customer service & public contact employees. Distribution of new language access print materials, which was halted in March 2020 due to shelter-in-place orders, will resume beginning 2022.
- c. Continue to offer trainings through Citywide employee training classes. In addition, create and develop new virtual training video for Citywide employee. Virtual training is a great tool to make training available at any time, any location.
- d. Launch a Citywide language assessment survey at select public contact locations. The goal of the survey is to assess quality of language assistance services and identify service gaps and areas for improvements.

## Human Resources

FY2020-21

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	PCP_LANG	BILINGUAL
05111 - Personnel Admin/Human Resource Info Services U	150 Frank Ogawa Plaza	Administrative Analyst II	25-JAN-20		NO		
05111 - Personnel Admin/Human Resource Info Services U	150 Frank Ogawa Plaza	Director of Human Resources Management	26-SEP-16		NO		
05111 - Personnel Admin/Human Resource Info Services U	150 Frank Ogawa Plaza	Executive Assistant to the Director	03-JAN-17		NO		
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Res Analyst, Sr Supervising	05-OCT-09		NO		
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	13-JUL-19		NO		
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	13-JUL-19		NO	Spanish	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	03-JUL-17		NO		
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	31-MAR-14		NO		
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	11-APR-05		NO	Chinese	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	23-OCT-04		NO		
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst, Principal	23-MAR-19		NO		
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst, Principal	31-JAN-00		NO		
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst, Senior	19-JUN-17		NO	Spanish	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Clerk	22-FEB-20		YES		
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Clerk	14-DEC-19		YES		
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Operations Supervisor	05-MAR-90		NO		
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Technician	08-FEB-20		NO		
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Technician	08-FEB-20		NO		
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Technician	23-APR-18		NO	Chinese	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Technician, Senior	13-MAY-13		NO		
05221 - Equal Access	150 Frank Ogawa Plaza	Program Analyst I	08-APR-13		YES	Spanish	Spanish
05221 - Equal Access	150 Frank Ogawa Plaza	Program Analyst III	08-SEP-08		YES	Chinese	
05311 - Employee Labor Relations	150 Frank Ogawa Plaza	Administrative Assistant II (CONF)	26-DEC-20	*	NO		
05311 - Employee Labor Relations	150 Frank Ogawa Plaza	Assistant Human Resources Director	24-APR-18		NO		
05311 - Employee Labor Relations	150 Frank Ogawa Plaza	Employee Relations Analyst, Principal	19-JUN-17		NO		
05311 - Employee Labor Relations	150 Frank Ogawa Plaza	Employee Relations Analyst, Principal	17-JAN-17		NO		
05311 - Employee Labor Relations	150 Frank Ogawa Plaza	Employee Relations Analyst, Principal	10-OCT-01		NO		
05511 - Human Resource Development Unit	150 Frank Ogawa Plaza	Human Resource Analyst, Principal	04-MAY-15		NO	Spanish	
05511 - Human Resource Development Unit	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		
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	27-MAY-14		NO		
05621 - Risk Management	150 Frank Ogawa Plaza	Benefits Technician	11-SEP-17		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	Manager, Claims & Risk	25-JUN-18		NO		
05621 - Risk Management	150 Frank Ogawa Plaza	Safety & Loss Control Specialist	05-JUL-16		NO	Chinese	Vietnamese

Department Name:  
Fiscal Year: FY2020-2021



CITY OF OAKLAND

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, Kevin Fong, 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 Information Technology Department was submitted on June 16, 2021.

A handwritten signature in black ink, appearing to read 'Kevin Fong'.

---

Kevin Fong, Acting Chief Information Officer

Department Name:  
 Fiscal Year: FY2020-2021

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

**III. QUALITATIVE ASSESSMENT REPORT**

**A. Bilingual Public Contact Positions Assessment**

**Department Name: Information Technology Department**

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
84	0	0	0	Yes	0	0	Yes

Goal = PCP X %

This report covers fiscal year 2020-2021 and data is reported as of June 2020.

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

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

During this past year, ITD worked collaboratively with various agencies and departments to help implement new systems and projects. Some projects include but not limited to OAKWiFi, Windows 10 operating system Upgrade, Adobe Experience Manager, OPD Camera Registry, and Nimble Storage Expansion. 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.

Department Name:  
Fiscal Year: FY2020-2021



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, Shereda Nosakhare, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Office of the Mayor was submitted on June 21, 2021.

Shereda Nosakhare

Shereda Nosakhare, Chief of Staff  
Type Name & Title

Signature:   
Shereda Nosakhare (Jun 21, 2021 18:04 PDT)  
Email: snosakhare@oaklandca.gov

Department Name:  
Fiscal Year: FY2020-2021

## 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	Libby Schaaf	Sun Kwong Sze	Richard Luna
Title	Mayor	Special Projects Coordinator	Interim Deputy City Administrator
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) 238-7577	(510) 238-4756
Email	<a href="mailto:lschaaf@oaklandca.gov">lschaaf@oaklandca.gov</a>	<a href="mailto:msze@oaklandca.gov">msze@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	1	
Public Contact Positions (PCP)	13	100%	New PCP Hires	1	100%
PCP With Spanish Language Skill	2	15%	New PCP Hires with SP Skill	1	100%
PCP With Chinese Language Skill	1	8 %	New PCP Hires with CH Skill	0	%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input type="checkbox"/> No <input 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)	
Mayor's Administration	

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

Department Name:  
Fiscal Year: FY2020-2021

Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
1. Virtual Budget Summit	Yes	Yes	
2. Budget Engagement Surveys	Yes	Yes	
Budget Engagement Video (subtitles)	Yes	Yes	
3. Our Budget Part I			
4. Our Budget Part II			
5. Our Budget Part III			
6. Our Budget Part IV			
7. Budget Town Hall Exit Ticket	Yes	Yes	
8. Budget Town Hall Flyer	Yes	Yes	
9. County Vaccination Roll Out Information	Yes	Yes	
10. Great Oakland Check In Script	Yes	Yes	
11. Mayor's Toy Drive flyer	Yes	Yes	
12. Mayor's Toy Drive instructions	Yes	Yes	
13. Mayor's Toy Drive phone scripts	Yes	Yes	
14. Oakland Resilient Families Pilot Application	Yes	Yes	
15. Oakland Resilient Families Pilot Outreach Flyer	Yes	Yes	Viet
Budget Video (Voiceover)	Yes	Yes	
16. Budget Video 1			
17. Budget Video 2			
18. Budget Video 3			
19. Budget Basics	Yes	Yes	
20. Budget Deficits	Yes	Yes	
21. Budget Fact Sheet	Yes	Yes	
22. Town Hall flyers (social media)	Yes	Yes	
23. Zoom Meeting Troubleshooting	Yes	Yes	
24. Zoom Meeting Language Interpretation	Yes	Yes	
25. COVID-19 Racial Disparities Task Force Meeting Flyer (social media)	Yes	Yes	
26. COVID-19 Alameda County Flyer/Info	Yes	Yes	
27. Candidates Forum for Oakland's Chief of Police	Yes	Yes	
28. Town Hall Thought Exchange Report	Yes	Yes	
29. Town Hall Transcript	Yes	Yes	
30. OPD Asian Liaison Officer AAPI Hate Outreach Material		Yes	
<b>Total # of vital documents reported =</b>	30	31	
Note: Last year Mayor's Office had 60+ translated documents; however, some were obsoleted and removed from this year's list. In addition, due to COVID SiP, many communication have switched to broadcast, online and social media, and, therefore, there was less written material being translated.			

<b>Table 4B. Vital Documents Status Summary</b>	
Department's known vital documents translated into Spanish and Chinese?	<input 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 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

Department Name:  
 Fiscal Year: FY2020-2021

Executive Scheduler	510-238-7414	Completed

<b>Table 6. Analysis by Community Based Service Locations</b>				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	16	1	6.25	1	6.25

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).

### III. QUALITATIVE ASSESSMENT REPORT

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

#### A. Bilingual Public Contact Positions Assessment

**Department Name:**

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
13	13	2	2	Yes	1	1	Yes

Goal = PCP X %

This report covers fiscal year 2020-2021 and data is reported as of June 2020.

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

The Mayor's Office is complying with the Equal Access Ordinance by having bilingual staff, volunteers and interns who can respond to requests made by LES persons and have ensured that the front desk has access to the appropriate information.

During the COVID-19 pandemic, communication with constituents/public has switched to virtual channels, such as zoom meetings and social media. The Mayor's Office in response used creative methods to continue to provide multilingual outreach. Among the efforts were Spanish and Cantonese virtual town halls, as well as interns providing multilanguage information and feedback in the online chat session. Furthermore, translated flyers, notices and event reminders were posted on social media to reach out to those who do not use English-based social media platforms. Two-way multilingual communications to answer questions and concerns on social media were also provided.

The Mayor's Office continuously communicated its various program offerings and communications equally among community members city-wide. The office consistently translates its outreach materials into Spanish and Chinese to reflect the communities and neighborhoods it is reaching, and regularly schedules programming with ethnic media to connect with the city's diverse population. In addition, to achieve the mayor's vision of bring City Hall to the people, the office organized recurrent community engagement efforts, called Mobile Mayor, throughout the city. Bilingual staff were always presence to provide language support to the mayor and constituents.

The Mayor's Office had a total of 13 PCPs this FY 2020-2021. Two PCP is Spanish speaking, and one is Chinese speaking.

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

The Mayor's Office includes its interest in bilingual candidates when recruiting applicants and assesses the level of proficiency. During the Staff recruitment phase, the Mayor's Office has attracted a large pool of applicants that included bilingual applicants. To ensure, the office hire qualified bilingual staff, special language tests were administrated during interview to evaluate candidates' language capability. While COVID-19 shelter-in-place changed how government communicating with the public, when recruiting interns, one of the language skills that we look for is the ability to write or type Spanish or Chinese words, which proved to be critical in social media communication. At the 3 intern cohorts (Fall 2020, Spring 2021 and Summer 2021), we had 48 interns. Ten of them have some bilingual skills, which is about 20% of all interns.

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

Mayor Libby Schaaf celebrated city's diversity and understood the challenges that non-English speaking or Limited English Proficiency residents are facing. The Mayor's Office continued many of the successful programs and approaches to include residents despite their English ability. With COVID-19 pandemic, extra efforts were put on social media to ensure non-English platform is also covered. Mayor Libby Schaaf connects with Oakland's Spanish and Chinese speaking communities regularly via ethnic media channels, such as radio and television.

The mayor appeared monthly on KIQI (1010 AM, "Radio Unica") to inform Spanish-speaking residents of city government update and answer questions. KIQI is a Spanish-language radio station based in San Francisco that serves the Bay Area's fast-growing Latino community reaching almost 1.5 million in the Bay area. At each half an hour live KIQI interviews, the mayor first answers the host's questions (in English and Spanish) based on current events in Oakland. In the second half of the interview, Mayor Schaaf takes live calls from listeners in English and Spanish. In fact, the mayor speaks Spanish not only at the radio show but also at events with Spanish-speaking audiences. Additionally, 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 also appeared on Chinese media to address current topics. For example, the mayor was interviewed by KTSF on the spike in anti-AAPI hate during the pandemic along with Oakland Chinese community member. Moreover, 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. The Sing Tao Chinese Radio website cites a listenership of 85% of all Chinese residents the Bay Area.

Mayor Schaaf frequently attends Chinese community meetings and events. Chinese speaking staff always accompanied her and acted as her interpreter when the mayor engaged with Chinese residents.

During the Mayor's Office Budget Town Hall series, the mayor recorded four educational videos about the budget process, fiscal obligations of the City of Oakland, the various funding streams and regional agency budgets that touch the lives of constituents. While the video audio is in English, transcripts and voice-overs have been provided in the Youtube description box in both Spanish, Mandarin and Cantonese. Additionally, the titles are searchable in Chinese and Spanish.

The Mayor's Office also posts in Spanish and Chinese on social media regarding topics that disproportionately impact immigrant communities such as the deadline for Covered California applications and the Supreme Court Census decision to name a few.

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

The Mayor's Office has a designated Language Access Coordinator (LAC) and a backup 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.

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

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

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

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

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

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

All vital documents are translated into threshold languages. We strived to have vital documents in all threshold languages when they are being produced.

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

Due to COVID-19 Shelter-in-place, Mayor's Office did not have other materials. However, we posted and communicated with public via social media and other online platforms in both Spanish and Chinese.

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

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

The Mayor's Office Front Desk maintains a recorded telephonic message in English, Spanish and Chinese with the basic information about the Mayor's Office operation. Bilingual staff have recorded messages in Spanish or Chinese on their voicemails. Calls in Spanish and Chinese are forwarded and handled by in house bilingual staff. Calls in all other languages utilized the over the phone language interpretation services provided by the Equal Access Office.

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

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

The Mayor's Office's policy is to abide by the Equal Access Ordinance. The office actively engages non-English speaking or limited English proficiency Spanish and Chinese residents with culturally sensitive language interpretation at in-person events and translated written materials. Besides, the Mayor's Office enlisted translators, bilingual volunteers, interns and department staff to communicate with LEP Spanish, Cantonese and Mandarin populations when needed.

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

There are no 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

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Mayor's Office will provide services that are requested to resolve any complaints as quickly as possible.

## **E. Action Plan**

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.  
Reopening Oakland will be an opportunity and also a challenge for the city government. Questions such as how the city can rebound and innovate this fall, while keeping health, wellness, and equity at the center will be in every resident's mind moving forward. The Mayor's Office will continue to be in compliance with the Equal Access Ordinance and make sure limited English proficiency (LEP) residents will receive the same information and services by means of having bilingual staff, interns and volunteers speak to them. We will continue translating all materials in threshold languages 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. Lastly, the Mayor's Office will work to increase transparency about how LEP attendees to City Council meetings can access language services.

FY2020-21

MAYOR'S OFFICE

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	07-APR-08		YES	Chinese
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 II	03-JAN-17		YES	Spanish
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor II	2-Nov-19		YES	
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	12-NOV-02		YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor III	07-NOV-16		YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor III	7-Dec-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	Mayor's PSE 14	1-Jun-21	Yes	YES	Spanish

Note: PSE14 only count as one position. Caleb Smith left the office and replaced by Vicente Ghazzawi.

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CITY OF OAKLAND

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, 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 Parks, Recreation, and Youth Development was submitted on 6/30/21.

*J. Nicholas Williams*

J. Nicholas Williams, Director, OPRYD

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 Alcalá-Ferguson	Jackie Long
Title	Director	Administrative Analyst II	Admin Services Manager I
Address	250 FHOP	250 FHOP	250 FHOP
Phone#	x-7527	x-3196	x-3926
Email	JNWilliams@oaklandca.gov	<a href="mailto:Galcala2@oaklandca.gov">Galcala2@oaklandca.gov</a>	<a href="mailto:jlong@oaklandca.gov">jlong@oaklandca.gov</a>

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	229.20		New Hires		
Public Contact Positions (PCP)	194.02		New PCP Hires	94	100%
PCP With Spanish Language Skill	98	54%	New PCP Hires with SP Skill	11	12%
PCP With Chinese Language Skill	48	25%	New PCP Hires with CH Skill	5	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
	Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input checked="" type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
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?	No <input checked="" type="checkbox"/> Yes – Please describe below
Description: Some city services were impacted due to Alameda County Shelter in Place, Covid-19. Most recreation services were provided on the Zoom app.	

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= 1 CH = 22	SP= 0.20 CH = 4.32
Arroyo Viejo Recreation Center	SP= 0.00 CH = 0.00	SP= 0.00 CH = 0.00
Carmen Flores Recreation Center	SP= 10 CH = 1	SP= 1.96 CH = 0.20
Manzanita Recreation Center	SP= 2 CH = 1	SP= 0.41 CH = 0.20
FM Smith Recreation Center	SP =2 CH = 5	SP =0.17 CH = 0.72

Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Studio One Summer 2021 Flyer	X	X	
Summer 2021 Trifold OPRYD – Invitation to Collaborate	X	X	
Town Camp Summer 2021 Flyer	X	X	
OPRYD Spring Program Survey – Town Enrichment Program	X	X	
Studio One – Oakland Fine Arts Summer School July 2020	X	X	
OPRYD Dog Park Communication Poster	X	X	
OPRYD Dog Park Yard Sign	X	X	
National Fitness Court Grand Opening Announcement	X	X	
OPRYD Mission Statement	X	X	
Future A's T-Ball and Popup game	X	X	
COVID-19 Risk Acknowledgement	X	X	
Town Camp Financial Assistance Application	X	X	
Neighborhood Town Camp July-August 2020	X	X	
Specialty Town Camp July-August 2020	X	X	
Measure FF Oakland Minimum Wage	X	X	
Fall 2020 Town Camp Survey	X	X	
Summer Hire Flyers, Posters, Announcements	X	X	
Town Camp Afterschool Flyer	X	X	
Great Plates Program (Voice Message)	X	X	
Fall & Winter 2020 Flyer	X	X	

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:	

Location Description	Telephone Number	Status
Administrative Offices/General Information	238-7275	EN/SP/CH
Arroyo Viejo Recreation	615-5755	EN/SP
Brookdale Recreation Center	535-5631	EN/SP
Carmen Flores Recreation Center	535-5631	EN/SP
Central Reservations	238-3187	EN/SP
Digital Arts & Culinary Academy	615-5807	EN/SP
East Oakland Sports Center	615-5838	EN/SP
Franklin Recreation Center	238-7741	EN/CH
Fremont Pool	535-5614	EN/SP
Ira Jinkins Recreation Center	615-5959	EN/SP
Lincoln Square Recreation Center	238-7738	EN/CH
Manzanita Recreation Center	535-5625	EN/SP
Rainbow Recreation Center	615-5751	EN/SP
San Antonio Recreation Center	535-5608	EN/SP
Tassafaronga Recreation Center	615-5764	EN/SP

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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	N/A	4	0%	1	0%
Lake Merritt Boating Center	568 Bellevue Avenue	94610	238-2196	9.18	2	5%	1	2%
DeFremery Pool	1651 Adeline Street	94607	238-7739	2.48	0	0%	5	23%
Dimond (Lions) Pool	3860 Hanly Road	94602	482-7831	4.72	3	11%	1	4%
Fremont Pool	4550 Foothill Boulevard	94601	535-5614	3.02	8	57%	0	0%
East Oakland Sports Center (Aquatics)	6161 Edes Avenue	94605	615-5755	10	0	0%	0	0%
Temescal Pool & Live Oak	371 45 <sup>th</sup> Street	94609	597-5013	3.75	6	20%	3	10%
<b>Cultural Arts:</b>								
Malonga Casquelourd Center for the Arts	1428 Alice Street	94612	535-5625	6.1	0	0%	0	0%
Rainbow Teen Center	5818 International Blv	94621	615-5807	1.75	2	33%	0	0%
Studio Once Art Center	365 45 <sup>th</sup> Street	94609	597-5027	4.75	6	9%	4	6%
Citywide Arts (Citywide Program)	365 45 <sup>th</sup> Street	94609	597-5027	2.94	1	17%	0	0%
<b>Recreation Centers:</b>								
Allendale	3711 Suter Street	94619	535-5635	2.52	0	0%	0	0%
Arroyo Viejo	7701 Krause Avenue	94603	615-5838	2.99	0	0%	0	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	1	1%	0	0%
Carmen Flores	1637 Fruitvale Avenue	94601	535-5631	2.75	10	71%	1	7%
DeFremery	1651 Adeline Street	94607	238-7739	3.81	2	29%	0	0%
Dimond	3860 Hanly Road	94602	482-7831	8.08	0	0%	0	0%
FM Smith	1969 Park Boulevard	94606	238-7742	2.2	2	17%	5	42%
Franklin	1010 East 15 <sup>th</sup> Street	94606	238-7741	3.4	1	6%	3	17%
Golden Gate	1075 62 <sup>nd</sup> Street	94608	567-5032	2.84	0	0%	0	0%
Ira Jinkins	9175 Edes Avenue	94603	615-5959	3.64	7	27%	0	0%
Lincoln Square	250 10 <sup>th</sup> Street	94607	238-7738	6.7	22	65%	1	3%
Manzanita	2701 22 <sup>nd</sup> Avenue	94606	535-5625	2.85	2	14%	1	7%
Montclair	6300 Moraga Avenue	94611	482-7812	6.88	0	0%	0	0%
Mosswood	365 45 <sup>th</sup> Street	94609	597-5027	2.93	1	5%	0	0%
Rainbow	5800 International Boulevard	94621	615-5751	2.65	1	8%	0	0%
Redwood Heights	3883 Aliso Avenue	94619	428-	12.02	0	0%	0	5%

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			7827					
Sheffield Village	247 Marlow Drive	94605	638-7190	1.97	0	0%	0	0%
Tassafaronga	975 85 <sup>th</sup> Avenue	94621	615-5764	2.75	1	17%	0	0%
Willie Keyes (Poplar)	3131 Union Street	94608	597-5042	2.6	0	0%	0	0%
<b>Sports (City Wide)</b>								
City Wide Youth Sports	250 Frank H. Ogawa Plaza #3330	94612	238-3491	13.81	0	0%	0	0%
Youth & Adult Sports	250 Frank H. Ogawa Plaza, #3330	94612	238-3494	5.19	0	0%	0	0%
Davie Tennis Stadium	198 Oak Road	94610	444-5663	5.03	2	17%	0	0%
Girls' Sports	250 Frank H. Ogawa Plaza, #3330	94612	238-3494	3.02	0	0%	0	0%
Area One Special Sport	11450 Golf Links	94605	351-0391	4.27	0	0%	0	0%
<b>Other:</b>								
ADA Inclusion Programs	666 Bellevue Avenue	94610	238-2197	2.07	4	62%	0	0%
Central Reservations	250 Frank H. Ogawa Plaza, #3330	94612	238-3187	11.63	7	37%	0	0%
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	2	29%	0	0%
East Oakland Sports Center	6161 Edes Avenue	94605	615-5755	7.75	6	18%	2	3%
Rotary Nature Center	600 Bellevue Avenue	94610	238-3739	5.75	0	0%	0	0%
Area I & II Rec Center Supervision	250 Frank H. Ogawa Plaza, #3330	94612	238-3187	6	6	100%	0	0%
			TOTAL:	194	105	54%	27	14%

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ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	NEW	PCP_POSITION	Lang
501110 - Directors Unit	666 Bellvue Ave	Assistant Director, Parks & Recreation		NO	Spanish
501110 - Directors Unit	250 FRANK H. OGAWA PLAZA	Business Analyst II	YES	NO	
501110 - Directors Unit	250 FRANK H. OGAWA PLAZA	Director of Parks & Recreation		NO	
501110 - Directors Unit	250 FRANK H. OGAWA PLAZA	Executive Assistant to the Director		NO	
501120 - OPR Administrative Services	250 FRANK H. OGAWA PLAZA	Office Manager		NO	Spanish
501120 - OPR Administrative Services	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT		YES	Spanish
501120 - OPR Administrative Services	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PPT		YES	
501210 - Budget and Fiscal	250 FRANK H. OGAWA PLAZA	Administrative Services Manager I		NO	
501210 - Budget and Fiscal	250 FRANK H. OGAWA PLAZA	Administrative Services Manager II		NO	
501210 - Budget and Fiscal	250 FRANK H. OGAWA PLAZA	Recreation Attendant II, PT		NO	
501220 - Accounting Unit	250 FRANK H. OGAWA PLAZA	Account Clerk II		NO	
501220 - Accounting Unit	250 FRANK H. OGAWA PLAZA	Account Clerk III		NO	
501220 - Accounting Unit	250 FRANK H. OGAWA PLAZA	Accountant III		NO	
501230 - OPR Personnel Unit	250 FRANK H. OGAWA PLAZA	Payroll Personnel Clerk II		NO	
501230 - OPR Personnel Unit	250 FRANK H. OGAWA PLAZA	Payroll Personnel Clerk III		NO	Chinese
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Administrative Analyst II		NO	Spanish
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Facility Security Assistant		NO	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Facility Security Assistant		NO	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Facility Security Assistant, PT		NO	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Facility Security Assistant, PT	YES	NO	Spanish
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Public Service Representative		YES	Spanish
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Public Service Representative		YES	
501240 - Central Reservations	250 Frank H. Ogawa Plaza	Recreation Attendant II, PT		YES	
501240 - Central Reservations	250 Frank H. Ogawa Plaza	Recreation Attendant II, PT		YES	Spanish
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant II, PT		YES	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT		YES	Spanish
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT		YES	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT		YES	Spanish
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT		YES	Spanish
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT		YES	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT		YES	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PT		YES	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT		YES	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Special Events Coordinator		YES	
501250 - Special Programs	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT		YES	
501250 - Special Programs	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT		YES	
501250 - Special Programs	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	YES	YES	
501250 - Special Programs	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT		YES	
501250 - Special Programs	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT		YES	
501250 - Special Programs	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT		YES	Spanish
501250 - Special Programs	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PT		YES	
501250 - Special Programs	3612 Webster Street	Recreation Program Director		YES	Spanish
501250 - Special Programs	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT		YES	Spanish

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501250 - Special Programs	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT			YES	Spanish
501270 - Dunsmuir Hellman Estate	250 Frank H. Ogawa Plaza, 3rrd fl., Suite 3330	Recreation Attendant I, PT			YES	
501270 - Dunsmuir Hellman Estate	250 Frank H. Ogawa Plaza, 3rrd fl., Suite 3330	Recreation Attendant I, PT			YES	
501270 - Dunsmuir Hellman Estate	250 Frank H. Ogawa Plaza, 3rrd fl., Suite 3330	Recreation Attendant I, PT			YES	
501270 - Dunsmuir Hellman Estate	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
501270 - Dunsmuir Hellman Estate	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	Spanish
501270 - Dunsmuir Hellman Estate	250 Frank H. Ogawa Plaza, 3rrd fl., Suite 3330	Recreation Specialist II, PPT			YES	
502110 - Area One Administration	250 Frank H. Ogawa Plaza, 3rrd fl., Suite 3330	Recreation Supervisor			YES	Spanish
502230 - Area 1 Rec Center Supervision	1 Frank Ogawa Plaza	Recreation Supervisor			YES	Spanish
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Aide, PT	YES		YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	
502231 - Bushrod Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Center Director			YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	YES		YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	Spanish
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Leader II, PPT			YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Leader II, PT			YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Sports Official, PT			YES	
502231 - Bushrod Recreation Center	250 FRANK H. OGAWA PLAZA	Sports Official, PT			YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Sports Official, PT			YES	
502232 - Defremery Recreation Center	666 Bellvue Ave	Recreation Aide, PT	YES		YES	
502232 - Defremery Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	
502232 - Defremery Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT			YES	
502232 - Defremery Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Center Director			YES	Spanish
502232 - Defremery Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502232 - Defremery Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	

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502232 - Defremery Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502232 - Defremery Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502232 - Defremery Recreation Center	666 Bellvue Ave	Recreation Leader II, PPT			YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Aide, PT	YES		YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Attendant I, PT			YES	
502233 - Golden Gate Recreation Center	250 Frank H. Ogawa Plaza, 3rrd fl., Suite 3330	Recreation Center Director			YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502233 - Golden Gate Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
502233 - Golden Gate Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502233 - Golden Gate Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	YES		YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502233 - Golden Gate Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Specialist I, PT			YES	
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	Chinese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	Chinese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT	YES		YES	Chinese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT	YES		YES	Chinese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	Chinese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	Chinese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT	YES		YES	Chinese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	Chinese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	Chinese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT	YES		YES	Chinese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT	YES		YES	Chinese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	Chinese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	Chinese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	Chinese

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502234 - Lincoln Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Center Director			YES	Chinese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	YES		YES	Spanish
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	YES		YES	
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	Chinese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	Chinese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	Chinese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	Chinese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	Chinese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader II, PPT			YES	Chinese
502234 - Lincoln Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PT			YES	Chinese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader II, PT			YES	Chinese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Specialist II, PPT			YES	
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Aide, PT	YES		YES	
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Aide, PT	YES		YES	
502235 - Montclair Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT			YES	
502235 - Montclair Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT			YES	
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Aide, PT	YES		YES	
502235 - Montclair Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT			YES	
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Center Director			YES	
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502235 - Montclair Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502235 - Montclair Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
502235 - Montclair Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	

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502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502235 - Montclair Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	YES		YES	
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	YES		YES	
502235 - Montclair Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PPT			YES	
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader II, PT			YES	
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader II, PT			YES	
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Specialist III, PT			YES	
502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	
502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	
502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Aide, PT	YES		YES	
502236 - Mosswood Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT			YES	
502236 - Mosswood Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT			YES	
502236 - Mosswood Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT			YES	
502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Aide, PT	YES		YES	Chinese
502236 - Mosswood Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT			YES	
502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Aide, PT	YES		YES	
502236 - Mosswood Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT			YES	
502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	
502236 - Mosswood Recreation Center	3612 Webster Street	Recreation Center Director			YES	
502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	YES		YES	
502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	YES		YES	
502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Aide, PT	YES		YES	
502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Aide, PT	YES		YES	
502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	
502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	
502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Attendant I, PT	YES		YES	
502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Center Director			YES	
502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	YES		YES	
502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	

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502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Leader II, PPT			YES	
502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Leader II, PT			YES	
502240 - Lakeside Park Operations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT			YES	Spanish
502240 - Lakeside Park Operations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT			YES	
502240 - Lakeside Park Operations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT			YES	
502240 - Lakeside Park Operations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT			YES	
502240 - Lakeside Park Operations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT			YES	
502240 - Lakeside Park Operations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT			YES	
502240 - Lakeside Park Operations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT			YES	
502240 - Lakeside Park Operations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	YES		YES	Spanish
502240 - Lakeside Park Operations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT			YES	
502240 - Lakeside Park Operations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT			YES	
502240 - Lakeside Park Operations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT			YES	Spanish
502240 - Lakeside Park Operations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT			YES	Spanish
502240 - Lakeside Park Operations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT			YES	Spanish
502240 - Lakeside Park Operations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT			YES	Spanish
502240 - Lakeside Park Operations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	YES		YES	
502240 - Lakeside Park Operations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT			YES	Spanish
502240 - Lakeside Park Operations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	YES		YES	
502240 - Lakeside Park Operations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT			YES	Chinese
502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT			YES	Spanish
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Aide, PT			YES	
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Aide, PT			YES	
502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT			YES	
502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT			YES	
502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT			YES	
502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT			YES	
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Leader I, PT			YES	Spanish
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Leader II, PT			YES	
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Specialist II, PT			YES	
502310 - Aquatics Supervision	250 Frank H. Ogawa Plaza, 3rrd fl., Suite 3330	Recreation Supervisor	YES		YES	
502311 - Live Oak Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT			YES	Spanish

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502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT			YES	
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT			YES	Chinese
502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT			YES	
502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT			YES	
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT			YES	
502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT			YES	
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT			YES	Spanish
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT			YES	
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT			YES	
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT			YES	
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT			YES	
502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT			YES	
502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT			YES	Spanish
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT			YES	
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT			YES	
502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT			YES	
502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT			YES	Spanish
502312 - Dimond Aquatics	666 Bellvue Ave	Pool Manager, PT			YES	
502312 - Dimond Aquatics	666 Bellvue Ave	Pool Manager, PT			YES	
502312 - Dimond Aquatics	666 Bellvue Ave	Water Safety Instructor, PT			YES	
502312 - Dimond Aquatics	666 Bellvue Ave	Water Safety Instructor, PT			YES	
502312 - Dimond Aquatics	666 Bellvue Ave	Water Safety Instructor, PT			YES	
502312 - Dimond Aquatics	666 Bellvue Ave	Water Safety Instructor, PT			YES	
502312 - Dimond Aquatics	666 Bellvue Ave	Water Safety Instructor, PT			YES	
502313 - Defremery Aquatics	666 Bellvue Ave	Lifeguard, PT			YES	
502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT			YES	
502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT			YES	
502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT			YES	
502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT			YES	Chinese
502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT			YES	
502313 - Defremery Aquatics	666 Bellvue Ave	Lifeguard, PT			YES	
502313 - Defremery Aquatics	666 Bellvue Ave	Lifeguard, PT			YES	Chinese
502313 - Defremery Aquatics	666 Bellvue Ave	Lifeguard, PT			YES	
502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT			YES	Chinese
502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT			YES	
502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT			YES	
502313 - Defremery Aquatics	568 Bellevue Ave	Pool Manager, PT			YES	Chinese
502313 - Defremery Aquatics	568 Bellevue Ave	Pool Manager, PT			YES	
502313 - Defremery Aquatics	666 Bellvue Ave	Recreation Attendant I, PT			YES	
502313 - Defremery Aquatics	666 Bellvue Ave	Recreation Attendant I, PT			YES	
502313 - Defremery Aquatics	666 Bellvue Ave	Recreation Specialist I, PT			YES	
502313 - Defremery Aquatics	666 Bellvue Ave	Recreation Specialist I, PT			YES	
502313 - Defremery Aquatics	666 Bellvue Ave	Water Safety Instructor, PT			YES	
502313 - Defremery Aquatics	666 Bellvue Ave	Water Safety Instructor, PT			YES	Chinese
502313 - Defremery Aquatics	666 Bellvue Ave	Water Safety Instructor, PT			YES	
502313 - Defremery Aquatics	666 Bellvue Ave	Water Safety Instructor, PT			YES	
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT			YES	
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT			YES	
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT			YES	Chinese
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT			YES	Spanish
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT			YES	Spanish









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502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist I, PT	YES		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist I, PT			YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist I, PT			YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist I, PT	YES		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist I, PT	YES		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist II, PT			YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist II, PT			YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist II, PT			YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist II, PT			YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist II, PT			YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist II, PT			YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Water Safety Instructor, PT			YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Water Safety Instructor, PT			YES	
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Attendant I, PT	YES		YES	
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Attendant I, PT			YES	
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Attendant I, PT			YES	
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Attendant I, PT			YES	
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Attendant I, PT			YES	
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Leader I, PT	YES		YES	
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Leader I, PT			YES	
502340 - Youth & Adult Sports	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT			YES	
502340 - Youth & Adult Sports	666 Bellvue Ave	Sports Official, PT			YES	
502340 - Youth & Adult Sports	666 Bellvue Ave	Youth Sports Program Coordinator			YES	
502350 - Boating	568 Bellevue Ave	Recreation Aide, PT			YES	
502350 - Boating	666 Bellvue Ave	Recreation Aide, PT			YES	
502350 - Boating	568 Bellevue Ave	Recreation Aide, PT	YES		YES	
502350 - Boating	568 Bellevue Ave	Recreation Aide, PT			YES	Spanish
502350 - Boating	568 Bellevue Ave	Recreation Aide, PT			YES	
502350 - Boating	568 Bellevue Ave	Recreation Aide, PT			YES	
502350 - Boating	568 Bellevue Ave	Recreation Aide, PT			YES	
502350 - Boating	568 Bellevue Ave	Recreation Aide, PT	YES		YES	
502350 - Boating	568 Bellevue Ave	Recreation Aide, PT	YES		YES	
502350 - Boating	568 Bellevue Ave	Recreation Aide, PT			YES	
502350 - Boating	568 Bellevue Ave	Recreation Attendant I, PT	YES		YES	
502350 - Boating	666 Bellvue Ave	Recreation Attendant I, PT			YES	
502350 - Boating	568 Bellevue Ave	Recreation Attendant I, PT	YES		YES	Spanish
502350 - Boating	666 Bellvue Ave	Recreation Attendant I, PT			YES	
502350 - Boating	568 Bellevue Ave	Recreation Attendant I, PT			YES	
502350 - Boating	666 Bellvue Ave	Recreation Attendant I, PT			YES	
502350 - Boating	666 Bellvue Ave	Recreation Attendant I, PT			YES	
502350 - Boating	568 Bellevue Ave	Recreation Attendant I, PT	YES		YES	
502350 - Boating	568 Bellevue Ave	Recreation Attendant I, PT	YES		YES	
502350 - Boating	568 Bellevue Ave	Recreation Attendant I, PT			YES	
502350 - Boating	568 Bellevue Ave	Recreation Attendant II, PPT			YES	
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	Chinese
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
502350 - Boating	666 Bellvue Ave	Recreation Leader I, PT			YES	
502350 - Boating	666 Bellvue Ave	Recreation Leader I, PT			YES	
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	

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502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
502350 - Boating	666 Bellvue Ave	Recreation Leader II, PT			YES	
502350 - Boating	666 Bellvue Ave	Recreation Program Director			YES	
502350 - Boating	666 Bellvue Ave	Recreation Specialist I, PT			YES	
502350 - Boating	666 Bellvue Ave	Recreation Specialist I, PT			YES	
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT			YES	
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT			YES	
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	YES		YES	
502350 - Boating	666 Bellvue Ave	Recreation Specialist I, PT			YES	
502350 - Boating	666 Bellvue Ave	Recreation Specialist I, PT			YES	
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT			YES	
502350 - Boating	666 Bellvue Ave	Recreation Specialist I, PT			YES	
502350 - Boating	666 Bellvue Ave	Recreation Specialist I, PT			YES	
502350 - Boating	666 Bellvue Ave	Recreation Specialist I, PT			YES	
502350 - Boating	666 Bellvue Ave	Recreation Specialist II, PT			YES	
502370 - Area One Special Sports Programs	666 Bellvue Ave	Recreation Aide, PT			YES	
502370 - Area One Special Sports Programs	666 Bellvue Ave	Recreation Aide, PT			YES	
502370 - Area One Special Sports Programs	666 Bellvue Ave	Recreation Aide, PT			YES	
502370 - Area One Special Sports Programs	666 Bellvue Ave	Recreation Leader I, PT			YES	
502370 - Area One Special Sports Programs	666 Bellvue Ave	Recreation Program Director			NO	
502370 - Area One Special Sports Programs	666 Bellvue Ave	Recreation Specialist I, PT			YES	
502370 - Area One Special Sports Programs	666 Bellvue Ave	Recreation Specialist I, PT			YES	
502370 - Area One Special Sports Programs	666 Bellvue Ave	Recreation Specialist II, PPT			YES	
502370 - Area One Special Sports Programs	666 Bellvue Ave	Recreation Specialist II, PT	YES		YES	
502380 - Community Gardens	666 Bellvue Ave	Recreation Specialist II, PPT			YES	
503230 - Area Two Rec Center Supervision	1 Frank Ogawa Plaza	Recreation General Supervisor			YES	Spanish
503230 - Area Two Rec Center Supervision	1 Frank Ogawa Plaza	Recreation Leader II, PT			YES	
503230 - Area Two Rec Center Supervision	1 Frank Ogawa Plaza	Recreation Program Director			YES	Spanish
503230 - Area Two Rec Center Supervision	1 Frank Ogawa Plaza	Recreation Supervisor			YES	Spanish
503231 - Allendale Recreation Center	666 Bellvue Ave	Recreation Aide, PT	YES		YES	
503231 - Allendale Recreation Center	250 Frank H. Ogawa Plaza	Recreation Aide, PT			YES	
503231 - Allendale Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	
503231 - Allendale Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	
503231 - Allendale Recreation Center	250 Frank H. Ogawa Plaza	Recreation Aide, PT			YES	
503231 - Allendale Recreation Center	250 Frank H. Ogawa Plaza	Recreation Aide, PT			YES	
503231 - Allendale Recreation Center	250 Frank H. Ogawa Plaza	Recreation Aide, PT			YES	
503231 - Allendale Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	
503231 - Allendale Recreation Center	250 Frank H. Ogawa Plaza	Recreation Aide, PT			YES	
503231 - Allendale Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	
503231 - Allendale Recreation Center	250 Frank H. Ogawa Plaza	Recreation Aide, PT			YES	
503231 - Allendale Recreation Center	666 Bellvue Ave	Recreation Aide, PT	YES		YES	

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Center					
503231 - Allendale Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES
503231 - Allendale Recreation Center	250 Frank H. Ogawa Plaza	Recreation Aide, PT			YES
503231 - Allendale Recreation Center	250 Frank H. Ogawa Plaza	Recreation Aide, PT			YES
503231 - Allendale Recreation Center	250 Frank H. Ogawa Plaza	Recreation Aide, PT			YES
503231 - Allendale Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES
503231 - Allendale Recreation Center	666 Bellvue Ave	Recreation Aide, PT	YES		YES
503231 - Allendale Recreation Center	666 Bellvue Ave	Recreation Center Director			YES
503231 - Allendale Recreation Center	3711 SUTTER STREET	Recreation Leader I, PT			YES
503231 - Allendale Recreation Center	3711 SUTTER STREET	Recreation Leader I, PT			YES
503231 - Allendale Recreation Center	3711 SUTTER STREET	Recreation Leader I, PT			YES
503231 - Allendale Recreation Center	3711 SUTTER STREET	Recreation Leader I, PT			YES
503231 - Allendale Recreation Center	666 Bellvue Ave	Recreation Leader II, PPT			YES
503231 - Allendale Recreation Center	666 Bellvue Ave	Recreation Leader II, PT			YES
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES
503232 - Dimond Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	YES		YES
503232 - Dimond Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	YES		YES
503232 - Dimond Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	YES		YES
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES
503232 - Dimond Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	YES		YES
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Attendant I, PT			YES
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Center Director			YES
503232 - Dimond Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	YES		YES
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES
503232 - Dimond Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	YES		YES
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES

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503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	YES		YES	
503232 - Dimond Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PPT			YES	
503232 - Dimond Recreation Center	666 Bellvue Ave	Recreation Leader II, PT			YES	
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT			YES	
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT			YES	
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT			YES	
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT			YES	Chinese
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT			YES	
503233 - Franklin Recreation Center	666 Bellvue Ave	Recreation Attendant I, PT			YES	
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Center Director			YES	
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
503233 - Franklin Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	Chinese
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	Chinese
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
503233 - Franklin Recreation Center	666 Bellvue Ave	Recreation Leader II, PPT			YES	
503233 - Franklin Recreation Center	666 Bellvue Ave	Recreation Leader II, PT			YES	
503233 - Franklin Recreation Center	666 Bellvue Ave	Recreation Specialist I, PT			YES	Spanish
503235 - Manzanita Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	
503235 - Manzanita Recreation Center	666 Bellvue Ave	Recreation Aide, PT	YES		YES	
503235 - Manzanita Recreation Center	666 Bellvue Ave	Recreation Aide, PT	YES		YES	
503235 - Manzanita Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	
503235 - Manzanita Recreation Center	666 Bellvue Ave	Recreation Center Director			YES	Spanish
503235 - Manzanita Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
503235 - Manzanita Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	Chinese
503235 - Manzanita Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
503235 - Manzanita Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
503235 - Manzanita Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	Spanish
503235 - Manzanita Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT		YES		
503235 - Manzanita Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT		YES		
503235 - Manzanita Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PPT		YES		

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503235 - Manzanita Recreation Center	666 Bellvue Ave	Recreation Leader II, PT			YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	YES		YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT			YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT			YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT			YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	YES		YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	YES		YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	YES		YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT			YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	YES		YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT			YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Center Director			YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
503236 - Redwood Heights Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	YES		YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
503236 - Redwood Heights Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
503236 - Redwood Heights Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
503236 - Redwood Heights Recreation Center	666 Bellvue Ave	Recreation Leader II, PPT			YES	
503236 - Redwood Heights Recreation Center	666 Bellvue Ave	Recreation Leader II, PT			YES	
503236 - Redwood Heights Recreation Center	666 Bellvue Ave	Recreation Leader II, PT			YES	
503236 - Redwood Heights Recreation Center	666 Bellvue Ave	Recreation Leader II, PT			YES	
503236 - Redwood Heights Recreation Center	666 Bellvue Ave	Recreation Leader II, PT			YES	
503236 - Redwood Heights Recreation Center	666 Bellvue Ave	Recreation Specialist I, PT			YES	
503236 - Redwood Heights Recreation Center	666 Bellvue Ave	Recreation Specialist I, PT			YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT			YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT			YES	
503236 - Redwood Heights Recreation Center	666 Bellvue Ave	Recreation Specialist II, PT			YES	

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503236 - Redwood Heights Recreation Center	666 Bellvue Ave	Recreation Specialist III, PT			YES	
503236 - Redwood Heights Recreation Center	666 Bellvue Ave	Recreation Specialist III, PT			YES	
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	Chinese
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	Spanish
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	Chinese
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	Chinese
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Attendant I, PT			YES	Chinese
503237 - FM Smith Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Center Director			YES	Spanish
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
503237 - FM Smith Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PPT			YES	Chinese
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Specialist I, PT			YES	
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	Spanish
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Aide, PT	YES		YES	
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	Spanish
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Aide, PT	YES		YES	Spanish
503239 - Carmen Flores Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Center Director			YES	
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	Spanish
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	Spanish
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	Spanish
503239 - Carmen Flores Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	YES		YES	Spanish
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	Chinese
503239 - Carmen Flores Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PPT			YES	Spanish
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Leader II, PT			YES	
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Specialist I, PT			YES	Spanish
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Specialist II, PT			YES	Spanish
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Facility Manager			NO	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Public Service Representative			YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT			YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT			YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT			YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	YES		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT			YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	



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504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT			YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT			YES	
504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Specialist I, PT			YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	YES		YES	
504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Specialist I, PT			YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT			YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT			YES	
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd fl., Suite 3330	Recreation Specialist II, PT			YES	
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd fl., Suite 3330	Recreation Specialist II, PT			YES	
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd fl., Suite 3330	Recreation Specialist II, PT			YES	
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd fl., Suite 3330	Recreation Specialist II, PT			YES	
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd fl., Suite 3330	Recreation Specialist II, PT			YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT			YES	
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd fl., Suite 3330	Recreation Specialist II, PT			YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT			YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT			YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	YES		YES	
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd fl., Suite 3330	Recreation Specialist II, PT			YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT			YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT			YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT			YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	YES		YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT			YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT			YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT			YES	Chinese
504410 - City-Wide Programs Unit	250 Frank H. Ogawa Plaza	Recreation Aide, PT			YES	
504410 - City-Wide Programs Unit	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PPT			YES	
504410 - City-Wide Programs Unit	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT			YES	
504410 - City-Wide Programs Unit	250 FRANK H. OGAWA PLAZA	Recreation Specialist III, PT			YES	
504410 - City-Wide Programs Unit	250 FRANK H. OGAWA PLAZA	Recreation Specialist III, PT			YES	Spanish
504410 - City-Wide Programs Unit	250 FRANK H. OGAWA PLAZA	Recreation Specialist III, PT			YES	
507510 - OPR Transportation	250 FRANK H. OGAWA PLAZA	Van Driver, PPT			NO	
507510 - OPR Transportation	250 FRANK H. OGAWA PLAZA	Van Driver, PT			NO	
507510 - OPR Transportation	250 FRANK H. OGAWA PLAZA	Van Driver, PT			NO	
507510 - OPR Transportation	250 FRANK H. OGAWA PLAZA	Van Driver, PT			NO	
509231 - Arroyo Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	
509231 - Arroyo Recreation Center	666 Bellvue Ave	Recreation Center Director			YES	
509231 - Arroyo Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	

Department Name: Oakland Parks, Recreation and Youth Development  
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509231 - Arroyo Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
509232 - Brookdale Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	YES		YES	Spanish
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	YES		YES	Spanish
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	YES		YES	
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	YES		YES	
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	Spanish
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	Spanish
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	Spanish
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Attendant I, PT			YES	
509233 - Ira Jinkins Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT			YES	
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Center Director			YES	
509233 - Ira Jinkins Recreation Center	7101 Edgewater Dr - Bldg 4	Recreation Leader I, PT			YES	
509233 - Ira Jinkins Recreation Center	7101 Edgewater Dr - Bldg 4	Recreation Leader I, PT			YES	
509233 - Ira Jinkins Recreation Center	7101 Edgewater Dr - Bldg 4	Recreation Leader I, PT			YES	
509233 - Ira Jinkins Recreation Center	7101 Edgewater Dr - Bldg 4	Recreation Leader I, PT			YES	
509233 - Ira Jinkins Recreation Center	7101 Edgewater Dr - Bldg 4	Recreation Leader I, PT			YES	Spanish
509233 - Ira Jinkins Recreation Center	7101 Edgewater Dr - Bldg 4	Recreation Leader I, PT			YES	
509233 - Ira Jinkins Recreation Center	7101 Edgewater Dr - Bldg 4	Recreation Leader I, PT			YES	
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Leader II, PPT			YES	
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Leader II, PT			YES	
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Leader II, PT			YES	Spanish
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Leader II, PT			YES	
509234 - Discovery	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT			YES	
509234 - Discovery	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT			YES	
509234 - Discovery	666 Bellvue Ave	Recreation Aide, PT			YES	
509234 - Discovery	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
509234 - Discovery	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
509234 - Discovery	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT			YES	
509234 - Discovery	666 Bellvue Ave	Recreation Specialist II, PPT			YES	
509235 - Rainbow	666 Bellvue Ave	Recreation Aide, PT			YES	
509235 - Rainbow	666 Bellvue Ave	Recreation Aide, PT			YES	
509235 - Rainbow	666 Bellvue Ave	Recreation Aide, PT	YES		YES	
509235 - Rainbow	666 Bellvue Ave	Recreation Aide, PT	YES		YES	
509235 - Rainbow	7101 Edgewater Dr - Bldg 4	Recreation Center Director			YES	
509235 - Rainbow	666 Bellvue Ave	Recreation Leader I, PT			YES	
509235 - Rainbow	666 Bellvue Ave	Recreation Leader I, PT			YES	
509235 - Rainbow	666 Bellvue Ave	Recreation Leader I, PT			YES	
509235 - Rainbow	666 Bellvue Ave	Recreation Leader I, PT	YES		YES	

Department Name: Oakland Parks, Recreation and Youth Development  
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509235 - Rainbow	666 Bellvue Ave	Recreation Leader I, PT			YES	
509235 - Rainbow	666 Bellvue Ave	Recreation Leader I, PT			YES	
509235 - Rainbow	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT			YES	
509235 - Rainbow	666 Bellvue Ave	Recreation Leader II, PPT			YES	
509236 - Tassafaranga Recreation Center	666 Bellvue Ave	Recreation Aide, PT	YES		YES	
509236 - Tassafaranga Recreation Center	666 Bellvue Ave	Recreation Attendant I, PT			YES	
509236 - Tassafaranga Recreation Center	7101 Edgewater Dr - Bldg 4	Recreation Center Director			YES	Spanish
509236 - Tassafaranga Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
509236 - Tassafaranga Recreation Center	666 Bellvue Ave	Recreation Leader II, PPT			YES	
509236 - Tassafaranga Recreation Center	666 Bellvue Ave	Recreation Leader II, PT			YES	
509237 - Sheffield Village Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	
509237 - Sheffield Village Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT			YES	
509237 - Sheffield Village Recreation Center	666 Bellvue Ave	Recreation Aide, PT			YES	
509237 - Sheffield Village Recreation Center	666 Bellvue Ave	Recreation Attendant I, PT			YES	
509237 - Sheffield Village Recreation Center	666 Bellvue Ave	Recreation Leader I, PT			YES	
509237 - Sheffield Village Recreation Center	666 Bellvue Ave	Recreation Leader II, PPT			YES	
509239 - Rainbow Teen Center	5800 INTERNATIONAL BOULEVARD	Recreation Leader I, PT			YES	
509239 - Rainbow Teen Center	1 Frank Ogawa Plaza	Recreation Leader II, PT			YES	Spanish
509239 - Rainbow Teen Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT			YES	Spanish
509239 - Rainbow Teen Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT			YES	
509239 - Rainbow Teen Center	5800 INTERNATIONAL BOULEVARD	Recreation Specialist II, PPT			YES	
509239 - Rainbow Teen Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	YES		YES	
509330 - At-Risk Youth	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT			YES	

Department Name:  
 Fiscal Year: FY2020-2021

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:  
**OPRYD**

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 2020-2021 and data is reported as of June 30, 2021.

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 continuously committed in providing services, information, programs, and mental wellness 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 new employee trainings and adding the ordinance to our monthly staff meetings. As a community base organization, we understand the importance to translate vital and non-vital documents, forms, notices, and flyers in the threshold languages Spanish and Chinese. And to hire sufficient bilingual PCP staff. We are constantly updating our social media platforms to safeguard that the LES populations are well informed of the services we provide.

This year was challenging due to Covid-19 Alameda County Shelter in Place. However, we manage to provide continued services to our communities, and the LES population by offering virtual programs, opening small pod camps, delivering hot meal to our seniors, distributing food boxes, offering hot lunches to our youth, and adding park ambassadors.

During the Shelter in Place we relied on news and social media, flyers, and word of mouth to assist us with publicizing and promoting these vital services to the residents of Oakland.

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.

OPRYD makes every effort in recruiting qualified bilingual applicants, we target a wide range of candidates by providing community organizations with flyers, posting multilingual flyers at local public places, schools, media outlets, council district offices, city’s website and advertising in mayor’s newsletter. This fiscal year with assistance of Human Resources we extended our recruitment timeline through the end of May. The hiring recruitment period typically opens in February and end of March. Adding two additional months ensures we receive a larger number of applicants.

- We identified the need to partner with local organizations, communities, and schools.
- Extended the recruitment period to remain open for additional months.

OPRYD 2021 SUMMER HIRE OUTREACH LIST	
Clinica de La Raza	Holy Names College

Department Name:  
 Fiscal Year: FY2020-2021

Unity Council	UC Berkeley
Native American Health Center	Merritt College
Clinica de La Raza (Optometry)	Laney College
Centro Legal de La Raza	College of the Arts
Spanish Speaking Citizens Foundation	Patten College
Boys & Girls Clubs of Oakland	Expressions
Arise High School	St. Mary's College
UC Berkeley	Alameda College
CSU East Bay	Mills College
Berkeley City College	SF State
Handshake (online job post)	Charter High School
Oakland Unified School District	High School
School to Career Department	Adult Schools
OUSD Board Member D2 School Board Director	Holy Names High School
Bishop O'Dowd	Cristo Rey De La Salle East Bay HS
Council Members	Libraries (Request to Post Online)
Chambers Office	Mayor's Weekly Newsletter
Facebook	Craigslist
Neighborhood Newsletters	City of Oakland Websites'
Constant Contact	Twitter
Instagram	Oakland Housing Authority
Alameda Country	Monster.com
Youth Radio	YMCM
Girls Inc.	East Side Art Alliance
Youth Movement Records	Youth Uprising
First Place for Youth	EOYDC
EBYAC	Asian Students Education Services

Department Name:  
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Oakland Asian Cultural Center	Higher Ground
Beyond Emancipation	Dream Catcher
Victory Outreach	Oakland Private Industry Council
Leadership Excellence	Lao Family Community Development
Oakland Swim Teams	Youth Tennis Advantage
Play Works	Boys and Girls Clubs
Montclair Swim Club	Aqua Tech Swim Club
The Hills Swim & Tennis Club	Trybe
San Antonio Family Resource Center	Harbor House
Clinton Park VACCEB/Food Distribution Site	Native American Health Center
Lower Eastlake Businesses	

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

The positive changes we made this reporting period is adding the Equal Access to Services Ordinance trainings to our monthly meetings. The trainings create awareness of the significance to provide inclusiveness to the limited English-speaking population. We continue to stress the importance of equitable services and through our efforts we’ll connecting more with our diverse communities.

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

To better serve the LES population we are committed to translating all notices, beyond vital information and identifying staff that speak other languages to bridge language barriers. We strive to be inclusive of all LES population beyond the city’s threshold languages Spanish and Chinese.

**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

Department Name:  
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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 Jenkins	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

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?

OPRYD translated 100% of all vital and non-vital documents in the threshold languages Spanish and Chinese.

3. Did the Department translate any other written documents in the reporting period to serve the LES community? We continue to translate vital and non-vital information to better serve the LES population.

Fiscal Year 20-21 Documents List			
Document Name	SP	CH	
Studio One Summer 2021 Flyer	X	X	
Summer 2021 Trifold OPRYD – Invitation to Collaborate	X	X	
Town Camp Summer 2021 Flyer	X	X	
OPRYD Spring Program Survey – Town Enrichment Program	X	X	
Studio One – Oakland Fine Arts Summer School July 2020	X	X	
OPRYD Dog Park Communication Poster	X	X	
OPRYD Dog Park Yard Sign	X	X	
National Fitness Court Grand Opening Announcement	X	X	
OPRYD Mission Statement	X	X	
Future A's T-Ball and Popup game	X	X	
Town Camp Financial Assistance Application	X	X	
Neighborhood Town Camp July-August 2020	X	X	
Specialty Town Camp July-August 2020	X	X	
Measure FF Oakland Minimum Wage	X	X	
Fall 2020 Town Camp Survey	X	X	
Summer Hire Flyers, Posters, Announcements	X	X	
Town Camp Afterschool Flyer	X	X	
Great Plates Program (Voice Message)	X	X	
Fall & Winter 2020 Flyer	X	X	

**C. Multilingual Telephone Messages Assessment**

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

OPRYD provides a total of 15 multilingual telephone messages in the threshold languages

<b>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	535-5631	EN/SP
Carmen Flores Recreation Center	535-5631	EN/SP
Central Reservations	238-3187	EN/SP
Digital Arts & Culinary Academy	615-5807	EN/SP
East Oakland Sports Center	615-5838	EN/SP
Franklin Recreation Center	238-7741	EN/CH
Fremont Pool	535-5614	EN/SP
Ira Jinkins Recreation Center	615-5959	EN/SP
Lincoln Square Recreation Center	238-7738	EN/CH
Manzanita Recreation Center	535-5625	EN/SP
Rainbow Recreation Center	615-5751	EN/SP
San Antonio Recreation Center	535-5608	EN/SP
Tassafaronga Recreation Center	615-5764	EN/SP

**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.

New and returning employees are required to attend a mandatory training to introduce the city’s organizations, review policies, procedures, Mission Statements, and OPRYD expectations. We review the Equal Access to City Services Ordinance 12324 in our Employee Handbook and stress the importance of equity services and information. Lead staff are required to provide walkthroughs to new employees at their respective facilities to identify where the language access services notifications are posted.

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

We publicize the availability of bilingual services at recreation centers and facilities in public gatherings, lobbies, and front counters.

3. Did the Department receive any complaints regarding the Department’s provision of bilingual oral and written services? No. OPRYD has no complaints or violations 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.
  - Re-evaluate the hiring outreach process

Department Name:  
Fiscal Year: FY2020-2021

- Hire more Chinese speaking PCP
  - Start the hiring recruitment earlier and extend the application intake period
  - Increase the number of multilingual recorded telephone messages
  - Engage and participate in the city's culture community events
  - Post and review the Civil Rights Policy and Procedures
  - Add the Civil Rights Policy and Procedures to our Employee Handbook, and website
  - Hold ongoing Equal Access & Civil Rights Policy trainings
  - Create a departmental list of Multilanguage PCP
  - Provide facilities with the Language Access Compliant form
  - Onsite visits of OPRYD facilities
2. Describe how the notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.
- Equal Access information and FAQ notices are prominently posted at the recreation centers, facilities lobbies, and public gatherings areas; and inserted in the OPRYD employee handbooks. Phone interpretation numbers are available at the front desk counters and posted on bulletin boards
  - Services and information announcements are translated in the city's threshold languages and posted on the department's website, and social media platforms.
  - We routinely update and publish the current Equal Access Ordinance Annual Compliance Plan, and Report on our website.

Department Name: Planning & Building  
Fiscal Year: FY2020-2021



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, 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 11, 2021.

  
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	150		New Hires	24	
Public Contact Positions (PCP)	105	100%	New PCP Hires	16	100%
PCP With Spanish Language Skill	20	19%	New PCP Hires with SP Skill	2	13%
PCP With Chinese Language Skill	10	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="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Job Title	Outcome
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Operations & Administration	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 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
Zoning City Planning – Other (currently called Strategic Planning)	SP= 1 CH = 1	SP= 6 (excludes 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= 12 (excludes 1 non-PCP) CH = 8 (excludes 1 non-PCP)

Department Name: Planning & Building  
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Building Inspection – Commercial Other (currently called Inspection: Commercial) District 2 (no clear equivalent N/A) District 3 (no clear equivalent N/A) District 4 (no clear equivalent N/A) Building Codes – Residential Other (currently called Inspections: Neighborhood Preservation) Building Services – Other (currently called Inspections: Infrastructure) Inspection Support (currently called Admin: Building Inspection)		
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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	
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	
Zoning Clearance	In process	In process	
<b>Total # of vital documents reported = 26</b>			

<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
<p>Action Plan &amp; Timeline:            The Zoning Clearance Form has been identified as a Vital Document and has been submitted for translation into the threshold languages and is anticipated to be translated and available to the public by the beginning of Fiscal Year 2021-22. PBD is in coordination with the Economic and Workforce Development Department to identify other vital permit-related documents. Additionally, PBD is working with the CAO and other departments to develop and implement enhanced tools and processes to improve customer services and inter-departmental coordination, as part of the "Reimagining One-Stop Permitting" initiative.</p>	

<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

Department Name: Planning & Building  
 Fiscal Year: FY2020-2021

Building Services Division – Billing Appeals Unit	510-238-3452	Completed
Citywide and Strategic Planning Division Main Office	510-238-3941	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								

*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	■ Yes    □ No
I-Speak Card/ Language List displayed at reception area	■ Yes    □ No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	■ 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  
 LES = Limited English-Speaking*

**III. QUALITATIVE ASSESSMENT REPORT**

**A. Bilingual Public Contact Positions Assessment**

**Department Name:**

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11%)	STAFF	GOAL MET?	GOAL (5%)	STAFF	GOAL MET?
150	105	11.55	20	Yes	5.25	10	Yes

Goal = PCP X %

This report covers fiscal year 2020-2021 and data is reported as of June 2020.

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

The Planning & Building (PBD) continues to meet compliance goals set forth by the EAO. There is currently a total of 40 bilingual staff (PCP and non-PCP staff) within the department. During this reporting period, staff had to pivot to virtual meetings with customers and for various community-based meetings. Staff has utilized the City’s interpretation services to correspond with customers by phone or in-person (for essential services). Additionally, PBD is working with the City Administrator’s Office and other departments to develop and implement enhanced tools and processes to improve customer services and inter-departmental coordination, as part of the “Reimagining One-Stop Permitting” initiative.

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

PBD works with the Human Resources Management Department (HRM) and the Equal Access Office (EAO) to assess the PCP status and language requirements for each position that needs to be filled. During this reporting period, PBD has hired over 24 new staff members, 6 of which have self-identified language skills in the threshold languages of Chinese and Spanish as well as Russian, Tamil, and Hindi.

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

PBD continues to meet compliance goals set forth by the EAO by ensuring that staff are aware and regularly trained on utilizing the interpretation and translation services provided by the EAO, especially new staff. All new staff are provided with information on the department’s bilingual staff list, how to apply for Bilingual Pay testing in accordance with Administrative Instruction 558: Bilingual Pay and utilization of the City’s contracted interpretation and translation services. These resources are also listed on our department’s Intranet page and emailed to staff on a regular basis—specifically when updated information is available.

PBD also has bilingual staff for non-threshold languages such as Japanese, Russian, Tamil, Hindi, Amharic 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; and bilingual staff were utilized to provide best service to customers as needed.

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

Additional measures that PBD implemented 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 to all staff. A separate email with the information is provided to new employees during their first week. The PBD Bilingual Staff list is also available on the department's Intranet page.
- Instructions and demonstrations on how to utilize City Translation and Interpretation Services is shared with the department regularly.

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

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

Notices are posted prominently and readily visible at the following location. Departmental administrative staff verifies adequate stock of these documents on a regular basis.

- 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

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

As of FY20-21, PBD has a total of 26 vital documents. All documents have been translated into Spanish (100%) and Chinese (100%), and some have been translated into additional languages, such as Vietnamese.

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

The Bureau of Planning routinely translates public meeting announcements and agendas to better serve the LES community. PBD is in coordination with the Economic and Workforce Development Department to identify other vital permit-related documents such as the Zoning Clearance Form. Additionally, PBD is working with the CAO and other departments to develop and implement enhanced tools and processes to improve customer services and inter-departmental coordination, as part of the "Reimagining One-Stop Permitting" initiative.

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

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

PBD has eight public access telephones lines, all of which have been recorded with multilingual messages.

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

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

To ensure that LES Spanish and Chinese populations are informed about the bilingual services available, PBD ensures that: 1) there are notices notifying customers that bilingual services are available posted prominently and readily visible at the public counters. These notices also include translations in Spanish and Chinese threshold languages; 2) staff informs and asks customers if they would like bilingual services to better assist their needs; and 3) recorded information hotlines are multilingual.

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

PBD did not receive any language access complaints this year.

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

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

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.

Planning Building Dept

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	NORMAL	HIRE_DATE	NEW	PCP_PD	PCP_LANG_1	BILINGUAL CERT	
84111 - Admin: Planning, Building	250 Frank H. Ogawa Pl	Account Clerk II	37.5	22-FEB-20		NO			
84111 - Admin: Planning, Building	250 Frank H. Ogawa Pl	Account Clerk III	37.5	23-FEB-19		NO			
84111 - Admin: Planning, Building	250 Frank H. Ogawa Pl	Accountant III	37.5	12-JUN-10		NO			
84111 - Admin: Planning, Building	250 Frank H. Ogawa Pl	Administrative Analyst I	37.5	17-JUL-17	YES	NO			
84111 - Admin: Planning, Building	250 Frank H. Ogawa Pl	Administrative Analyst II	37.5	26-MAR-16		NO			
84111 - Admin: Planning, Building	250 Frank H. Ogawa Pl	Administrative Analyst II	37.5	14-Jun-21	YES	NO			
84111 - Admin: Planning, Building	250 Frank H. Ogawa Pl	Administrative Services Manager	37.5	21-MAR-05		NO			
84111 - Admin: Planning, Building	250 Frank H. Ogawa Pl	Assistant Director, Planning & Bui	37.5	04-APR-16	YES	NO			
84111 - Admin: Planning, Building	250 Frank H. Ogawa Pl	Business Analyst II	37.5	16-MAY-20		NO			
84111 - Admin: Planning, Building	250 Frank H. Ogawa Pl	Director of Planning & Building	37.5	11-SEP-17		NO			
84111 - Admin: Planning, Building	250 Frank H. Ogawa Pl	Engineering Intern, PT	40	30-JUN-18		NO			
84111 - Admin: Planning, Building	250 Frank H. Ogawa Pl	Engineering Intern, PT	40	17-JUN-17		NO			
84111 - Admin: Planning, Building	250 Frank H. Ogawa Pl	Executive Assistant to the Directo	37.5	02-JUN-08		NO			
84111 - Admin: Planning, Building	250 Frank H. Ogawa Pl	Graphic Delineator	37.5	16-JUN-08		NO			
84111 - Admin: Planning, Building	250 Frank H. Ogawa Pl	Management Assistant	37.5	07-SEP-19		NO	Amharic		
84111 - Admin: Planning, Building	250 Frank H. Ogawa Pl	Office Assistant II	37.5	17-APR-21	YES	NO			
84111 - Admin: Planning, Building	250 Frank H. Ogawa Pl	Project Manager	37.5	21-SEP-18		NO			
84111 - Admin: Planning, Building	250 Frank H. Ogawa Pl	Project Manager	37.5	04-JAN-16		NO			
84111 - Admin: Planning, Building	250 Frank H. Ogawa Pl	Project Manager II	37.5	03-APR-21	YES	NO			
84111 - Admin: Planning, Building	250 Frank H. Ogawa Pl	Public Service Representative	37.5	04-APR-20	YES	YES			
84111 - Admin: Planning, Building	250 Frank H. Ogawa Pl	Public Service Representative	37.5	13-APR-15		YES			
84111 - Admin: Planning, Building	250 Frank H. Ogawa Pl	Public Service Representative	37.5	07-JUN-14		YES			
84111 - Admin: Planning, Building	250 Frank H. Ogawa Pl	Public Service Representative	37.5	07-JUN-14		YES			
84111 - Admin: Planning, Building	250 Frank H. Ogawa Pl	Public Service Representative	37.5	03-FEB-14		YES			
84111 - Admin: Planning, Building	250 Frank H. Ogawa Pl	Public Service Representative	37.5	29-SEP-97		YES		Spanish	
84111 - Admin: Planning, Building	250 Frank H. Ogawa Pl	Public Service Representative	37.5	20-NOV-93		YES			
84111 - Admin: Planning, Building	250 Frank H. Ogawa Pl	Public Service Representative	37.5	27-JUL-87		YES			
84111 - Admin: Planning, Building	250 Frank H. Ogawa Pl	Public Service Representative, Ser	37.5	26-OCT-15		YES			
84111 - Admin: Planning, Building	250 Frank H. Ogawa Pl	Public Service Representative, Ser	37.5	19-MAY-08		YES	Spanish	Spanish	
84111 - Admin: Planning, Building	250 Frank H. Ogawa Pl	Spatial Data Administrator	37.5	13-NOV-02		NO			
84111 - Admin: Planning, Building	250 Frank H. Ogawa Pl	Student Trainee, PT	40	01-AUG-16		NO			
84111 - Admin: Planning, Building	250 Frank H. Ogawa Pl	Technical Communications Specia	37.5	01-JUN-19		NO			
84211 - Planning	250 Frank H. Ogawa Pl	Deputy Director/City Planner	37.5	14-JUN-10		YES			
84211 - Planning	250 Frank H. Ogawa Pl	Planner II	37.5	03-APR-21	YES	YES			
84211 - Planning	250 Frank H. Ogawa Pl	Planner II	37.5	3-May-21	YES	YES			
84211 - Planning	250 Frank H. Ogawa Pl	Planner II	37.5	20-OCT-18		YES		Spanish	
84211 - Planning	250 Frank H. Ogawa Pl	Planner III	37.5	20-FEB-21	YES	YES	Russian		
84211 - Planning	250 Frank H. Ogawa Pl	Planner III	37.5	06-FEB-21	YES	YES	Tamil, Hindi		
84211 - Planning	250 Frank H. Ogawa Pl	Planner III	37.5	25-AUG-18	YES	YES		Spanish	
84211 - Planning	250 Frank H. Ogawa Pl	Planner III	37.5	28-SEP-15		YES			
84211 - Planning	250 Frank H. Ogawa Pl	Planner IV	37.5	21-SEP-19		NO			
84211 - Planning	250 Frank H. Ogawa Pl	Planner IV	37.5	22-OCT-07		NO	Spanish	Spanish	
84211 - Planning	250 Frank H. Ogawa Pl	Planner IV	37.5	06-AUG-07		NO			
84211 - Planning	250 Frank H. Ogawa Pl	Planner IV	37.5	27-JUN-05		NO			
84229 - Zoning	250 Frank H. Ogawa Pl	Administrative Assistant II	37.5	29-SEP-97		NO			
84229 - Zoning	250 Frank H. Ogawa Pl	Management Intern, PT	37.5	21-MAR-20		NO			
84229 - Zoning	250 Frank H. Ogawa Pl	Manager, Zoning	37.5	08-APR-02		NO			
84229 - Zoning	250 Frank H. Ogawa Pl	Planner I	37.5	18-MAY-19		YES		Spanish	
84229 - Zoning	250 Frank H. Ogawa Pl	Planner I	37.5	12-OCT-15		YES		Mandarin	
84229 - Zoning	250 Frank H. Ogawa Pl	Planner II	37.5	20-MAR-21	YES	YES			
84229 - Zoning	250 Frank H. Ogawa Pl	Planner II	37.5	20-MAR-21	YES	YES		Spanish	
84229 - Zoning	250 Frank H. Ogawa Pl	Planner II	37.5	17-NOV-18		YES		Cantonese	

Planning Building Dept

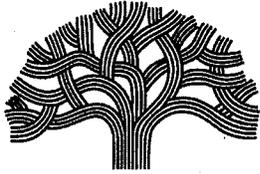
84229 - Zoning	250 Frank H. Ogawa Pl	Planner II	37.5	20-JUN-16		YES			
84229 - Zoning	250 Frank H. Ogawa Pl	Planner II	37.5	29-AUG-05		YES	Spanish	Spanish	
84229 - Zoning	250 Frank H. Ogawa Pl	Planner II	37.5	07-FEB-01		YES			
84229 - Zoning	250 Frank H. Ogawa Pl	Planner III	37.5	06-FEB-21	YES	YES			
84229 - Zoning	250 Frank H. Ogawa Pl	Planner III	37.5	16-JUN-18	YES	YES			
84229 - Zoning	250 Frank H. Ogawa Pl	Planner III	37.5	07-NOV-16		YES			
84229 - Zoning	250 Frank H. Ogawa Pl	Planner III	37.5	20-JUN-16	YES	YES			
84229 - Zoning	250 Frank H. Ogawa Pl	Planner III	37.5	02-JAN-07		YES			
84229 - Zoning	250 Frank H. Ogawa Pl	Planner III	37.5	27-FEB-06		YES	Spanish	Spanish	
84229 - Zoning	250 Frank H. Ogawa Pl	Planner III	37.5	07-AUG-89		YES			
84229 - Zoning	250 Frank H. Ogawa Pl	Planner III, Historic Preservation	37.5	14-DEC-19	YES	YES			
84229 - Zoning	250 Frank H. Ogawa Pl	Planner III, Historic Preservation	37.5	29-AUG-83		YES			
84229 - Zoning	250 Frank H. Ogawa Pl	Planner IV	37.5	05-MAY-18		NO			
84229 - Zoning	250 Frank H. Ogawa Pl	Planner IV	37.5	24-JAN-05		NO			
84229 - Zoning	250 Frank H. Ogawa Pl	Planner IV	37.5	29-APR-03		NO			
84229 - Zoning	250 Frank H. Ogawa Pl	Planner IV	37.5	04-NOV-02		NO			
84229 - Zoning	250 Frank H. Ogawa Pl	Planner IV	37.5	01-MAY-01		NO			
84229 - Zoning	250 Frank H. Ogawa Pl	Planner IV	37.5	28-AUG-00		NO			
84229 - Zoning	250 Frank H. Ogawa Pl	Public Service Representative	37.5	16-JUN-07		YES			
84229 - Zoning	250 Frank H. Ogawa Pl	Temp Contract Svcs Employee, PT	37.5	27-FEB-17		NO			
84412 - Admin: Building Inspection	250 Frank H. Ogawa Pl	Administrative Analyst II	37.5	13-FEB-18		NO			
84412 - Admin: Building Inspection	250 Frank H. Ogawa Pl	Administrative Analyst II	37.5	17-May-21	YES	NO			
84412 - Admin: Building Inspection	250 Frank H. Ogawa Pl	Management Assistant	37.5	02-SEP-80		NO			
84412 - Admin: Building Inspection	250 Frank H. Ogawa Pl	Office Assistant II	37.5	12-DEC-20	YES	NO		Cantonese	
84412 - Admin: Building Inspection	250 Frank H. Ogawa Pl	Office Assistant II	37.5	26-SEP-16	YES	NO	Spanish		
84412 - Admin: Building Inspection	250 Frank H. Ogawa Pl	Office Assistant II	37.5	05-JAN-15		NO			
84412 - Admin: Building Inspection	250 Frank H. Ogawa Pl	Office Assistant II	37.5	07-JUL-12		NO			
84412 - Admin: Building Inspection	250 Frank H. Ogawa Pl	Office Assistant II, PT	37.5	06-APR-19		NO			
84412 - Admin: Building Inspection	250 Frank H. Ogawa Pl	Office Assistant II, PT	37.5	20-OCT-18		NO			
84412 - Admin: Building Inspection	250 Frank H. Ogawa Pl	Office Manager	37.5	11-MAR-96		NO			
84412 - Admin: Building Inspection	250 Frank H. Ogawa Pl	Public Service Representative	37.5	07-SEP-19		YES			
84412 - Admin: Building Inspection	250 Frank H. Ogawa Pl	Public Service Representative	37.5	07-DEC-15		YES			
84412 - Admin: Building Inspection	250 Frank H. Ogawa Pl	Public Service Representative	37.5	27-APR-15		YES		Spanish	
84412 - Admin: Building Inspection	250 Frank H. Ogawa Pl	Public Service Representative	37.5	16-OCT-06		YES	Chinese	Cantonese	
84412 - Admin: Building Inspection	250 Frank H. Ogawa Pl	Public Service Representative	37.5	30-MAY-89		YES			
84412 - Admin: Building Inspection	250 Frank H. Ogawa Pl	Student Trainee, PT	40	03-NOV-18		NO			
84412 - Admin: Building Inspection	250 Frank H. Ogawa Pl	Student Trainee, PT	40	27-MAR-17		NO			
84421 - Engineering: Permit Center	250 Frank H. Ogawa Pl	Office Assistant I, PT	37.5	14-FEB-17		NO			
84421 - Engineering: Permit Center	250 Frank H. Ogawa Pl	Permit Technician I	37.5	03-APR-21	YES	YES			
84421 - Engineering: Permit Center	250 Frank H. Ogawa Pl	Permit Technician I	37.5	15-JUN-19		YES			
84421 - Engineering: Permit Center	250 Frank H. Ogawa Pl	Permit Technician I	37.5	15-JUL-17		YES			
84421 - Engineering: Permit Center	250 Frank H. Ogawa Pl	Permit Technician I	37.5	24-APR-06		YES			
84421 - Engineering: Permit Center	250 Frank H. Ogawa Pl	Planner III	37.5	06-JAN-97		YES			
84421 - Engineering: Permit Center	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	22-AUG-20	YES	YES			
84421 - Engineering: Permit Center	250 Frank H. Ogawa Pl	Specialty Combination Inspector,	40	23-MAY-05		YES			
84431 - Building & Infrastructure P	250 Frank H. Ogawa Pl	Engineer, Assistant I (Office)	37.5	13-JAN-18		YES			
84431 - Building & Infrastructure P	250 Frank H. Ogawa Pl	Engineer, Assistant II (Office)	37.5	16-NOV-19		YES			
84431 - Building & Infrastructure P	250 Frank H. Ogawa Pl	Engineer, Assistant II (Office)	37.5	13-JAN-18		YES			
84431 - Building & Infrastructure P	250 Frank H. Ogawa Pl	Engineer, Assistant II (Office)	37.5	14-FEB-05		YES			
84431 - Building & Infrastructure P	250 Frank H. Ogawa Pl	Engineer, Assistant II (Office)	37.5	25-AUG-01		YES			
84431 - Building & Infrastructure P	250 Frank H. Ogawa Pl	Engineer, Civil (Office)	37.5	07-NOV-16		YES			
84431 - Building & Infrastructure P	250 Frank H. Ogawa Pl	Engineer, Civil (Office)	37.5	13-NOV-12		YES		Chinese-Cantonese	
84431 - Building & Infrastructure P	250 Frank H. Ogawa Pl	Engineer, Civil (Office)	37.5	14-MAY-12		YES			

Planning Building Dept

84431 - Building & Infrastructure P	250 Frank H. Ogawa Pl	Engineer, Civil (Office)	37.5	22-FEB-05		YES	Chinese	Chinese-Cantonese
84431 - Building & Infrastructure P	250 Frank H. Ogawa Pl	Engineer, Civil (Office)	37.5	07-AUG-00		YES		Chinese-Mandarin
84431 - Building & Infrastructure P	250 Frank H. Ogawa Pl	Engineer, Civil Supervising (Office)	37.5	09-JUL-01		NO		
84431 - Building & Infrastructure P	250 Frank H. Ogawa Pl	Engineering Intern, PT	40	15-JUN-19		NO		
84432 - Engineering: Project Coord	250 Frank H. Ogawa Pl	Process Coordinator II	37.5	07-OCT-17		NO		
84432 - Engineering: Project Coord	250 Frank H. Ogawa Pl	Process Coordinator II	37.5	16-OCT-06		NO		
84432 - Engineering: Project Coord	250 Frank H. Ogawa Pl	Process Coordinator III	37.5	13-JUL-19		NO		
84432 - Engineering: Project Coord	250 Frank H. Ogawa Pl	Process Coordinator III	37.5	06-JUL-15		NO		Japanese
84432 - Engineering: Project Coord	250 Frank H. Ogawa Pl	Process Coordinator III	37.5	21-APR-08		NO	Chinese	Cantonese
84451 - Inspections: Commercial B	250 Frank H. Ogawa Pl	Engineer, Civil Principal	37.5	17-APR-89		YES	Chinese	Cantonese
84451 - Inspections: Commercial B	250 Frank H. Ogawa Pl	Principal Inspection Supv	40	13-DEC-99		YES		Spanish
84451 - Inspections: Commercial B	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	29-JUN-19		YES		
84451 - Inspections: Commercial B	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	29-JUN-19		YES		Spanish
84451 - Inspections: Commercial B	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	03-NOV-18		YES		
84451 - Inspections: Commercial B	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	12-MAR-18		YES		
84451 - Inspections: Commercial B	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	21-OCT-17		YES		
84451 - Inspections: Commercial B	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	28-APR-14		YES		
84451 - Inspections: Commercial B	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	28-APR-14		YES		Spanish
84451 - Inspections: Commercial B	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	06-JAN-14		YES		
84451 - Inspections: Commercial B	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	16-OCT-06		YES		
84451 - Inspections: Commercial B	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	24-JUL-06		YES		
84451 - Inspections: Commercial B	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	23-MAY-05		YES		
84451 - Inspections: Commercial B	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	15-NOV-99		YES	Spanish	Spanish
84451 - Inspections: Commercial B	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	06-OCT-98		YES	Spanish	Spanish
84451 - Inspections: Commercial B	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	13-FEB-07		YES	Spanish	Spanish
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Pl	Principal Inspection Supv	40	01-NOV-99		YES		
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	04-APR-20		YES		Spanish
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	14-DEC-19		YES		
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	14-DEC-19		YES		
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	01-DEC-18		YES		
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	03-NOV-18		YES		
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	11-SEP-17		YES		
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	11-SEP-17		YES		Vietnamese
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	07-DEC-15		YES		
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	10-NOV-14		YES		Spanish
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	24-JUL-06		YES		
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	01-NOV-99		YES		
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	10-JUN-91		YES		Vietnamese
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	27-AUG-90		YES		
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	15-MAY-89		YES		
84452 - Inspections: Residential Bu	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	16-JUL-18		YES	Spanish	
84453 - Inspections: Infrastructure	250 Frank H. Ogawa Pl	Construction Inspector, Sr (Field)	40	04-MAR-02		YES		
84453 - Inspections: Infrastructure	250 Frank H. Ogawa Pl	Construction Inspector, Sr (Field)	40	23-MAR-95		YES		
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Pl	Principal Inspection Supv	40	23-MAR-92		YES		
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	05-SEP-20	YES	YES		
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	22-AUG-20	YES	YES		
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	17-NOV-18		YES		Spanish
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	04-NOV-17		YES		
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	11-SEP-17		YES		Spanish
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	11-SEP-17		YES		
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	07-DEC-15		YES		Cantonese
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	07-DEC-15		YES		Mandarin
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Pl	Specialty Combination Inspector	40	28-APR-14		YES		



Department Name:  
Fiscal Year: FY2020-2021



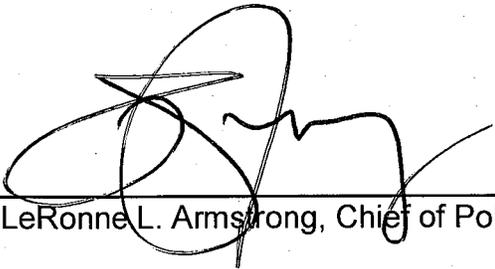
CITY OF OAKLAND

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, LeRonne L. Armstrong, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Oakland Police Department was submitted on July 9, 2021.



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LeRonne L. Armstrong, 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	LeRonne L. Armstrong	Apryl Belland-Smith	Amber Fuller
Title	Chief of Police	Administrative Analyst II	Acting 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	510-238-3733
Email	Larmstrong@oaklandca.gov	Abelland-Smith@oaklandca.gov	Afuller@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	1032		New Hires		
Public Contact Positions (PCP)	884		New PCP Hires	61	
PCP With Spanish Language Skill	159	18%	New PCP Hires with SP Skill	5	8.2%
PCP With Chinese Language Skill	41	5%	New PCP Hires with CH Skill	1	1.6%

Table 2A.1 New Hire Analysis for FY 20-21	#FT/PT	SP Speaking		CH Speaking	
		#	%	#	%
Classification					
Courier	1				
Criminalist II	3			1	
Forensic Technician	1				
Police Cadet, PT	8				
Police Communications Dispatcher	4				
Police Officer	15	2			
Police Officer Trainee	20	3			
Police Performance Auditor	1				
Police Program & Performance Audit Supervisor	1				
Police Property Specialist	2				
Police Records Specialist	3				
Police Services Technician II	2				
	61	5	8.2%	1	1.6%

Department Name: Oakland Police Department  
 Fiscal Year: FY2020-2021

<b>Table 2B. Language Selective Certification Hiring</b>	
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
Police Communications Dispatcher	<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:	

<b>Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)</b>	
See organizational chart attached	

<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 adoption of a Bureau of Risk Management and the Violent Crime Operations Center. Also, added Research & Planning and Police Information Technology to the Bureau of Services.	

<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
Records Division (103240/103242)	SP= 1 CH = 1	SP= 6 CH = 3
Communications Division (103310)	SP= 1 CH = 1	SP= 11 CH = 2
	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:
(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	

Department Name: Oakland Police Department  
 Fiscal Year: FY2020-2021

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
ABAT Complaint Form	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:	

Department Name: Oakland Police Department  
 Fiscal Year: FY2020-2021

Location Description	Telephone Number	Status
Internal Affairs Division	238-3161	Completed
Drug/Prostitution Hotline	238-3784	Completed
Fireworks Hotline	238-2373	Completed
Chinatown Substation	238-7930	Completed
Emergency	777-3211	Completed
Non-Emergency	777-3333	Completed

Facility Name	Address	Zip Code	Phone #	PCP			SP		CH	
				#FTE	#FTE	%	#FTE	%	#FTE	%
Police Administration Building	455 7 <sup>th</sup> Street	94607	238-3455	611	96	15.7%	32	5.2%		
Eastmont Sub-Station	2651 73 <sup>rd</sup> Avenue	94621	777-8500	293	62	21.1%	7	2.4%		
Communications Division	7101 Edgewater	94621	777-3333	68	11	16.2%	2	2.9%		
Recruiting & Backgrounds & Internal Affairs	250 Frank H. Ogawa Plaza, Suite C and D	94612	238-3339 238-3161	48	4	8.3%	6	12.5%		
Domestic Violence Unit	470 27 <sup>th</sup> Street	94612	547-2505	12	3	25%	1	8.3		

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

Department Name: Oakland Police Department  
 Fiscal Year: FY2020-2021

<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).*

Oakland Police Department	FTE	Spanish	Chinese	Other
Communications Dispatchers	55	11	1	1
Communications Operators	2	0	0	0
Communications Supervisor	7	0	1	0
Communications Senior	2	0	0	0
Total	66	11	2	1
Percentage of Total		16.8%	3%	1.5%

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

### III. QUALITATIVE ASSESSMENT REPORT

#### A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11%)	STAFF	GOAL MET?	GOAL (5%)	STAFF	GOAL MET?
1032	884	97	159	Yes	44	41	No

Goal = PCP X %

This report covers fiscal year 2020-2021 and data is reported as of June 2020.

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

During this reporting period, the Oakland Police Department (OPD) exceeded the current threshold of 11% for those that are proficient in Spanish but did not meet the threshold of 5% for those that are proficient in Chinese. However, due to attrition, the number of Spanish speaking employees decreased by twenty-seven (27) and the number of Chinese speaking employees decreased by three (3).

The OPD will continue working to increase its Spanish and Chinese speaking population by:

- Advertising in language diverse newspapers.
- Ensuring the OPD Spanish and Chinese speaking sworn and professional staff respond to inquiries and attend community events.
- Providing educational materials in the appropriate languages.
- Work with Trust Building Officers in the Fruitvale area and Chinatown are to increase pool of bilingual candidates.

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

Due to the pandemic, the outreach this year was minimal. The OPD could not attend the regularly visited festivals, fairs, and school career days. However, the City of Oakland website maintained a continuous recruitment for Police Officer Trainees and select certification for bilingual Police Communications Dispatchers.

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

Table 2 below provides an overview of the demographic information for the 185<sup>th</sup> police academy. The OPD received 931 applications, and of those applicants 287 speak Spanish and 24 speak Chinese.

	All Applicants		Bilingual Spanish		Bilingual Chinese	
Applications Received	931		287		24	
Passed the Supplemental Questionnaire Screening and Invited to take the written exam	892	96%	273	95%	23	96%
Invited to OPD's Physical Ability Test or submitted Work Sample Test Battery (WSTB) results	319	34%	106	37%	13	54%
Invited to Oral Exam	215	23%	73	25%	9	38%
Referred to Department	120	13%	43	15%	5	21%
Invited to Academy	36	4%	11	4%	2	8%
Academy Graduation	23	2%	5	2%	1	4%

The OPD will continue to target LES communities by providing job opportunities via social media, publications and the City of Oakland jobs website for the upcoming reporting period.

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

There are pre-identified locations with high public contact, such as 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 department also uses

Voiance Language Services for interpretation and the OPD utilizes an internal system called Telestaff. This system identifies employee that speak languages other than English.

These three means of support for LES persons help maintain the confidence that OPD can provide services and information to those in need who do not speak English.

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

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

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 documents.

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

The OPD's website provides a Google translate drop down at the top on the first page of the website. This feature provides community members with the ability to translate reports, forms, and articles on the website in multiple languages.

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

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

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 outreach efforts to communicate and engage LES populations.

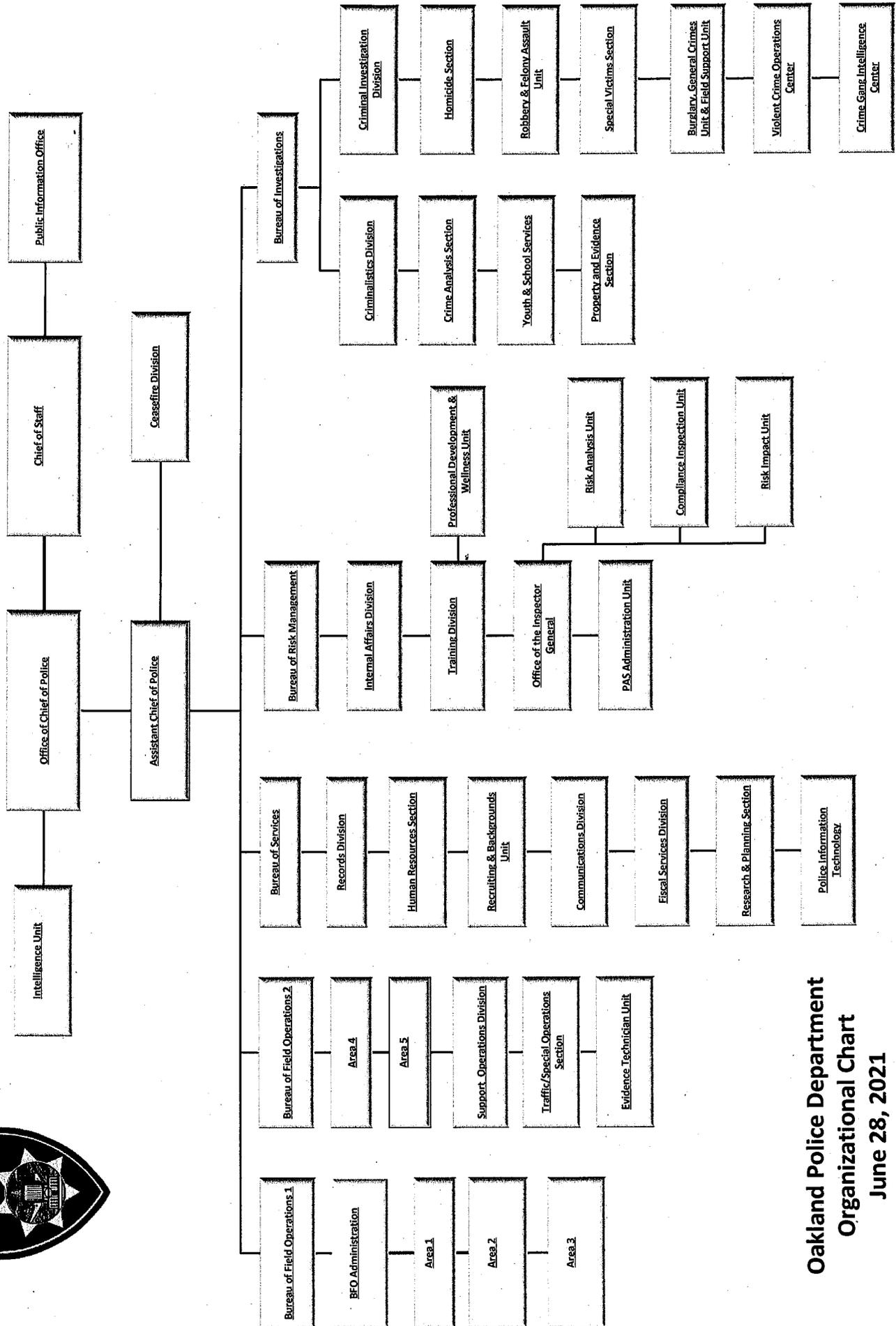
The OPD follows Administrative Instruction 145 and the Equal Access Ordinance by informing LES Spanish and Chinese populations of their rights to bilingual services. There are visible posting regarding interpretation services at pre-designated locations accessible to the public. The phone lines are interpreted in both languages and vital documents required for the public are translated and made available in the required languages.

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

There were no complaints regarding the provision of bilingual oral and written services. All Departmental personnel have received specific training on how to handle the complaint process. The Departments General Order M-3 regarding complaints set forth the procedures.

**E. Action Plan**

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.
  - 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.
  - Attend as many multi-cultural events in the upcoming year as California re-opens due to the pandemic.
  - Work with Trust Building Officers to engage the community and recruit for more public contact position employees.



**Oakland Police Department  
Organizational Chart**

June 28, 2021

Oakland Police Dept

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ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP_POSITION	PCP_LANG_1	BILINGUAL CERT
101110 - Office of Chief - Administration	455 7th Street	Assistant to the Director	30-NOV-19		NO		
101110 - Office of Chief - Administration	455 7th Street	Chief of Police	22-FEB-99		NO		
101110 - Office of Chief - Administration	455 7th Street	Chief of Police, Assistant	13-SEP-94		NO		
101110 - Office of Chief - Administration	455 7th Street	Lieutenant of Police (PERS)	21-AUG-06		YES		
101112 - Public Information Unit	455 7th Street	Police Officer (PERS)	11-JUL-88		YES		
101120 - Internal Affairs	250 Frank H Ogawa Plaza	Administrative Analyst II	30-SEP-91		NO		
101120 - Internal Affairs	250 Frank H Ogawa Plaza	Captain of Police (PERS)	11-SEP-06		YES	Chinese	
101120 - Internal Affairs	250 Frank H Ogawa Plaza	Intake Technician	21-NOV-15		NO		
101120 - Internal Affairs	250 Frank H Ogawa Plaza	Intake Technician	26-OCT-15		NO		
101120 - Internal Affairs	250 Frank H Ogawa Plaza	Intake Technician	17-JAN-17		NO		
101120 - Internal Affairs	250 Frank H Ogawa Plaza	Intake Technician	26-SEP-16		YES	Chinese	Chinese-Cantonese
101120 - Internal Affairs	250 Frank H Ogawa Plaza	Lieutenant of Police (PERS)	04-MAY-98		YES	Chinese	Chinese-Cantonese
101120 - Internal Affairs	250 Frank H Ogawa Plaza	Police Officer (PERS)	18-APR-97		YES	Spanish	Spanish
101120 - Internal Affairs	250 Frank H Ogawa Plaza	Police Officer (PERS)	11-DEC-06		YES		
101120 - Internal Affairs	250 Frank H Ogawa Plaza	Police Officer (PERS)	25-MAR-13		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	Police Records Specialist	08-APR-13		YES	Chinese	
101120 - Internal Affairs	250 Frank H Ogawa Plaza	Police Records Specialist	20-JAN-14		YES		
101120 - Internal Affairs	250 Frank H Ogawa Plaza	Police Records Specialist	01-JUN-19		YES		
101120 - Internal Affairs	250 Frank H Ogawa Plaza	Police Records Supervisor	15-DEC-86		YES		
101120 - Internal Affairs	250 Frank H Ogawa Plaza	Sergeant of Police (PERS)	19-JUN-00		YES		
101120 - Internal Affairs	250 Frank H Ogawa Plaza	Sergeant of Police (PERS)	17-MAY-02		YES		
101120 - Internal Affairs	250 Frank H Ogawa Plaza	Sergeant of Police (PERS)	11-JUL-05		YES		
101120 - Internal Affairs	250 Frank H Ogawa Plaza	Sergeant of Police (PERS)	06-JAN-97		YES		
101120 - Internal Affairs	250 Frank H Ogawa Plaza	Sergeant of Police (PERS)	30-JUL-01		YES		
101120 - Internal Affairs	250 Frank H Ogawa Plaza	Sergeant of Police (PERS)	26-FEB-07		YES	Chinese	
101120 - Internal Affairs	250 Frank H Ogawa Plaza	Sergeant of Police (PERS)	16-JUN-94		YES		
101120 - Internal Affairs	250 Frank H Ogawa Plaza	Sergeant of Police (PERS)	26-FEB-07		YES		
101120 - Internal Affairs	250 Frank H Ogawa Plaza	Sergeant of Police (PERS)	30-MAY-00		YES		
101120 - Internal Affairs	250 Frank H Ogawa Plaza	Sergeant of Police (PERS)	11-SEP-06		YES		
101120 - Internal Affairs	250 Frank H Ogawa Plaza	Sergeant of Police (PERS)	26-FEB-07		YES		
101120 - Internal Affairs	250 Frank H Ogawa Plaza	Sergeant of Police (PERS)	14-FEB-00		YES		
101130 - Office of the Inspector General	455 7th Street	Lieutenant of Police (PERS)	13-OCT-97		YES		
101130 - Office of the Inspector General	455 7th Street	Police Performance Auditor	13-MAR-06		NO		
101130 - Office of the Inspector General	455 7th Street	Police Performance Auditor	08-FEB-20		NO		
101130 - Office of the Inspector General	455 7th Street	Police Program & Performance Audit Sup	29-NOV-04		NO		
101130 - Office of the Inspector General	455 7th Street	Police Records Specialist	21-AUG-00		YES		
101140 - Intelligence Unit	455 7th Street	Police Officer (PERS)	22-MAY-00		YES		
101140 - Intelligence Unit	455 7th Street	Police Officer (PERS)	26-FEB-07		YES		
101140 - Intelligence Unit	455 7th Street	Police Officer (PERS)	06-NOV-01		YES		
101140 - Intelligence Unit	455 7th Street	Police Officer (PERS)	12-JUL-93		YES	Spanish	Spanish
101140 - Intelligence Unit	455 7th Street	Police Officer (PERS)	14-APR-98		YES		
101140 - Intelligence Unit	455 7th Street	Police Officer (PERS)	22-JUL-02		YES	Tagalog	Tagalog/Filipino
101140 - Intelligence Unit	455 7th Street	Police Officer (PERS)	01-MAR-99		YES		
101140 - Intelligence Unit	455 7th Street	Sergeant of Police (PERS)	30-JUL-01		YES		
102120 - Property and Evidence	455 7th Street	Police Property Specialist	25-AUG-87		YES		
102120 - Property and Evidence	455 7th Street	Police Property Specialist	18-JUL-87		YES	Tagalog/Filipino	
102120 - Property and Evidence	455 7th Street	Police Property Specialist	22-AUG-20	YES	YES		
102120 - Property and Evidence	455 7th Street	Police Property Specialist	27-JUN-20		YES		
102120 - Property and Evidence	455 7th Street	Police Property Specialist	19-JUN-02		YES		
102120 - Property and Evidence	455 7th Street	Police Property Specialist	11-JAN-10		YES		
102120 - Property and Evidence	455 7th Street	Police Property Supervisor	15-JUL-06		YES	Spanish	
102120 - Property and Evidence	455 7th Street	Police Services Technician II	10-MAR-97		YES		
102120 - Property and Evidence	455 7th Street	Police Services Technician II	17-JUN-17		YES		
102120 - Property and Evidence	455 7th Street	Sergeant of Police (PERS)	16-DEC-13		YES	Tigrinya	
102130 - Special Victims Section	455 7th Street	Lieutenant of Police (PERS)	20-FEB-97		YES		
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	17-SEP-12		YES		

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102130 - Special Victims Section	470 27th Street	Police Officer (PERS)	20-APR-15		YES	Spanish	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	03-AUG-98		YES		
102130 - Special Victims Section	470 27th Street	Police Officer (PERS)	28-JUL-12		YES		
102130 - Special Victims Section	470 27th Street	Police Officer (PERS)	17-SEP-12		YES		
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	20-JAN-99		YES		
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	Chinese	
102130 - Special Victims Section	470 27th Street	Police Officer (PERS)	16-DEC-13		YES		
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	21-FEB-11		YES		
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	21-APR-14		YES	Spanish	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	11-JUL-05		YES		
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	08-DEC-00		YES		
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	21-APR-14		YES		
102130 - Special Victims Section	470 27th Street	Police Officer (PERS)	04-OCT-95		YES		
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	25-SEP-13		YES		
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	09-NOV-15		YES		
102130 - Special Victims Section	470 27th Street	Police Officer (PERS)	26-JUL-10		YES		
102130 - Special Victims Section	470 27th Street	Police Officer (PERS)	17-SEP-12		YES	Spanish	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	21-APR-14		YES		
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	11-DEC-06		YES		
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	11-SEP-06		YES		
102130 - Special Victims Section	470 27th Street	Police Officer (PERS)	27-JUN-16		YES	Chinese	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	17-MAY-02		YES		
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	25-SEP-13		YES		
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	Spanish	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	25-SEP-13		YES		
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	02-DEC-13		YES		
102130 - Special Victims Section	470 27th Street	Police Officer (PERS)	15-OCT-07		YES		
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	13-JAN-96		YES		
102130 - Special Victims Section	455 7th Street	Police Records Specialist	30-DEC-17		YES		
102130 - Special Victims Section	455 7th Street	Police Services Technician II	02-DEC-13		YES	Chinese	
102130 - Special Victims Section	455 7th Street	Sergeant of Police (PERS)	05-JUN-06		YES	Spanish	Spanish
102130 - Special Victims Section	455 7th Street	Sergeant of Police (PERS)	13-MAR-06		YES		
102130 - Special Victims Section	455 7th Street	Sergeant of Police (PERS)	23-JUN-00		YES		
102130 - Special Victims Section	455 7th Street	Sergeant of Police (PERS)	25-JAN-10		YES		
102140 - Research, Planning & Crime Analysis	455 7th Street	Management Assistant	19-JAN-15		NO		
102140 - Research, Planning & Crime Analysis	455 7th Street	Police Officer (PERS)	20-APR-15		YES		
102280 - Crime Analysis Section	455 7th Street	Administrative Analyst II	19-JUN-06		NO		
102280 - Crime Analysis Section	455 7th Street	Crime Analyst	12-MAR-18		NO		
102280 - Crime Analysis Section	455 7th Street	Crime Analyst	02-DEC-13		NO		
102280 - Crime Analysis Section	455 7th Street	Crime Analyst	26-JAN-19		NO		
102280 - Crime Analysis Section	455 7th Street	Police Services Manager I	25-JAN-16		NO		
102310 - Criminal Investigations	455 7th Street	Administrative Analyst II	23-OCT-89		NO	tagalog/Filipino	Tagalog/Filipino
102310 - Criminal Investigations	455 7th Street	Captain of Police (PERS)	26-AUG-91		NO		
102310 - Criminal Investigations	455 7th Street	Crime Analyst	09-MAY-16		NO		
102310 - Criminal Investigations	455 7th Street	Deputy Chief of Police (PERS)	23-MAR-98		NO		
102310 - Criminal Investigations	455 7th Street	Exempt Limited Duration Employee	07-JAN-13		NO		
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	08-DEC-14		NO	Spanish	Spanish
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	05-MAY-08		NO		
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	15-MAR-14		NO		
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	19-OCT-92		NO		
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	07-APR-14		NO	Chinese	
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	17-JAN-15		NO	Chinese	
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	17-MAY-18		NO	Spanish	
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	20-AUG-12		NO	Spanish	
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	22-MAY-89		NO		
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	28-APR-14		NO		
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	07-APR-14		NO		
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	24-MAR-14		NO		

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102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	02-MAR-92		NO		
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	29-OCT-12		NO		
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	27-APR-15		NO		
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	14-OCT-02		NO		
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	22-SEP-18		NO		
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	03-MAR-03		NO		
102310 - Criminal Investigations	455 7th Street	Police Officer (PERS)	11-SEP-06		YES		
102310 - Criminal Investigations	455 7th Street	Police Records Specialist	18-FEB-14		YES	Chinese	
102310 - Criminal Investigations	455 7th Street	Sergeant of Police (PERS)	01-AUG-11		YES		
102320 - Homicide	455 7th Street	Lieutenant of Police (PERS)	06-FEB-06		YES		
102320 - Homicide	455 7th Street	Police Officer (PERS)	06-FEB-06		YES	Spanish	
102320 - Homicide	455 7th Street	Police Officer (PERS)	28-JAN-08		YES	Spanish	
102320 - Homicide	455 7th Street	Police Officer (PERS)	16-DEC-13		YES		
102320 - Homicide	455 7th Street	Police Officer (PERS)	09-JUL-07		NO		
102320 - Homicide	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	Korean	
102320 - Homicide	455 7th Street	Police Officer (PERS)	12-SEP-11		YES	Spanish	Spanish
102320 - Homicide	455 7th Street	Police Officer (PERS)	05-JUN-06		YES		
102320 - Homicide	455 7th Street	Police Officer (PERS)	23-JUL-08		NO		
102320 - Homicide	455 7th Street	Police Records Specialist	03-MAR-99		YES		
102320 - Homicide	455 7th Street	Sergeant of Police (PERS)	26-JUN-00		YES		
102320 - Homicide	455 7th Street	Sergeant of Police (PERS)	17-SEP-12		YES	Spanish	
102320 - Homicide	455 7th Street	Sergeant of Police (PERS)	01-APR-98		YES	Spanish	Spanish
102320 - Homicide	455 7th Street	Sergeant of Police (PERS)	10-MAR-00		YES		
102320 - Homicide	455 7th Street	Sergeant of Police (PERS)	28-JAN-08		YES	Chinese	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Lieutenant of Police (PERS)	25-APR-97		YES		
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	17-MAR-14		YES		
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	25-MAR-13		YES		
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	04-APR-11		YES		
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	13-MAR-00		YES	Spanish	Spanish
102321 - Misdemeanor Crimes & Task Forces	470 27th Street	Police Officer (PERS)	11-JUL-16		YES	Spanish	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	17-MAR-14		YES		
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	07-DEC-00		YES	Spanish	Spanish
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	13-MAR-00		YES		
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	21-APR-14		YES		
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	22-SEP-14		YES		
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	25-SEP-13		YES		
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	20-APR-15		YES	Chinese	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	Vietnamese	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	25-SEP-13		YES		
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	Spanish	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	12-JUL-08		YES		
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	06-FEB-06		YES		
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	01-AUG-11		YES		
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	17-OCT-16		YES	Spanish	Spanish
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	17-SEP-12		YES		
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	23-APR-01		YES		
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	27-JUN-16		YES		
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	26-FEB-07		YES		
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	08-JUN-98		YES	Spanish	Spanish
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	05-DEC-11		YES		
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	01-AUG-11		YES		
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	01-JUL-95		YES		
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Sergeant of Police (PERS)	10-NOV-12		YES		
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Sergeant of Police (PERS)	26-JUN-00		YES		
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Sergeant of Police (PERS)	11-SEP-06		YES		
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Sergeant of Police (PERS)	01-AUG-11		YES		
102324 - Felony Assault & Gang Section	455 7th Street	Police Records Specialist	02-JUN-97		YES		
102330 - Robbery & Burglary Section	455 7th Street	Lieutenant of Police (PERS)	08-MAY-00		YES		

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102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	Spanish	
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	Serbian	
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	15-OCT-07		YES	Spanish	
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	02-OCT-03		YES	Spanish	Spanish
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	Vietnamese	
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	20-APR-15		YES	Spanish	
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	17-SEP-12		YES		
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	Spanish	
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	Spanish	
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	21-APR-14		YES		
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	25-MAR-13		YES		
102330 - Robbery & Burglary Section	470 27th Street	Police Officer (PERS)	17-SEP-12		YES		
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	25-MAR-13		YES		
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	15-OCT-07		YES		
102330 - Robbery & Burglary Section	455 7th Street	Police Records Specialist	01-JUL-13		YES		
102330 - Robbery & Burglary Section	455 7th Street	Sergeant of Police (PERS)	12-AUG-99		YES	Tagalog/Filipino	Tagalog/Filipino
102330 - Robbery & Burglary Section	455 7th Street	Sergeant of Police (PERS)	11-JUL-05		YES	Spanish	Spanish
102341 - Field Support	455 7th Street	Police Services Technician II	03-OCT-88		YES		
102341 - Field Support	455 7th Street	Police Services Technician II	02-DEC-13		YES	Chinese	
102341 - Field Support	455 7th Street	Police Services Technician II	13-FEB-08		YES		
102341 - Field Support	455 7th Street	Police Services Technician II	30-JUN-08		YES		
102341 - Field Support	455 7th Street	Sergeant of Police (PERS)	18-AUG-12		YES		
102350 - Youth & School Services Section	455 7th Street	Police Officer (PERS)	27-JUN-16		YES		
102350 - Youth & School Services Section	455 7th Street	Police Officer (PERS)	03-AUG-98		YES		
102350 - Youth & School Services Section	455 7th Street	Police Officer (PERS)	22-SEP-14		YES		
102350 - Youth & School Services Section	455 7th Street	Police Officer (PERS)	09-NOV-15		YES		
102350 - Youth & School Services Section	455 7th Street	Police Records Specialist	14-APR-03		YES		
102350 - Youth & School Services Section	455 7th Street	Police Services Technician II	23-FEB-15		YES	Chinese	Chinese-Cantonese
102350 - Youth & School Services Section	455 7th Street	Police Services Technician II	17-NOV-18		YES		
102350 - Youth & School Services Section	455 7th Street	Sergeant of Police (PERS)	22-NOV-99		YES		
102610 - Criminalistics Unit	455 7th Street	Criminalist I	04-DEC-17		NO		
102610 - Criminalistics Unit	455 7th Street	Criminalist I	18-MAY-19		NO		
102610 - Criminalistics Unit	455 7th Street	Criminalist II	16-OCT-01		NO		
102610 - Criminalistics Unit	455 7th Street	Criminalist II	20-OCT-08		NO		
102610 - Criminalistics Unit	455 7th Street	Criminalist II	06-JUN-14		NO	tagalog/Filipino	
102610 - Criminalistics Unit	455 7th Street	Criminalist II	22-FEB-20		NO		
102610 - Criminalistics Unit	455 7th Street	Criminalist II	04-JUN-07		NO		
102610 - Criminalistics Unit	455 7th Street	Criminalist II	10-MAR-15		NO		
102610 - Criminalistics Unit	455 7th Street	Criminalist II	14-JAN-17		NO		
102610 - Criminalistics Unit	455 7th Street	Criminalist II	11-JAN-20		NO	Chinese	
102610 - Criminalistics Unit	455 7th Street	Criminalist II	05-OCT-19		NO		
102610 - Criminalistics Unit	455 7th Street	Criminalist II	04-JUN-01		NO		
102610 - Criminalistics Unit	455 7th Street	Criminalist II	08-FEB-20		NO		
102610 - Criminalistics Unit	455 7th Street	Criminalist II	26-MAY-15		NO		
102610 - Criminalistics Unit	455 7th Street	Criminalist II	04-APR-11		NO		
102610 - Criminalistics Unit	455 7th Street	Criminalist III	17-FEB-03		NO		
102610 - Criminalistics Unit	455 7th Street	Criminalist III	25-AUG-08		NO		
102610 - Criminalistics Unit	455 7th Street	Criminalist III	20-OCT-08		NO		
102610 - Criminalistics Unit	455 7th Street	Criminalist III	26-MAR-07		NO		
102610 - Criminalistics Unit	455 7th Street	Forensic Technician	05-SEP-20	YES	NO		
102610 - Criminalistics Unit	455 7th Street	Latent Print Examiner II	01-NOV-10		NO		
102610 - Criminalistics Unit	455 7th Street	Latent Print Examiner II	11-AUG-08		NO		
102610 - Criminalistics Unit	455 7th Street	Latent Print Examiner II	09-NOV-15		NO		
102610 - Criminalistics Unit	455 7th Street	Latent Print Examiner II	11-NOV-13		NO		
102610 - Criminalistics Unit	455 7th Street	Latent Print Examiner III	30-JUL-07		NO		
102610 - Criminalistics Unit	455 7th Street	Manager, Crime Laboratory	13-AUG-07		NO		
102610 - Criminalistics Unit	455 7th Street	Office Assistant II	27-NOV-95		NO		
103110 - Bureau of Services - Administration Unit	455 7th Street	Administrative Analyst II	20-OCT-08		NO	Spanish	

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103110 - Bureau of Services - Administration Unit	455 7th Street	Deputy Chief of Police (PERS)	16-SEP-96		NO	Spanish	Spanish
103110 - Bureau of Services - Administration Unit	455 7th Street	Project Manager III	14-AUG-06		NO		
103242 - Records & Warrants	455 7th Street	Administrative Assistant I	23-FEB-19		NO	Czech	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	29-APR-97		YES		
103242 - Records & Warrants	455 7th Street	Police Records Specialist	22-JUN-15		YES	Spanish	Spanish
103242 - Records & Warrants	455 7th Street	Police Records Specialist	13-JUL-19		YES	American Sign Language	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	23-APR-18		YES	Spanish	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	24-AUG-09		YES		
103242 - Records & Warrants	455 7th Street	Police Records Specialist	02-FEB-98		YES		
103242 - Records & Warrants	455 7th Street	Police Records Specialist	24-AUG-19		YES	Chinese	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	17-NOV-14		YES		
103242 - Records & Warrants	455 7th Street	Police Records Specialist	27-MAR-17		YES		
103242 - Records & Warrants	455 7th Street	Police Records Specialist	04-DEC-17		YES		
103242 - Records & Warrants	455 7th Street	Police Records Specialist	28-FEB-05		YES		
103242 - Records & Warrants	455 7th Street	Police Records Specialist	10-AUG-19		YES	Spanish	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	27-MAR-18		YES		
103242 - Records & Warrants	455 7th Street	Police Records Specialist	22-MAY-03		YES	Chinese	Chinese-Cantonese
103242 - Records & Warrants	455 7th Street	Police Records Specialist	20-MAR-21	YES	YES		
103242 - Records & Warrants	455 7th Street	Police Records Specialist	05-AUG-13		YES	Spanish	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	06-FEB-21	YES	YES		
103242 - Records & Warrants	455 7th Street	Police Records Specialist	29-FEB-16		YES	Spanish	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	18-MAY-19		YES		
103242 - Records & Warrants	455 7th Street	Police Records Specialist	19-SEP-20	YES	YES		
103242 - Records & Warrants	455 7th Street	Police Records Specialist	08-SEP-90		YES		
103242 - Records & Warrants	455 7th Street	Police Records Specialist	04-JUN-90		YES	Vietnamese	Vietnamese
103242 - Records & Warrants	455 7th Street	Police Records Specialist	25-MAR-17		YES		
103242 - Records & Warrants	455 7th Street	Police Records Specialist	10-NOV-14		YES	Chinese	Chinese-Cantonese
103242 - Records & Warrants	455 7th Street	Police Records Specialist	29-JUN-19		YES		
103242 - Records & Warrants	455 7th Street	Police Records Supervisor	07-SEP-19		YES		
103242 - Records & Warrants	455 7th Street	Police Records Supervisor	16-DEC-17		YES		
103242 - Records & Warrants	455 7th Street	Police Records Supervisor	03-FEB-14		YES		
103242 - Records & Warrants	455 7th Street	Police Records Supervisor	03-JAN-05		YES	Spanish	Spanish
103242 - Records & Warrants	455 7th Street	Police Services Manager I	27-JUN-88		NO		
103242 - Records & Warrants	455 7th Street	Police Services Technician II	25-AUG-18		YES		
103310 - Communications Unit	7101 Edwater	Administrative Analyst II	07-JUL-97		NO		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	07-FEB-11		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	02-SEP-99		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	28-JUL-18		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	09-FEB-15		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	29-MAR-10		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	29-MAR-10		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	25-OCT-99		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	19-SEP-20	YES	YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	24-APR-06		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	16-APR-01		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	17-NOV-18		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	17-NOV-18		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	24-APR-06		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	13-JUL-19		YES	Spanish	
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	09-JUL-01		YES	Spanish	Spanish
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	10-NOV-15		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	30-DEC-13		YES	Spanish	Spanish
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	18-MAY-19		YES	Spanish	
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	29-JUN-19		YES	Spanish	
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	09-DEC-13		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	05-OCT-98		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	07-FEB-11		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	05-SEP-00		YES	Spanish	Spanish

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103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	08-JAN-11		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	01-SEP-15		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	27-FEB-16		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	24-OCT-15		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	22-SEP-18		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	03-APR-21	YES	YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	12-APR-93		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	01-SEP-15		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	06-JUL-15		YES	Chinese	Chinese-Cantonese
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	14-JAN-08		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	15-JUL-91		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	17-JUN-17		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	29-NOV-99		YES	Spanish	Spanish
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	17-SEP-74		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	29-OCT-12		YES	Spanish	
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	28-FEB-05		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	14-JUL-18		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	06-JUL-15		YES	Spanish	Spanish
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	27-JUN-20		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	03-APR-21	YES	YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	02-JAN-14		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	19-NOV-07		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	24-APR-06		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	18-MAY-19		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	25-AUG-18		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	17-NOV-18		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	21-NOV-15		YES	Vietnamese	
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	06-OCT-97		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	14-JUL-18		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	29-OCT-12		YES	Spanish	
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	05-DEC-15		YES	Spanish	Spanish
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher	02-MAY-11		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher, Senior	02-APR-01		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Dispatcher, Senior	06-OCT-97		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Manager	10-NOV-97		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Operator	15-JUL-17		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Operator	17-JUN-17		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Supervisor	07-FEB-11		YES	Chinese	Chinese-Cantonese
103310 - Communications Unit	7101 Edwater	Police Communications Supervisor	05-SEP-00		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Supervisor	31-MAR-08		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Supervisor	28-FEB-05		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Supervisor	29-MAR-10		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Supervisor	27-NOV-00		YES		
103310 - Communications Unit	7101 Edwater	Police Communications Supervisor	24-APR-06		YES		
103430 - Training Unit	455 7th Street	Captain of Police (PERS)	08-MAR-99		YES		
103430 - Training Unit	455 7th Street	Lieutenant of Police (PERS)	10-DEC-01		YES		
103430 - Training Unit	455 7th Street	Police Cadet, PT	17-OCT-20	YES	YES		
103430 - Training Unit	455 7th Street	Police Cadet, PT	26-FEB-18		YES		
103430 - Training Unit	455 7th Street	Police Cadet, PT	02-JUN-18		YES	Twi	
103430 - Training Unit	455 7th Street	Police Cadet, PT	17-OCT-20	YES	YES		
103430 - Training Unit	455 7th Street	Police Cadet, PT	11-APR-16		YES		
103430 - Training Unit	455 7th Street	Police Cadet, PT	07-MAR-20		YES		
103430 - Training Unit	455 7th Street	Police Cadet, PT	28-JUL-18		YES	Spanish	
103430 - Training Unit	455 7th Street	Police Cadet, PT	07-MAR-20		YES		
103430 - Training Unit	455 7th Street	Police Cadet, PT	25-JUL-20	YES	YES		
103430 - Training Unit	455 7th Street	Police Cadet, PT	07-MAR-20		YES		
103430 - Training Unit	455 7th Street	Police Cadet, PT	23-MAR-19		YES		
103430 - Training Unit	455 7th Street	Police Cadet, PT	23-MAR-19		YES	Spanish	

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103430 - Training Unit	455 7th Street	Police Cadet, PT	19-SEP-20	YES	YES		
103430 - Training Unit	455 7th Street	Police Cadet, PT	24-AUG-19		YES		
103430 - Training Unit	455 7th Street	Police Cadet, PT	17-OCT-20	YES	YES		
103430 - Training Unit	455 7th Street	Police Cadet, PT	04-DEC-17		YES		
103430 - Training Unit	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	Spanish	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	28-NOV-05		YES	Spanish	Spanish
103430 - Training Unit	455 7th Street	Police Officer (PERS)	09-JUN-01		YES		
103430 - Training Unit	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	Potugese	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	16-DEC-13		YES		
103430 - Training Unit	455 7th Street	Police Officer (PERS)	11-JUL-05		YES		
103430 - Training Unit	455 7th Street	Police Officer (PERS)	14-NOV-20	YES	YES		
103430 - Training Unit	455 7th Street	Police Officer (PERS)	17-SEP-12		YES		
103430 - Training Unit	455 7th Street	Police Officer (PERS)	07-FEB-00		YES		
103430 - Training Unit	455 7th Street	Police Officer (PERS)	14-SEP-98		YES		
103430 - Training Unit	455 7th Street	Police Officer (PERS)	25-SEP-13		YES		
103430 - Training Unit	455 7th Street	Police Officer (PERS)	25-JAN-20		YES		
103430 - Training Unit	455 7th Street	Police Officer (PERS)	09-JUL-07		YES		
103430 - Training Unit	455 7th Street	Police Officer (PERS)	10-DEC-01		YES		
103430 - Training Unit	455 7th Street	Police Officer Trainee	02-JUL-18		NO	Spanish	
103430 - Training Unit	455 7th Street	Police Officer Trainee	25-JAN-20		NO	Farsi	
103430 - Training Unit	455 7th Street	Police Officer Trainee	12-DEC-20	YES	NO		
103430 - Training Unit	455 7th Street	Police Officer Trainee	12-DEC-20	YES	NO		
103430 - Training Unit	455 7th Street	Police Officer Trainee	12-DEC-20	YES	NO		
103430 - Training Unit	455 7th Street	Police Officer Trainee	12-DEC-20	YES	NO		
103430 - Training Unit	455 7th Street	Police Officer Trainee	25-JAN-20		NO		
103430 - Training Unit	455 7th Street	Police Officer Trainee	24-AUG-19		NO		
103430 - Training Unit	455 7th Street	Police Officer Trainee	12-DEC-20	YES	NO		
103430 - Training Unit	455 7th Street	Police Officer Trainee	12-DEC-20	YES	NO		
103430 - Training Unit	455 7th Street	Police Officer Trainee	12-DEC-20	YES	NO		
103430 - Training Unit	455 7th Street	Police Officer Trainee	12-DEC-20	YES	NO	Spanish	
103430 - Training Unit	455 7th Street	Police Officer Trainee	12-DEC-20	YES	NO		
103430 - Training Unit	455 7th Street	Police Officer Trainee	06-NOV-17		NO	Spanish	
103430 - Training Unit	455 7th Street	Police Officer Trainee	25-JAN-20		NO		
103430 - Training Unit	455 7th Street	Police Officer Trainee	12-DEC-20	YES	NO	Spanish	
103430 - Training Unit	455 7th Street	Police Officer Trainee	12-DEC-20	YES	NO		
103430 - Training Unit	455 7th Street	Police Officer Trainee	25-JAN-20		NO		
103430 - Training Unit	455 7th Street	Police Officer Trainee	12-DEC-20	YES	NO	Spanish	
103430 - Training Unit	455 7th Street	Police Officer Trainee	24-AUG-19		NO		
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-MAR-19		NO		
103430 - Training Unit	455 7th Street	Police Officer Trainee	30-MAY-20		NO		
103430 - Training Unit	455 7th Street	Police Officer Trainee	25-JAN-20		NO		
103430 - Training Unit	455 7th Street	Police Records Specialist	16-OCT-89		YES	Tagalog/Filipino	Tagalog/Filipino
103430 - Training Unit	455 7th Street	Police Records Specialist	08-JUL-96		YES	Spanish	Spanish
103430 - Training Unit	455 7th Street	Police Records Specialist	29-AUG-01		YES	tagalog/Filipino	Tagalog/Filipino
103430 - Training Unit	455 7th Street	Reprographic Offset Operator	05-NOV-90		NO		
103430 - Training Unit	455 7th Street	Sergeant of Police (PERS)	13-MAR-00		YES		
103430 - Training Unit	455 7th Street	Sergeant of Police (PERS)	11-JUL-05		YES		
103430 - Training Unit	455 7th Street	Sergeant of Police (PERS)	16-DEC-13		YES		
106210 - Police Personnel	455 7th Street	Administrative Analyst II	09-DEC-85		NO		
106210 - Police Personnel	455 7th Street	Administrative Analyst II	15-OCT-90		NO		
106210 - Police Personnel	455 7th Street	Courier	08-FEB-20		NO		
106210 - Police Personnel	455 7th Street	Payroll Personnel Clerk II	12-MAY-14		NO		
106210 - Police Personnel	455 7th Street	Payroll Personnel Clerk III	30-JAN-06		NO	Spanish	Spanish
106210 - Police Personnel	455 7th Street	Payroll Personnel Clerk III	08-OCT-07		NO	Spanish	Spanish
106210 - Police Personnel	455 7th Street	Police Personnel Operations Specialist	19-JUN-06		NO		

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106210 - Police Personnel	455 7th Street	Police Records Specialist	25-JUN-07		YES		
106210 - Police Personnel	455 7th Street	Police Records Specialist	30-MAR-02		YES		
106410 - Police Information Technology	455 7th Street	Business Analyst II	12-MAR-18		NO		
106410 - Police Information Technology	455 7th Street	Police Officer (PERS)	09-JUL-07		NO		
106410 - Police Information Technology	455 7th Street	Police Program & Performance Audit Sup	17-OCT-20	YES	NO		
106410 - Police Information Technology	455 7th Street	Police Services Technician II	19-NOV-07		YES		
106510 - Fiscal Services	455 7th Street	Account Clerk II	29-MAY-10		NO		
106510 - Fiscal Services	455 7th Street	Account Clerk II	27-MAY-14		NO		
106510 - Fiscal Services	455 7th Street	Accountant II	19-OCT-19		NO		
106510 - Fiscal Services	455 7th Street	Administrative Analyst II	20-APR-19		NO	Spanish	
106510 - Fiscal Services	455 7th Street	Administrative Analyst II	29-OCT-90		NO	Spanish	Spanish
106510 - Fiscal Services	455 7th Street	Grants Coordinator	30-JAN-17		NO		
106510 - Fiscal Services	455 7th Street	Police Services Manager I	30-JAN-06		NO		
106610 - Background & Recruiting	250 Frank H Ogawa Plaza	Administrative Analyst II	23-APR-18		NO	Chinese	Chinese-Cantonese
106610 - Background & Recruiting	250 Frank H Ogawa Plaza	Police Officer (PERS)	03-OCT-11		NO	Spanish	
106610 - Background & Recruiting	250 Frank H Ogawa Plaza	Police Officer (PERS)	19-FEB-97		NO		
106610 - Background & Recruiting	250 Frank H Ogawa Plaza	Police Officer (PERS)	20-APR-15		NO		
106610 - Background & Recruiting	250 Frank H Ogawa Plaza	Police Officer (PERS)	13-MAY-94		NO	Spanish	Spanish
106610 - Background & Recruiting	250 Frank H Ogawa Plaza	Police Officer (PERS)	25-MAR-13		NO		
106610 - Background & Recruiting	250 Frank H Ogawa Plaza	Police Officer (PERS)	23-JAN-93		NO		
106610 - Background & Recruiting	250 Frank H Ogawa Plaza	Police Officer (PERS)	20-APR-15		NO		
106610 - Background & Recruiting	250 Frank H Ogawa Plaza	Police Personnel Operations Specialist	16-AUG-99		NO		
106610 - Background & Recruiting	250 Frank H Ogawa Plaza	Sergeant of Police (PERS)	06-FEB-12		NO		
106610 - Background & Recruiting	250 Frank H Ogawa Plaza	Temp Contract Svcs Employee, PT	23-APR-18		NO		
106610 - Background & Recruiting	250 Frank H Ogawa Plaza	Temp Contract Svcs Employee, PT	01-DEC-18		NO		
106610 - Background & Recruiting	250 Frank H Ogawa Plaza	Temp Contract Svcs Employee, PT	17-JUL-17		NO		
106610 - Background & Recruiting	250 Frank H Ogawa Plaza	Temp Contract Svcs Employee, PT	18-JAN-14		NO		
106610 - Background & Recruiting	250 Frank H Ogawa Plaza	Temp Contract Svcs Employee, PT	23-SEP-13		NO		
106610 - Background & Recruiting	250 Frank H Ogawa Plaza	Temp Contract Svcs Employee, PT	01-DEC-18		NO		
106610 - Background & Recruiting	250 Frank H Ogawa Plaza	Temp Contract Svcs Employee, PT	23-SEP-13		NO	Spanish	Spanish
106610 - Background & Recruiting	250 Frank H Ogawa Plaza	Temp Contract Svcs Employee, PT	23-SEP-13		NO		
106610 - Background & Recruiting	250 Frank H Ogawa Plaza	Temp Contract Svcs Employee, PT	12-OCT-13		NO		
106610 - Background & Recruiting	250 Frank H Ogawa Plaza	Temp Contract Svcs Employee, PT	23-APR-18		NO		
106610 - Background & Recruiting	250 Frank H Ogawa Plaza	Temp Contract Svcs Employee, PT	01-DEC-18		NO		
106810 - PAS Administration	455 7th Street	Administrative Analyst II	28-DEC-96		NO		
106810 - PAS Administration	455 7th Street	Administrative Analyst II	11-JAN-10		NO	Chinese	
106810 - PAS Administration	455 7th Street	Administrative Analyst II	06-JUN-00		NO		
106810 - PAS Administration	455 7th Street	Police Personnel Operations Specialist	12-APR-10		NO	Chinese	Chinese-Mandarin
106810 - PAS Administration	455 7th Street	Police Records Specialist	02-FEB-15		YES	Chinese	
107410 - Support Operations	Eastmont Sub-Station	Captain of Police (PERS)	28-MAY-91		YES		
107410 - Support Operations	Eastmont Sub-Station	Deputy Chief of Police (PERS)	28-SEP-98		YES	Spanish	Spanish
107510 - Traffic Operations	Eastmont Sub-Station	Lieutenant of Police (PERS)	06-JUL-99		YES		
107510 - Traffic Operations	Eastmont Sub-Station	Police Officer (PERS)	09-JUL-07		YES		
107510 - Traffic Operations	Eastmont Sub-Station	Police Officer (PERS)	09-JUL-07		YES	Spanish	
107510 - Traffic Operations	Eastmont Sub-Station	Police Officer (PERS)	22-MAY-00		YES		
107510 - Traffic Operations	Eastmont Sub-Station	Police Officer (PERS)	17-MAY-02		YES		
107510 - Traffic Operations	Eastmont Sub-Station	Police Officer (PERS)	05-OCT-98		YES		
107510 - Traffic Operations	Eastmont Sub-Station	Police Officer (PERS)	25-APR-97		YES		
107510 - Traffic Operations	Eastmont Sub-Station	Police Officer (PERS)	28-NOV-05		YES		
107510 - Traffic Operations	Eastmont Sub-Station	Police Records Specialist	14-OCT-96		YES		
107510 - Traffic Operations	Eastmont Sub-Station	Police Records Specialist	21-OCT-13		YES		
107510 - Traffic Operations	Eastmont Sub-Station	Police Records Specialist	01-JUL-13		YES	Spanish	
107510 - Traffic Operations	Eastmont Sub-Station	Police Services Technician II	02-DEC-13		YES	Spanish	
107510 - Traffic Operations	Eastmont Sub-Station	Police Services Technician II	06-JAN-14		YES	Spanish	
107510 - Traffic Operations	Eastmont Sub-Station	Police Services Technician II	19-OCT-92		YES		
107510 - Traffic Operations	Eastmont Sub-Station	Police Services Technician II	23-JUL-11		YES		
107510 - Traffic Operations	Eastmont Sub-Station	Police Services Technician II	16-NOV-98		YES	Vietnamese	Vietnamese
107510 - Traffic Operations	Eastmont Sub-Station	Police Services Technician II	24-NOV-14		YES	Spanish	

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107510 - Traffic Operations	Eastmont Sub-Station	Police Services Technician II	11-JAN-99		YES		
107510 - Traffic Operations	Eastmont Sub-Station	Police Services Technician II	23-FEB-15		YES	Spanish	Spanish
107510 - Traffic Operations	Eastmont Sub-Station	Police Services Technician II	02-DEC-13		YES		
107510 - Traffic Operations	Eastmont Sub-Station	Police Services Technician II	13-MAR-06		YES		
107510 - Traffic Operations	Eastmont Sub-Station	Police Services Technician II	03-MAR-97		YES		
107510 - Traffic Operations	Eastmont Sub-Station	Police Services Technician II	19-OCT-92		YES		
107510 - Traffic Operations	Eastmont Sub-Station	Sergeant of Police (PERS)	01-OCT-98		YES		
107510 - Traffic Operations	Eastmont Sub-Station	Sergeant of Police (PERS)	25-MAR-13		YES	Spanish	
107510 - Traffic Operations	Eastmont Sub-Station	Sergeant of Police (PERS)	25-SEP-13		YES		
107510 - Traffic Operations	Eastmont Sub-Station	Sergeant of Police (PERS)	03-AUG-98		YES		
107710 - Special Operations	Eastmont Sub-Station	Administrative Analyst II	17-OCT-02		NO		
107710 - Special Operations	Eastmont Sub-Station	Lieutenant of Police (PERS)	22-JUL-96		YES	French	
107710 - Special Operations	Eastmont Sub-Station	Police Officer (PERS)	20-APR-15		YES		
107710 - Special Operations	Eastmont Sub-Station	Police Officer (PERS)	04-JUN-07		YES		
107710 - Special Operations	Eastmont Sub-Station	Police Officer (PERS)	24-AUG-19		YES		
107710 - Special Operations	Eastmont Sub-Station	Police Officer (PERS)	05-JUN-06		YES		
107710 - Special Operations	Eastmont Sub-Station	Police Officer (PERS)	01-AUG-11		YES		
107710 - Special Operations	Eastmont Sub-Station	Police Officer (PERS)	03-AUG-15		YES		
107710 - Special Operations	Eastmont Sub-Station	Police Officer (PERS)	19-OCT-19		YES		
107710 - Special Operations	Eastmont Sub-Station	Police Officer (PERS)	23-FEB-15		YES		
107710 - Special Operations	Eastmont Sub-Station	Police Officer (PERS)	23-APR-97		YES		
107710 - Special Operations	Eastmont Sub-Station	Police Officer (PERS)	14-MAY-90		YES		
107710 - Special Operations	Eastmont Sub-Station	Police Officer (PERS)	15-MAR-99		YES	Vietnamese	Vietnamese
107710 - Special Operations	Eastmont Sub-Station	Police Officer (PERS)	08-MAY-98		YES		
107710 - Special Operations	Eastmont Sub-Station	Police Officer (PERS)	01-AUG-11		YES		
107710 - Special Operations	Eastmont Sub-Station	Police Officer (PERS)	01-MAR-00		YES		
107710 - Special Operations	Eastmont Sub-Station	Police Services Technician II	07-DEC-98		YES		
107710 - Special Operations	Eastmont Sub-Station	Police Services Technician II	02-FEB-87		YES	Chinese	Chinese-Cantonese
107710 - Special Operations	Eastmont Sub-Station	Sergeant of Police (PERS)	07-NOV-97		YES		
107710 - Special Operations	Eastmont Sub-Station	Sergeant of Police (PERS)	10-DEC-01		YES	American Sign Lan	American Sign Lang
107710 - Special Operations	Eastmont Sub-Station	Sergeant of Police (PERS)	28-NOV-05		YES	Spanish	Spanish
108010 - District Command Administration	455 7th Street	Administrative Analyst II	19-MAR-90		NO		
108010 - District Command Administration	455 7th Street	Deputy Chief of Police (PERS)	22-MAR-99		NO		
108010 - District Command Administration	455 7th Street	Police Records Specialist	22-JAN-02		YES		
108010 - District Command Administration	455 7th Street	Police Records Specialist	27-OCT-15		YES		
108010 - District Command Administration	455 7th Street	Police Records Specialist	09-MAR-19		YES	Spanish	Spanish
108010 - District Command Administration	455 7th Street	Police Records Specialist	30-MAR-15		YES	Chinese	
108010 - District Command Administration	455 7th Street	Police Records Specialist	27-FEB-17		YES		
108010 - District Command Administration	455 7th Street	Police Records Specialist	17-JUN-17		YES		
108010 - District Command Administration	455 7th Street	Police Services Technician II	17-DEC-07		YES		
108010 - District Command Administration	455 7th Street	Sergeant of Police (PERS)	17-FEB-98		YES		
108110 - District Area 1	455 7th Street	Captain of Police (PERS)	12-NOV-96		YES		
108110 - District Area 1	455 7th Street	Lieutenant of Police (PERS)	05-MAR-07		YES		
108110 - District Area 1	455 7th Street	Lieutenant of Police (PERS)	23-APR-01		YES		
108110 - District Area 1	455 7th Street	Lieutenant of Police (PERS)	22-APR-02		YES	Chinese	Chinese-Cantonese
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 Officer (PERS)	22-SEP-14		YES	Spanish	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	18-OCT-99		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)	17-SEP-12		YES	Chinese	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	09-NOV-15		YES		
108110 - District Area 1	455 7th Street	Police Officer (PERS)	09-MAR-00		YES		
108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Spanish	
108110 - District Area 1	455 7th Street	Police Officer (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)	10-OCT-16		YES	Spanish	

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108110 - District Area 1	455 7th Street	Police Officer (PERS)	22-JUN-15		YES		
108110 - District Area 1	455 7th Street	Police Officer (PERS)	09-MAR-19		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)	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)	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	Police Officer (PERS)	24-AUG-19		YES		
108110 - District Area 1	455 7th Street	Police Officer (PERS)	24-AUG-19		YES	Spanish	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	24-AUG-19		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)	22-JUN-15		YES		
108110 - District Area 1	455 7th Street	Police Officer (PERS)	05-JUN-06		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)	29-JUL-98		YES		
108110 - District Area 1	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	Chinese	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	11-JUL-05		YES		
108110 - District Area 1	455 7th Street	Police Officer (PERS)	16-DEC-17		YES	Chinese	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	09-NOV-15		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	Police Officer (PERS)	17-SEP-12		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	Police Officer (PERS)	16-JUL-98		YES	Chinese	Chinese-Cantonese
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)	24-AUG-19		YES	Chinese	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	24-APR-01		YES	Chinese	Chinese-Cantonese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-SEP-12		YES		
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)	19-MAR-99		YES		
108110 - District Area 1	455 7th Street	Police Officer (PERS)	23-FEB-99		YES	Spanish	Spanish
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)	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)	05-OCT-98		YES	Spanish	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)	24-AUG-19		YES		
108110 - District Area 1	455 7th Street	Police Officer (PERS)	06-SEP-17		YES		
108110 - District Area 1	455 7th Street	Police Officer (PERS)	25-SEP-13		YES		
108110 - District Area 1	455 7th Street	Police Officer (PERS)	10-MAR-00		YES		
108110 - District Area 1	455 7th Street	Police Officer (PERS)	24-AUG-19		YES	Farsi	
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	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		
108110 - District Area 1	455 7th Street	Police Officer (PERS)	04-JAN-18		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)	25-JAN-20		YES	Spanish	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	21-APR-14		YES		
108110 - District Area 1	455 7th Street	Police Officer (PERS)	24-AUG-19		YES	Mien	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	04-JAN-99		YES	Vietnamese	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)	09-NOV-15		YES		
108110 - District Area 1	455 7th Street	Police Officer (PERS)	23-APR-01		YES		
108110 - District Area 1	455 7th Street	Police Officer (PERS)	25-AUG-18		YES		

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108110 - District Area 1	455 7th Street	Police Officer (PERS)	09-MAR-19		YES	Samoan	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-SEP-12		YES		
108110 - District Area 1	455 7th Street	Police Officer (PERS)	28-AUG-06		YES	Cambodian	Cambodian
108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Indonesian	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	25-SEP-13		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	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	20-FEB-97		YES	Spanish	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	06-SEP-17		YES		
108110 - District Area 1	455 7th Street	Police Officer (PERS)	24-AUG-19		YES	Spanish	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	25-MAR-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)	09-JUL-07		YES		
108110 - District Area 1	455 7th Street	Police Officer (PERS)	16-DEC-13		YES		
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	Chinese	Chinese-Cantonese
108110 - District Area 1	455 7th Street	Police Services Technician II	27-JUN-20		YES		
108110 - District Area 1	455 7th Street	Police Services Technician II	22-SEP-18		YES		
108110 - District Area 1	455 7th Street	Police Services Technician II	02-DEC-13		YES		
108110 - District Area 1	455 7th Street	Police Services Technician II	22-JUN-15		YES		
108110 - District Area 1	455 7th Street	Police Services Technician II	18-JUN-16		YES	Mien	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	12-JUL-99		YES	Spanish	Spanish
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	11-DEC-06		YES		
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	21-DEC-98		YES		
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	15-OCT-07		YES		
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	28-NOV-05		YES		
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	28-JUL-98		YES		
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	17-SEP-12		YES		
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	22-JUL-02		YES		
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	27-JAN-97		YES	Korean	Korean
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	07-OCT-98		YES		
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	26-JUN-00		YES		
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	09-JUL-07		YES		
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	06-FEB-06		YES	Spanish	Spanish
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	17-MAY-02		YES		
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	05-JUN-06		YES		
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	12-JUL-93		YES		
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	12-JAN-98		YES		
108120 - District Area 2	455 7th Street	Lieutenant of Police (PERS)	01-AUG-11		YES		
108120 - District Area 2	455 7th Street	Lieutenant of Police (PERS)	21-FEB-97		YES		
108120 - District Area 2	455 7th Street	Lieutenant of Police (PERS)	02-AUG-96		YES		
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-DEC-05		YES		
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)	01-OCT-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)	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	Police Officer (PERS)	16-DEC-13		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	Police Officer (PERS)	16-DEC-13		YES		
108120 - District Area 2	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	Chinese	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	22-JUN-15		YES		
108120 - District Area 2	455 7th Street	Police Officer (PERS)	19-JUN-06		YES		
108120 - District Area 2	455 7th Street	Police Officer (PERS)	22-NOV-99		YES		
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-MAY-18		YES	French	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	26-OCT-15		YES		
108120 - District Area 2	455 7th Street	Police Officer (PERS)	09-NOV-15		YES		
108120 - District Area 2	455 7th Street	Police Officer (PERS)	30-DEC-17		YES		

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108120 - District Area 2	455 7th Street	Police Officer (PERS)	29-OCT-12		YES	Chinese	Chinese-Cantonese
108120 - District Area 2	455 7th Street	Police Officer (PERS)	25-SEP-13		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)	25-JAN-20		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)	11-MAY-98		YES		
108120 - District Area 2	455 7th Street	Police Officer (PERS)	03-AUG-15		YES	Spanish	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	21-APR-14		YES	Chinese	
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)	20-APR-15		YES	Vietnamese	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	25-JAN-20		YES	Spanish	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	25-JAN-20		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)	22-SEP-18		YES		
108120 - District Area 2	455 7th Street	Police Officer (PERS)	20-APR-15		YES	Spanish	Spanish
108120 - District Area 2	455 7th Street	Police Officer (PERS)	22-JUN-15		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)	21-FEB-97		YES		
108120 - District Area 2	455 7th Street	Police Officer (PERS)	22-SEP-14		YES		
108120 - District Area 2	455 7th Street	Police Officer (PERS)	09-NOV-15		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)	17-OCT-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		
108120 - District Area 2	455 7th Street	Police Officer (PERS)	25-JAN-20		YES		
108120 - District Area 2	455 7th Street	Police Officer (PERS)	09-NOV-15		YES		
108120 - District Area 2	455 7th Street	Police Officer (PERS)	21-MAY-18		YES	Cambodian	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	30-JUN-08		YES		
108120 - District Area 2	455 7th Street	Police Officer (PERS)	08-JUN-00		YES		
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)	22-JUN-15		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)	20-JAN-15		YES	Other Language	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	04-MAY-98		YES		
108120 - District Area 2	455 7th Street	Police Officer (PERS)	03-AUG-98		YES		
108120 - District Area 2	455 7th Street	Police Officer (PERS)	25-JAN-20		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)	16-JUN-92		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)	25-MAR-13		YES		
108120 - District Area 2	455 7th Street	Police Services Technician II	06-JAN-14		YES		
108120 - District Area 2	455 7th Street	Police Services Technician II	06-JAN-14		YES	Spanish	
108120 - District Area 2	455 7th Street	Police Services Technician II	02-DEC-13		YES		
108120 - District Area 2	455 7th Street	Police Services Technician II	07-MAR-20		YES		
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	22-MAY-00		YES		
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	08-OCT-01		YES		
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	25-OCT-99		YES	Spanish	Spanish
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	06-NOV-97		YES		
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	25-MAR-13		YES		
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	11-JUL-05		YES		
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	21-APR-14		YES		
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	05-JUN-06		YES	Spanish	
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	30-MAY-00		YES	Vietnamese	Vietnamese
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	01-AUG-11		YES		
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	10-MAR-00		YES	Spanish	Spanish

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108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	17-SEP-12		YES		
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	16-OCT-98		YES		
108130 - District Area 3	455 7th Street	Captain of Police (PERS)	20-MAY-02		YES		
108130 - District Area 3	455 7th Street	Lieutenant of Police (PERS)	05-JUN-06		YES	Spanish	Spanish
108130 - District Area 3	455 7th Street	Lieutenant of Police (PERS)	27-FEB-98		YES		
108130 - District Area 3	455 7th Street	Lieutenant of Police (PERS)	28-JAN-08		YES		
108130 - District Area 3	455 7th Street	Police Officer (PERS)	25-JAN-20		YES	Arabic	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	06-FEB-21	YES	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)	04-DEC-17		YES	Spanish	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	17-OCT-16		YES		
108130 - District Area 3	455 7th Street	Police Officer (PERS)	15-FEB-94		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	Police Officer (PERS)	20-APR-15		YES		
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-SEP-14		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	Punjab, Hindi	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	08-APR-91		YES		
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-SEP-14		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)	16-DEC-13		YES		
108130 - District Area 3	455 7th Street	Police Officer (PERS)	17-SEP-12		YES		
108130 - District Area 3	455 7th Street	Police Officer (PERS)	18-AUG-12		YES		
108130 - District Area 3	455 7th Street	Police Officer (PERS)	20-FEB-12		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)	29-NOV-99		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	Tagalog/Filipino	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	29-AUG-16		YES		
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-SEP-14		YES	Spanish	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	17-OCT-16		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)	27-JUN-16		YES		
108130 - District Area 3	455 7th Street	Police Officer (PERS)	27-JUN-16		YES		
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-SEP-14		YES		
108130 - District Area 3	455 7th Street	Police Officer (PERS)	17-MAR-14		YES	Chinese	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	09-MAR-19		YES	Samoaan	
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	Samoaan	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	27-JUN-16		YES		
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-SEP-14		YES	Spanish	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	21-APR-14		YES	Korean	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	25-JAN-20		YES		
108130 - District Area 3	455 7th Street	Police Officer (PERS)	09-FEB-19		YES		
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)	11-DEC-06		YES		
108130 - District Area 3	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	American Sign Language	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	23-FEB-19		YES		
108130 - District Area 3	455 7th Street	Police Officer (PERS)	15-MAY-17		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	Police Officer (PERS)	14-MAR-16		YES	Spanish	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	13-JAN-97		YES	Spanish	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		

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108130 - District Area 3	455 7th Street	Police Officer (PERS)	06-SEP-17		YES	Spanish	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	15-MAY-17		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	Persian, Farsi	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	03-MAR-14		YES	Punjabi	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	20-FEB-12		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)	17-DEC-07		YES	Vietnamese	
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	Spanish	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-MAR-99		YES		
108130 - District Area 3	455 7th Street	Police Officer (PERS)	02-JAN-14		YES	Chinese	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	17-OCT-16		YES		
108130 - District Area 3	455 7th Street	Police Officer (PERS)	04-JAN-18		YES		
108130 - District Area 3	455 7th Street	Police Officer (PERS)	04-JAN-18		YES		
108130 - District Area 3	455 7th Street	Police Services Technician II	08-DEC-14		YES	Spanish	Spanish
108130 - District Area 3	455 7th Street	Police Services Technician II	05-MAY-07		YES		
108130 - District Area 3	455 7th Street	Police Services Technician II	02-DEC-13		YES		
108130 - District Area 3	455 7th Street	Police Services Technician II	24-MAR-14		YES	Spanish	
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)	24-AUG-05		YES		
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	16-JUN-00		YES		
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	17-SEP-12		YES	Chinese	
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	21-FEB-97		YES		
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	04-NOV-94		YES	Vietnamese	Vietnamese
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	26-JUN-00		YES	Chinese	Chinese-Cantonese
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	26-SEP-05		YES		
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	22-JUL-02		YES		
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	12-SEP-94		YES	Mien	Mien
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	22-JUL-02		YES	Spanish	Spanish
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	12-SEP-94		YES		
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	13-FEB-96		YES		
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	07-MAY-91		YES		
108140 - District Area 4	Eastmont Sub-Station	Captain of Police (PERS)	21-APR-97		YES		
108140 - District Area 4	Eastmont Sub-Station	Lieutenant of Police (PERS)	22-JUN-00		YES		
108140 - District Area 4	Eastmont Sub-Station	Lieutenant of Police (PERS)	28-FEB-00		YES		
108140 - District Area 4	Eastmont Sub-Station	Lieutenant of Police (PERS)	15-JAN-03		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	17-MAR-14		YES	Spanish	Spanish
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	16-DEC-13		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	05-JUN-06		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	07-MAY-18		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	11-MAY-18		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	11-MAY-18		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	02-APR-13		YES	Spanish	Spanish
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	01-AUG-11		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	11-MAY-18		YES	Spanish	
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	25-MAR-13		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	22-SEP-14		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	02-DEC-13		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	01-AUG-11		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	14-FEB-17		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	24-AUG-19		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	22-JUN-15		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	26-JUL-10		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	11-MAY-18		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	25-APR-97		YES	Spanish	Spanish

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108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	28-NOV-05		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	09-NOV-15		YES	Russian	
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	12-MAY-98		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	09-NOV-15		YES	German	
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	01-OCT-18		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	22-JUN-15		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	25-SEP-13		YES	Spanish	
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	09-NOV-15		YES	Spanish	
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	28-FEB-05		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	22-JUN-15		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	25-MAR-13		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	24-AUG-19		YES	Spanish	
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	09-NOV-15		YES	Spanish	
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	08-JUN-15		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	17-MAR-14		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	20-APR-15		YES	Arabic	
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	09-NOV-15		YES	Chinese	
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	17-OCT-16		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	03-AUG-98		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	17-MAR-14		YES	Spanish	
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	27-JUL-19		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	25-MAR-13		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	21-APR-14		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	22-SEP-14		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	01-AUG-11		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	24-AUG-19		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	26-FEB-07		YES	Spanish	
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	05-JUN-06		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	21-APR-14		YES	Chinese	
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	25-AUG-18		YES	Spanish	
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	16-DEC-13		YES	Spanish	
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	09-NOV-15		YES	Spanish	
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	25-SEP-13		YES	Spanish	
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	09-NOV-15		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	11-MAY-18		YES	Tagalog/Filipino	
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	17-MAY-18		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	25-SEP-13		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	25-SEP-13		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	15-MAY-17		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	11-MAY-18		YES	Spanish	
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	25-SEP-13		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	06-SEP-17		YES	Spanish	
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	25-SEP-13		YES	Spanish	
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	11-MAY-18		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	23-FEB-15		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	25-SEP-13		YES	Spanish	
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	22-MAR-99		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	20-JUL-87		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	09-MAR-19		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	22-JUL-02		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	16-DEC-13		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	25-MAR-13		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	24-AUG-19		YES	Vietnamese	
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	22-JUN-15		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	25-SEP-13		YES	Spanish	
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	27-JUN-16		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Officer (PERS)	21-APR-14		YES		
108140 - District Area 4	Eastmont Sub-Station	Police Services Technician II	22-FEB-00		YES		

108140 - District Area 4	Eastmont Sub-Station	Sergeant of Police (PERS)	17-APR-98		YES		
108140 - District Area 4	Eastmont Sub-Station	Sergeant of Police (PERS)	17-SEP-12		YES		
108140 - District Area 4	Eastmont Sub-Station	Sergeant of Police (PERS)	14-FEB-00		YES		
108140 - District Area 4	Eastmont Sub-Station	Sergeant of Police (PERS)	13-MAY-91		YES	Korean	Korean
108140 - District Area 4	Eastmont Sub-Station	Sergeant of Police (PERS)	26-SEP-11		YES		
108140 - District Area 4	Eastmont Sub-Station	Sergeant of Police (PERS)	11-SEP-06		YES		
108140 - District Area 4	Eastmont Sub-Station	Sergeant of Police (PERS)	09-JUL-07		YES		
108140 - District Area 4	Eastmont Sub-Station	Sergeant of Police (PERS)	21-FEB-11		YES		
108140 - District Area 4	Eastmont Sub-Station	Sergeant of Police (PERS)	23-NOV-99		YES	Spanish	Spanish
108140 - District Area 4	Eastmont Sub-Station	Sergeant of Police (PERS)	22-OCT-12		YES		
108140 - District Area 4	Eastmont Sub-Station	Sergeant of Police (PERS)	11-DEC-06		YES	Spanish	
108140 - District Area 4	Eastmont Sub-Station	Sergeant of Police (PERS)	21-JAN-92		YES		
108140 - District Area 4	Eastmont Sub-Station	Sergeant of Police (PERS)	01-MAR-00		YES		
108140 - District Area 4	Eastmont Sub-Station	Sergeant of Police (PERS)	01-AUG-11		YES		
108150 - District Area 5	Eastmont Sub-Station	Captain of Police (PERS)	03-FEB-92		YES		
108150 - District Area 5	Eastmont Sub-Station	Lieutenant of Police (PERS)	26-SEP-96		YES		
108150 - District Area 5	Eastmont Sub-Station	Lieutenant of Police (PERS)	03-AUG-98		YES	Spanish	Spanish
108150 - District Area 5	Eastmont Sub-Station	Lieutenant of Police (PERS)	03-AUG-98		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	16-DEC-13		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	22-JUN-15		YES	Spanish	
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	28-SEP-15		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	26-JUL-10		YES	Spanish	Spanish
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	20-APR-15		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	24-AUG-19		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	06-JAN-14		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	28-DEC-19		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	21-APR-14		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	17-OCT-16		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	24-OCT-16		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	25-SEP-13		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	21-APR-14		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	22-JUN-15		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	09-NOV-15		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	22-JUN-15		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	23-JUL-08		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	20-APR-15		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	17-OCT-16		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	23-FEB-19		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	23-FEB-19		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	20-APR-15		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	07-SEP-18		YES	Spanish	
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	24-AUG-19		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	27-OCT-14		YES	Spanish	
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	22-SEP-14		YES	Farsi	
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	09-NOV-15		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	11-MAY-18		YES	Spanish	
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	22-JUN-15		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	09-NOV-15		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	16-DEC-13		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	09-AUG-99		YES	Spanish	Spanish
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	20-APR-15		YES	Spanish	
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	17-OCT-16		YES	Spanish	Spanish
108150 - District Area 5	470 27th Street	Police Officer (PERS)	11-DEC-06		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	21-APR-14		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	25-AUG-18		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	20-APR-15		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	25-JAN-20		YES	Korean	
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	22-JUN-15		YES		

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108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	17-MAY-02		YES	Spanish	Spanish
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	30-DEC-17		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	21-APR-14		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	20-APR-15		YES	Spanish	
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	22-JUN-15		YES	Spanish	
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	09-MAR-19		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	09-NOV-15		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	28-FEB-05		YES	French	French
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	22-SEP-14		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	01-JUN-19		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	08-JUN-15		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	28-SEP-15		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	25-JAN-20		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	20-APR-15		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	24-AUG-19		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	18-MAY-15		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	13-MAY-91		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	10-OCT-16		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	23-FEB-19		YES	Spanish	
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	01-FEB-16		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	17-MAY-18		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	20-APR-15		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	21-APR-14		YES	Chinese	
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	24-AUG-19		YES	Spanish	
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	01-AUG-11		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	25-SEP-13		YES	Spanish	
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	28-JAN-08		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	13-JUL-19		YES	Spanish	
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	01-OCT-18		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	29-NOV-99		YES	Spanish	Spanish
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	21-APR-14		YES	Spanish	
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	22-JUN-15		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	23-FEB-19		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	24-AUG-19		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	25-MAR-13		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	09-NOV-15		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	02-JUL-07		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	20-APR-15		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	28-JAN-08		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	06-FEB-06		YES	Spanish	Spanish
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	22-JUN-15		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	25-JAN-20		YES	Vietnamese	
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	22-SEP-18		YES	Spanish	
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	20-APR-15		YES	Spanish	
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	22-SEP-14		YES	Vietnamese	
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	09-MAR-19		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	20-APR-15		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Officer (PERS)	25-JAN-20		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Services Technician II	26-MAY-15		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Services Technician II	08-SEP-18		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Services Technician II	16-SEP-91		YES		
108150 - District Area 5	Eastmont Sub-Station	Police Services Technician II	17-JAN-15		YES	Tagalog/Filipino	
108150 - District Area 5	Eastmont Sub-Station	Police Services Technician II	11-MAY-18		YES		
108150 - District Area 5	Eastmont Sub-Station	Sergeant of Police (PERS)	20-JUL-92		YES		
108150 - District Area 5	Eastmont Sub-Station	Sergeant of Police (PERS)	05-JUN-06		YES		
108150 - District Area 5	Eastmont Sub-Station	Sergeant of Police (PERS)	06-FEB-06		YES		
108150 - District Area 5	Eastmont Sub-Station	Sergeant of Police (PERS)	10-MAR-08		YES		

108150 - District Area 5	Eastmont Sub-Station	Sergeant of Police (PERS)	21-FEB-11		YES		
108150 - District Area 5	Eastmont Sub-Station	Sergeant of Police (PERS)	11-SEP-06		YES		
108150 - District Area 5	Eastmont Sub-Station	Sergeant of Police (PERS)	08-NOV-99		YES		
108150 - District Area 5	Eastmont Sub-Station	Sergeant of Police (PERS)	06-MAR-00		YES		
108150 - District Area 5	Eastmont Sub-Station	Sergeant of Police (PERS)	29-NOV-99		YES		
108150 - District Area 5	Eastmont Sub-Station	Sergeant of Police (PERS)	01-AUG-11		YES		
108150 - District Area 5	Eastmont Sub-Station	Sergeant of Police (PERS)	01-AUG-11		YES		
108150 - District Area 5	Eastmont Sub-Station	Sergeant of Police (PERS)	01-AUG-11		YES		
108150 - District Area 5	Eastmont Sub-Station	Sergeant of Police (PERS)	19-JUN-00		YES	Spanish	Spanish
108150 - District Area 5	Eastmont Sub-Station	Sergeant of Police (PERS)	10-DEC-01		YES	Spanish	Spanish
108150 - District Area 5	Eastmont Sub-Station	Sergeant of Police (PERS)	09-DEC-13		YES	Spanish	
108630 - Ceasefire	Eastmont Sub-Station	Administrative Analyst II	21-SEP-19		NO	Chinese	
108630 - Ceasefire	Eastmont Sub-Station	Captain of Police (PERS)	13-JUL-93		YES		
108630 - Ceasefire	Eastmont Sub-Station	Lieutenant of Police (PERS)	28-NOV-05		YES		
108630 - Ceasefire	Eastmont Sub-Station	Police Officer (PERS)	28-JAN-08		YES	Spanish	
108630 - Ceasefire	Eastmont Sub-Station	Police Officer (PERS)	25-SEP-13		YES	Spanish	
108630 - Ceasefire	Eastmont Sub-Station	Police Officer (PERS)	06-SEP-17		YES		
108630 - Ceasefire	Eastmont Sub-Station	Police Officer (PERS)	21-APR-14		YES		
108630 - Ceasefire	Eastmont Sub-Station	Police Officer (PERS)	01-AUG-11		YES		
108630 - Ceasefire	Eastmont Sub-Station	Police Officer (PERS)	22-JUN-15		YES		
108630 - Ceasefire	Eastmont Sub-Station	Police Officer (PERS)	02-DEC-13		YES	Spanish	Spanish
108630 - Ceasefire	Eastmont Sub-Station	Police Officer (PERS)	21-APR-14		YES		
108630 - Ceasefire	Eastmont Sub-Station	Police Officer (PERS)	21-APR-14		YES	Spanish	Spanish
108630 - Ceasefire	Eastmont Sub-Station	Police Officer (PERS)	25-MAR-13		YES		
108630 - Ceasefire	Eastmont Sub-Station	Police Officer (PERS)	17-SEP-12		YES	Chinese	
108630 - Ceasefire	Eastmont Sub-Station	Police Officer (PERS)	17-MAR-14		YES		
108630 - Ceasefire	Eastmont Sub-Station	Police Officer (PERS)	16-DEC-13		YES	Spanish	
108630 - Ceasefire	Eastmont Sub-Station	Police Officer (PERS)	26-FEB-07		YES		
108630 - Ceasefire	Eastmont Sub-Station	Police Officer (PERS)	17-SEP-12		YES	Chinese	
108630 - Ceasefire	Eastmont Sub-Station	Police Officer (PERS)	25-MAR-13		YES		
108630 - Ceasefire	Eastmont Sub-Station	Police Officer (PERS)	05-DEC-11		YES	Spanish	
108630 - Ceasefire	Eastmont Sub-Station	Police Officer (PERS)	09-NOV-15		YES		
108630 - Ceasefire	Eastmont Sub-Station	Police Officer (PERS)	24-AUG-19		YES	Tigrinya	
108630 - Ceasefire	Eastmont Sub-Station	Police Officer (PERS)	25-SEP-13		YES		
108630 - Ceasefire	Eastmont Sub-Station	Police Officer (PERS)	25-SEP-13		YES	Spanish	
108630 - Ceasefire	Eastmont Sub-Station	Police Officer (PERS)	22-JUN-15		YES		
108630 - Ceasefire	Eastmont Sub-Station	Police Officer (PERS)	25-SEP-13		YES		
108630 - Ceasefire	Eastmont Sub-Station	Police Officer (PERS)	22-JUN-15		YES		
108630 - Ceasefire	Eastmont Sub-Station	Police Officer (PERS)	25-MAR-13		YES		
108630 - Ceasefire	Eastmont Sub-Station	Project Manager II	07-SEP-19		NO		
108630 - Ceasefire	Eastmont Sub-Station	Sergeant of Police (PERS)	17-MAY-02		YES		
108630 - Ceasefire	Eastmont Sub-Station	Sergeant of Police (PERS)	01-AUG-11		YES		
108630 - Ceasefire	Eastmont Sub-Station	Sergeant of Police (PERS)	11-SEP-06		YES		
108630 - Ceasefire	Eastmont Sub-Station	Sergeant of Police (PERS)	25-SEP-13		YES		
108630 - Ceasefire	Eastmont Sub-Station	Sergeant of Police (PERS)	09-JUL-07		YES		
108630 - Ceasefire	Eastmont Sub-Station	Sergeant of Police (PERS)	22-JUL-02		YES	Spanish	Spanish
108630 - Ceasefire	Eastmont Sub-Station	Volunteer Program Specialist II	03-JAN-13		YES		





































Department Name:  
Fiscal Year: FY2020-2021



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, 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 Public Works was submitted on 6-14-2021.



Director, Public Works

Type Name & Title

Department Name:  
Fiscal Year: FY2020-2021

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	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 & 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	680.83		New Hires	51	
Public Contact Positions (PCP)	21	100%	New PCP Hires	0	100%
PCP With Spanish Language Skill	3	14.29%	New PCP Hires with SP Skill	0	%
PCP With Chinese Language Skill	1	4.76%	New PCP Hires with CH Skill	0	%

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
30111 – Director and Human Resources Unit	30555 – Facilities Roving Custodial - OPR
30112 – Human Resources	30556 – Facilities Maintenance
30121 – PWA Fiscal Services	30557 – Facilities Structural
30181 – Management Information Systems Unit	30558 – Facilities Electrical/Project
30211 – Engineering and Construction - Administration	30559 – Facilities Custodial - OPL
30231 – Project Delivery - Administration	30661 – Facilities & Environment Asst. Director's Office
30232 – Construction Management and Material Testing	30651 – Parks/Bldg. Maintenance Administration
30234 – Facilities Planning and Development	30652 – Landscape Maintenance
30241 – Engineering Design and ROW - Administration	30654 – Tree Services
30244 – Sanitary Sewer Design	30671 – SCGA Administration
30245 – Watershed and Stormwater Program	30672 – Street Cleaning
30511 – Infrastructure & Ops Asst. Director's Office	30673 – Graffiti Abatement & Rapid Response
30532 – Storm Drain Maintenance	30674 – Illegal Dumping
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

Department Name:  
 Fiscal Year: FY2020-2021

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

Department Name:  
Fiscal Year: FY2020-2021

<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
Business Stormwater Inspection FY 19-20 Invoice Letter	X	X	
Business Stormwater Inspection FY 20-21 Invoice Letter	X	X	
Business Stormwater Inspection FY 20-21 Oakland Fire Department Inspection Letter	X	X	
Business Stormwater Inspection FY 20-21 Consultant Access Letter	X	X	
Business Stormwater Inspection Enforcement Letter (2021)	X	X	
Stormwater Best Management Practices for Restaurants Booklet	X	X	Korean
Business Stormwater Inspection Notice of Fee Letter	X	X	
Business Stormwater Inspection FY 19-20 Consultant Access Letter	X		
Business Stormwater Inspection Program Brochure	X	X	
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	
Construction Management Door Hangers	X	X	Vietnamese
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 Flyer	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
FOG/Wipes Disposal Bill Insert	X	X	
Greenware Ordinance Flyer	X	X	Vietnamese
Guide for Oakland Food Vendors	X	X	Vietnamese
Home Energy Efficiency Outreach Material	X	X	
Oakland Compost for Businesses Video Voiceover	X	X	
Oaktown Proud Illegal Dumping Resource Guide	X	X	
Open Office Hours' Notice for Environmental Services Division	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>Total # of vital documents reported = 45</b>			

Department Name:  
 Fiscal Year: FY2020-2021

<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
OPW Main Reception Desk	510-238-3961	Completed
OPW Construction Management	510-238-3051	Completed
Recycling Hotline	510-238-7283	Completed
Volunteer Opportunities	510-238-7630	Completed
Event Hotline	510-238-7611	Completed
Adopt-a-Spot Hotline	510-238-7630	Completed

<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	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  
 LES = Limited English-Speaking*

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

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

**Department Name:**

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
380.83	21	2	3	Yes	1	1	Yes

Goal = PCP X %

This report covers fiscal year 2020-2021 and data is reported as of June 2020.

1. Provide an assessment of the Department’s effort to achieve compliance with the Equal Access 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 (2) FTEs, a Public Information Officer II and a Public Service Representative, along with a part-time Senior Aide designated as PCPs. The Public Information Officer II serves as the liaison between department and the community. The Public Service Representative and Senior Aide are responsible for the day-to-day operations of assisting and directing the public and other City staff at the department’s main reception counter which is located at 250 Frank H. Ogawa Plaza, Suite 4314. Due to the Covid-19 Pandemic, the services to the public was suspended; however, the main reception counter staff assisted City staff with pool-car services.

The Bureau of Environment have a total of sixteen (16) 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.

The one obvious challenge that we faced this reporting year was the Covid-19 pandemic which caused interruption of some of the services OPW provides. Last reporting year we had to suspend our Earth Day Clean Up services; however, this reporting year those services resumed. Our department created a Covid-19 Volunteer Safety Guidelines flyer which was translated in Spanish and Chinese that accompanied the Volunteer Waiver and Release of Liability form for all volunteers to sign.

Also, for this reporting year, OPW had to suspend the Bulky Pick-Up Services for several months due to the Covid-19 pandemic. These services are free to all citizens which includes the LES community of Oakland to dispose of large unwanted items every last Saturday of the month from 9:00 a.m. to 1:00 p.m. However, we were able to resume these services again starting on May 22, 2021.

Please note that even though the OAK311 Call Center is now under the umbrella of the City Administrator’s Office; we are still partners. OPW rely on OAK311 staff heavily in receiving, responding to and closing out all the department’s service requests.

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

OPW has continued to commit to hiring more bilingual candidates and to provide more outreach efforts to the LES community. OPW’s recruitments and hiring selections are closely reviewed by the Department of Human Resources Management (DHRM) and Equal Access to

ensure that the needs of the LES community is met. Currently, OPW employs staff that is proficient in Spanish, Cantonese, Mandarin, Vietnamese, Korean, Tagalog, Arabic, German, Persian, French, and Mian. During this reporting year, our Environmental Services Division filled two positions that are designated as PCPs and within that division there are a total of ten (10) PCPs which two (2) are proficient in Spanish and one (1) in Chinese.

This reporting year, the Environmental Enforcement Unit which is a part of the Illegal Dumping Program continues 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 (1) 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 10 virtual community meetings, such as Neighborhood Crime Prevention Councils (NCPC), Adopt-A-Spot, Team Oakland and they also attended some City Council meetings.

OPW will continue to expand our hiring outreach efforts to different professional organizations, social media outlets, colleges and universities for our future recruitments which will give us a more diverse and broader pool of candidates.

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

OPW is still working with DHRM to have continuous recruitments for several of the department's classifications, such as Assistant Engineer I & 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 additional measures implemented to ensure LES persons are provided with meaningful access to City services.

OPW has continued to use volunteers at several of our annual departmental events and activities (i.e., Battle of the Bay/Creek to Bay Day, Adopt-a-Spot, Adopt-a-Storm Drain, MLK Day of Service, Earth EXPO/Earth Day, Art and Soul, etc.). These events are attended in large numbers by the LES community and some volunteers serve as translators periodically.

Even though this reporting year, due to the Covid-19 Pandemic, some events were cancelled. However, OPW is looking forward to these events to resume for the next reporting year.

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

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

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

As shown in Table 4A, 100% of vital documents were translated into threshold languages with 45 vital documents translated in Spanish and Chinese and several are translated in Vietnamese.

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

OPW translated the following materials in multiple languages, specifically Spanish and Chinese:

- Business Stormwater Inspection Invoice Letter(s)\*
- Business Stormwater Inspection – Oakland Fire Department Inspection Letter
- Business Stormwater Inspection Consultant Access Letter(s)\*
- Business Stormwater Inspection Enforcement Letter
- Stormwater Best Management Practices for Restaurants Booklet
- Business Stormwater Inspection Notice of Fee Letter
- Business Stormwater Inspection Program Brochure
- Construction Management Door Hangers
- FOG/Wipes Disposal Bill Insert
- Oakland Compost for Businesses Video Voiceover
- Open Office Hours' Notice for Environmental Services Division

All the Business Stormwater Inspection materials are all part of the City of Oakland's Business Stormwater Inspection Program. This program helps reduce stormwater pollution to protect Oakland's creeks, Lake Merritt and the San Francisco Bay.

The Construction Management Door Hangers are notifications that alert residents and business owners of upcoming construction projects and provides contact information to City staff to address any questions and/or concerns that residents and business owners may have.

The FOG/Wipes Disposal Bill Insert educates the public on how to dispose of Fats, Oils, and Grease.

The Oakland Compost for Businesses Video Voiceover is used to educate the public on how to properly or in other words the right way to compost food scrapes and recycle such items as plastic, glass, paper, metal, hazardous waste, etc.

Our Environmental Services Division staff have included an "Open Office Hours' Notice" to their email signature block in multiple languages.

*\*These materials were translated for FY 19-20 and FY 20-21*

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

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

As shown in Table 5, OPW have six (6) multilingual telephone message lines:

- OPW Main Reception Information Desk – 510-238-3961
- OPW Construction 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 outreach efforts to communicate and engage LES populations.

As stated in section A3, OPW will continue its outreach efforts to the LES community through community meetings, and department special events and activities.

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

There were no oral or written complaints filed with the Department regarding bilingual services this reporting period.

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

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

OPW continues to have several continuous recruitments within the next 12 months which will give the department a broad pool of candidates to hire additional bilingual staff. Currently, we are in the process of recruiting part-time Student Trainees for our Environmental Services Division and Management Information Systems Unit. We are expecting to continue our efforts of hiring a diverse group of trainees for this upcoming recruitment.

Oakland Public Works

FY2020-21

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP_POSITION	PCP_LANG_1	BILINGUAL CERT
30111 - Director and Human Resources Unit	250 FRANK H. OGAWA PLAZA	Director of Public Works	13-JAN-18		YES		
30111 - Director and Human Resources Unit	250 FRANK H. OGAWA PLAZA	Executive Assistant 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 Analyst II	28-JAN-08		NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Administrative Analyst II	23-OCT-06		NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Administrative Analyst II	05-OCT-92		NO		
30112 - Human Resources	7101 Edgewater Dr - Bldg 4	Administrative Assistant I	03-MAR-03		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	08-FEB-20		NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Payroll Personnel Clerk III	04-DEC-06		NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Payroll Personnel Clerk III	24-NOV-01		NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Program Analyst I	31-OCT-20	YES	NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Program Analyst I	21-MAY-12		NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Public Service Representative	18-MAY-19		YES		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Support Services Supervisor	20-MAR-21	YES	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	08-AUG-20	YES	NO		
30121 - PWA Fiscal Services	PWA FISCAL	Account Clerk III	17-AUG-15		NO		
30121 - PWA Fiscal Services	PWA FISCAL	Accountant I	08-AUG-20	YES	NO		
30121 - PWA Fiscal Services	PWA FISCAL	Accountant II	18-MAY-19		NO		
30121 - PWA Fiscal Services	PWA FISCAL	Accountant II	01-AUG-01		NO		
30121 - PWA Fiscal Services	PWA FISCAL	Accountant III	24-OCT-05		NO		
30121 - PWA Fiscal Services	PWA FISCAL	Accountant III	18-OCT-04		NO		
30121 - PWA Fiscal Services	PWA FISCAL	Accountant III	02-JAN-01		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 Unit	PWA FISCAL	Business Analyst II	26-NOV-07		NO		
30181 - Management Information Systems Unit	PWA FISCAL	Business Analyst II	24-APR-06		NO		
30181 - Management Information Systems Unit	150 Frank Ogawa Plaza	Business Analyst III	15-JUN-19		NO		
30181 - Management Information Systems Unit	250 Frank Ogawa Plaza	Business Analyst III	18-OCT-04		NO		
30211 - Engineering and Construction - Administration	250 FRANK H. OGAWA PLAZA	Administrative Assistant I, PT	15-JUL-17		NO		
30211 - Engineering and Construction - Administration	250 FRANK H. OGAWA PLAZA	Administrative Analyst II	26-NOV-12		NO		
30211 - Engineering and Construction - Administration	250 FRANK H. OGAWA PLAZA	Administrative Analyst II	25-JAN-10		NO		
30211 - Engineering and Construction - Administration	250 Frank Ogawa Plaza	Administrative Assistant II	30-APR-01		NO		
30211 - Engineering and Construction - Administration	250 FRANK H. OGAWA PLAZA	Assistant Director, Public Works Agency	02-DEC-17		NO		
30231 - Project Delivery - Administration	250 Frank Ogawa Plaza	Administrative Assistant II	03-APR-96		NO		
30231 - Project Delivery - Administration	7101 Edgewater Dr - Bldg 4	Engineer, Civil Principal	04-APR-94		NO	Chinese	
30232 - Construction Management and Material Testing	250 Frank Ogawa Plaza	Construction Inspector (Field)	17-JUL-06		NO		
30232 - Construction Management and Material Testing	250 Frank Ogawa Plaza	Construction Inspector (Field)	15-MAR-04		NO	German	
30232 - Construction Management and Material Testing	250 Frank Ogawa Plaza	Construction Inspector, Supervisor II	24-JAN-00		NO	Arabic	
30232 - Construction Management and Material Testing	7101 Edgewater Dr - Bldg 4	Engineer, Assistant I (Office)	08-FEB-20		NO		
30232 - Construction Management and Material Testing	7101 Edgewater Dr - Bldg 4	Engineer, Assistant I (Office)	25-JAN-20		NO		
30232 - Construction Management and Material Testing	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	02-JUN-18		NO		
30232 - Construction Management and Material Testing	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	27-MAR-17		NO		
30232 - Construction Management and Material Testing	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	02-SEP-14		NO		
30232 - Construction Management and Material Testing	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	22-AUG-11		NO		
30232 - Construction Management and Material Testing	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	15-OCT-96		NO		
30232 - Construction Management and Material Testing	7101 Edgewater Dr - Bldg 4	Engineer, Civil (Office)	09-FEB-19		NO		
30232 - Construction Management and Material Testing	250 Frank Ogawa Plaza	Engineer, Civil (Office)	02-SEP-14		NO		
30232 - Construction Management and Material Testing	250 Frank Ogawa Plaza	Engineer, Civil Supervising (Field)	29-MAY-12		NO		
30232 - Construction Management and Material Testing	7101 Edgewater Dr - Bldg 4	Engineer, Civil Supervising (Office)	28-AUG-06		NO	Chinese	
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Account Clerk III	12-APR-04		NO		

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30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Capital Improvement Project Coordinator	05-MAY-18		NO		
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Capital Improvement Project Coordinator	12-SEP-16		NO		
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Capital Improvement Project Coordinator	30-MAR-15		NO		Korean
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Capital Improvement Project Coordinator	25-JAN-99		NO	Chinese	
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Project Manager	23-OCT-06		NO		
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Project Manager	04-JUN-01		NO	Chinese	
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Project Manager	19-AUG-97		NO		
30241 - Engineering Design and ROW - Administration	250 Frank Ogawa Plaza	Drafting/Design Technician, Sr	13-MAR-17		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Construction Inspector (Field)	23-JAN-21	YES	NO		Spanish
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Construction Inspector (Field)	11-AUG-18		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Construction Inspector (Field)	11-OCT-04		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Construction Inspector, Sr (Field)	04-MAR-89		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Assistant I (Office)	08-FEB-20		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 II (Office)	08-FEB-20		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	23-APR-07		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	12-JUN-95		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Civil (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 Supervising (Office)	07-APR-18		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Civil Supervising (Office)	27-FEB-01		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Student Trainee, PT	22-FEB-20		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	30-JUN-18		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Student Trainee, PT	29-JUL-17		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	07-SEP-19		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	10-NOV-14		NO		
30245 - Watershed and Stormwater Program	250 Frank Ogawa Plaza	Program Analyst III	10-SEP-13		NO		
30245 - Watershed and Stormwater Program	250 FRANK H. OGAWA PLAZA	Project Manager II	30-MAR-98		NO		
30245 - Watershed and Stormwater Program	250 Frank Ogawa Plaza	Watershed Program Supervisor	17-JUN-17		NO		
30511 - Infrastructure& Ops Asst Director's Office	7101 Edgewater Dr - Bldg 4	Assistant Director, Public Works Agency	26-MAY-14		NO		
30511 - Infrastructure& Ops Asst Director's Office	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	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	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	28-JUL-18		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	28-MAR-16		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	24-NOV-14		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	29-SEP-14		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	31-AUG-13		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	08-JUL-13		NO		
30532 - Storm Drain Maintenance	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	08-AUG-09		NO		
30532 - Storm Drain Maintenance	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	15-DEC-97		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 Supervisor I	20-SEP-10		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	11-FEB-91		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor II	19-APR-99		NO		
30532 - Storm Drain Maintenance	5921 Shepherd Canyon Rd	Street Maintenance Leader	11-SEP-17		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	23-OCT-06		NO		
30532 - Storm Drain Maintenance	5050 COLISEUM WAY	Street Maintenance Leader	03-AUG-02		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	13-MAY-02		NO		

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30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	14-APR-01		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	03-JUL-93		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Administrative Assistant II	24-AUG-09		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	Heavy Equipment Operator	09-MAY-05		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 Supervisor I	05-JAN-15		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	01-OCT-12		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	02-JAN-07		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	27-OCT-03		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	29-JAN-96		NO		
30533 - Sewer System Maintenance	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		YES		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	05-OCT-19		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	23-DEC-13		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	23-DEC-13		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	25-JUN-12		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	14-MAY-12		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	23-JAN-12		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	24-JAN-11		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	23-OCT-07		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	02-JAN-07		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	02-JAN-07		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	02-JAN-07		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	09-SEP-06		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	19-AUG-02		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	18-AUG-01		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	19-APR-99		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	14-JUN-97		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	14-MAR-94		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	15-MAR-93		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	29-AUG-88		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	12-OCT-87		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	24-JAN-83		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	08-FEB-20		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	08-FEB-20		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	21-MAY-18		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	28-AUG-17		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	06-JAN-14		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	23-DEC-13		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	09-MAY-11		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	12-JUL-10		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	08-AUG-09		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	07-APR-08		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	23-OCT-07		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	02-JUN-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	01-JUL-06		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	22-JUN-02		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	24-JUN-00		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	18-OCT-99		NO		

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30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	20-MAR-99		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	16-FEB-93		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	22-APR-91		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Account Clerk II	23-MAR-19		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	06-FEB-21	YES	NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	22-AUG-20	YES	NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	22-AUG-20	YES	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	12-MAY-14		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	27-FEB-06		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	15-AUG-03		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Service Worker	06-FEB-21	YES	NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Service Worker	31-MAR-14		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Service Worker	15-AUG-07		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Service Worker	27-SEP-04		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	26-SEP-05		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 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 Parts Technician	09-JUN-14		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 Services Superintendent	13-AUG-07		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Equipment Supervisor	13-MAR-17		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	Equipment Supervisor	15-JUN-98		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	Fleet Compliance Coordinator	11-MAY-15		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	22-AUG-20	YES	NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	22-AUG-20	YES	NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	21-SEP-19		NO		
30541 - Equipment Services Administration	250 Frank Ogawa Plaza	Heavy Equipment Mechanic	21-SEP-19		NO		
30541 - Equipment Services Administration	250 Frank Ogawa Plaza	Heavy Equipment Mechanic	18-DEC-17		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 Mechanic	05-JUL-16		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	25-JUN-12		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	20-DEC-04		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	11-MAR-91		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Service Worker	22-AUG-20	YES	NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Service Worker	22-AUG-20	YES	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	31-MAR-14		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	Manager, Equipment Services	01-JUN-99		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	20-APR-19		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	18-DEC-17		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	Spanish
30551 - Facilities: Administration	250 Frank Ogawa Plaza	Capital Improvement Project Coordinator	19-DEC-05		NO		
30551 - Facilities: Administration	7101 Edgewater Dr - Bldg 4	Facilities Complex Manager	04-JAN-14		NO		
30551 - Facilities: Administration	250 Frank Ogawa Plaza	Facilities Complex Manager	29-MAY-12		NO		

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30551 - Facilities: Administration	7101 Edgewater Dr - Bldg 2	Manager, Building Services	06-MAY-95		NO		
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Plaza	Custodial Services Supervisor I	03-MAY-08		NO		Spanish
30552 - Facilities: Civic Center Complex	666 Bellvue Ave	Custodian	16-FEB-16		NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian	16-FEB-16		NO		
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Plaza	Custodian	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	21-FEB-07		NO		
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Plaza	Custodian	26-SEP-06		NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian	06-MAY-02		NO		Spanish
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian	04-JAN-99		NO		
30552 - Facilities: Civic Center Complex	666 Bellvue Ave	Custodian	07-OCT-98		NO		
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	24-NOV-97		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	11-MAY-92		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, PPT	21-JUL-14		NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	17-OCT-20	YES	NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	19-SEP-20	YES	NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	19-SEP-20	YES	NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	19-SEP-20	YES	NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	19-SEP-20	YES	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	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	26-AUG-17		NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	26-AUG-17		NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	16-FEB-16		NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	02-FEB-15		NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	02-FEB-15		NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	21-NOV-05		NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	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	8201 EDGEWATER DRIVE	Custodian	16-FEB-16		NO		
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian	18-FEB-14		NO		
30553 - Facilities: Hall of Justice Complex	666 Bellvue Ave	Custodian	28-MAY-13		NO		
30553 - Facilities: Hall of Justice Complex	150 Frank H. Ogawa Plaza	Custodian	17-MAY-04		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	06-JUL-02		NO		
30553 - Facilities: Hall of Justice Complex	150 Frank H. Ogawa Plaza	Custodian	02-JAN-01		NO		
30553 - Facilities: Hall of Justice Complex	666 Bellvue Ave	Custodian, PPT	25-JUL-98		NO		
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian, PT	17-OCT-20	YES	NO		
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian, PT	17-OCT-20	YES	NO		
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian, PT	17-OCT-20	YES	NO		
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian, PT	19-OCT-19		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	26-AUG-17		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	22-MAY-03		NO		
30553 - Facilities: Hall of Justice Complex	150 Frank H. Ogawa Plaza	Stationary Engineer	03-OCT-20	YES	NO		
30553 - Facilities: Hall of Justice Complex	7101 Edgewater Dr - Bldg 2	Stationary Engineer	24-AUG-09		NO		
30553 - Facilities: Hall of Justice Complex	150 Frank H. Ogawa Plaza	Stationary Engineer	10-MAY-04		NO		Spanish
30553 - Facilities: Hall of Justice Complex	455 7th Street	Stationary Engineer, Chief	05-NOV-07		NO		
30554 - Facilities: Plant Operations	250 Frank Ogawa Plaza	Construction & Maintenance Mechanic	26-DEC-20	YES	NO		

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30554 - Facilities: Plant Operations	250 Frank Ogawa Plaza	Stationary Engineer	04-APR-20		NO		
30554 - Facilities: Plant Operations	1000 Oak Street	Stationary Engineer	07-DEC-13		NO		
30554 - Facilities: Plant Operations	7101 Edgewater Dr - Bldg 2	Stationary Engineer	30-SEP-02		NO		
30554 - Facilities: Plant Operations	1000 Oak Street	Stationary Engineer	23-MAR-98		NO		
30554 - Facilities: Plant Operations	1000 Oak Street	Stationary Engineer	30-JUN-97		NO		
30554 - Facilities: Plant Operations	1000 Oak Street	Stationary Engineer, Chief	10-JAN-05		NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodial Services Supervisor I	03-MAY-10		NO		
30555 - Facilities: Roving Custodial - OPR	666 Bellvue Ave	Custodian	16-FEB-16		NO		
30555 - Facilities: Roving Custodial - OPR	666 Bellvue Ave	Custodian	31-JAN-15		NO		
30555 - Facilities: Roving Custodial - OPR	666 Bellvue Ave	Custodian	20-NOV-06		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	16-JUL-05		NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian	19-JUN-04		NO		
30555 - Facilities: Roving Custodial - OPR	150 Frank H. Ogawa Plaza	Custodian	31-JAN-04		NO		
30555 - Facilities: Roving Custodial - OPR	666 Bellvue Ave	Custodian	08-DEC-03		NO		
30555 - Facilities: Roving Custodial - OPR	7101 Edgewater Dr - Bldg 4	Custodian	30-MAR-02		NO		
30555 - Facilities: Roving Custodial - OPR	7101 Edgewater Dr - Bldg 4	Custodian	19-JUL-97		NO		
30555 - Facilities: Roving Custodial - OPR	666 Bellvue Ave	Custodian	11-JAN-97		NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian Supervisor	08-NOV-99		NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PPT	16-FEB-16		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, PT	17-OCT-20	YES	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	17-OCT-20	YES	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	17-OCT-20	YES	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	19-SEP-20	YES	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	19-SEP-20	YES	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	19-SEP-20	YES	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	27-JUN-20		NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	09-MAR-19		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	08-OCT-16		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	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	08-JUN-13		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	09-JUL-12		NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	25-JUL-20	YES	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 Mechanic	21-MAY-07		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	01-JUN-19		NO		
30556 - Facilities: Maintenance	250 Frank Ogawa Plaza	Maintenance Mechanic	02-FEB-15		NO		
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Maintenance Mechanic	02-OCT-06		NO		
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Painter	03-NOV-99		NO		
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Painter	23-JAN-89		NO		
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Plumber	26-OCT-02		NO		
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Plumber	15-APR-02		NO		
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Carpenter	19-NOV-07		NO		
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Carpenter	26-MAR-07		NO		
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Carpenter	18-OCT-93		NO		
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Mechanic	22-AUG-20	YES	NO		
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Mechanic	29-APR-13		NO		
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Mechanic	31-JUL-06		NO		
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Mechanic	28-OCT-02		NO		
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Supv I	12-JUN-00		NO		
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Maintenance Mechanic	08-OCT-18		NO		
30558 - Facilities: Electrical/ Project	7101 Edgewater Dr - Bldg 2	Administrative Assistant II	20-OCT-18		NO		

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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	28-JUN-10		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 Leader	31-JAN-05		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	666 Bellvue Ave	Custodian	20-OCT-06		NO	
30559 - Facilities: Custodial - OPL	7101 Edgewater Dr - Bldg 4	Custodian	31-AUG-02		NO	
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Custodian	02-FEB-02		NO	
30559 - Facilities: Custodial - OPL	7101 Edgewater Dr - Bldg 4	Custodian	30-OCT-00		NO	
30559 - Facilities: Custodial - OPL	150 Frank H. Ogawa Plaza	Custodian	28-JUL-98		NO	
30559 - Facilities: Custodial - OPL	7101 Edgewater Dr - Bldg 4	Custodian	23-AUG-93		NO	
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	22-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	08-FEB-20		NO	
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	23-MAR-19		NO	
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	09-MAR-19		NO	
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	11-SEP-17		NO	
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	26-AUG-17		NO	
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	16-FEB-16		NO	
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	02-FEB-15		NO	
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	16-APR-11		NO	
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	13-NOV-10		NO	
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	01-AUG-05		NO	
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	31-AUG-02		NO	
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	03-AUG-02		NO	
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	16-SEP-00		NO	
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	18-APR-98		NO	
30611 - Facilities & Environ Asst. Director's Office	7101 Edgewater Dr - Bldg 4	Administrative Assistant II	15-DEC-08		NO	
30611 - Facilities & Environ Asst. Director's Office	7101 Edgewater Dr - Bldg 2	Administrative Services Manager I	10-DEC-12		NO	
30651 - Parks/Bldg Maint Admin	7101 Edgewater Dr - Bldg 4	Administrative Assistant II	11-DEC-99		NO	Spanish
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	05-JUL-16		NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	09-JUN-14		NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	09-JUN-14		NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	12-NOV-13		NO	
30652 - Landscape Maintenance	666 Bellvue Ave	Gardener Crew Leader	04-SEP-12		NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	04-SEP-12		NO	
30652 - Landscape Maintenance	7101 Edgewater Drive	Gardener Crew Leader	06-AUG-12		NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	03-OCT-11		NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	03-MAY-10		NO	
30652 - Landscape Maintenance	666 Bellvue Ave	Gardener Crew Leader	08-AUG-09		NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	08-OCT-07		NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	04-JUN-07		NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	07-MAY-07		NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	11-SEP-06		NO	
30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	Gardener Crew Leader	17-APR-06		NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	03-MAR-04		NO	
30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	Gardener Crew Leader	31-OCT-98		NO	
30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	Gardener Crew Leader	11-JUL-87		NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	06-APR-19		NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	16-JAN-18		NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	05-JUL-16		NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	06-JUL-15		NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	24-NOV-14		NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	08-JUL-13		NO	

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30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	04-SEP-12		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Gardener II	13-JUN-11		NO		
30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	Gardener II	15-DEC-07		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	03-JUL-06		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Irrigation Repair Specialist	11-AUG-18		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Irrigation Repair Specialist	06-MAY-17		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Irrigation Repair Specialist	05-JAN-15		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Irrigation Repair Specialist	09-MAY-11		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PPT	29-MAR-96		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	08-AUG-20	YES	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	08-AUG-20	YES	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	08-AUG-20	YES	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	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	01-JUN-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	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	06-APR-19		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	28-JUL-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	21-MAY-18		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	16-JAN-18		NO		
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	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	06-MAY-17		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	17-JAN-17		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	17-JAN-17		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	05-JUL-16		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	09-JUN-14		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	07-MAY-07		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	11-SEP-06		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	31-AUG-02		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	02-FEB-02		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Equipment Operator	24-AUG-19		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Equipment Operator	08-JUL-13		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Equipment Operator	04-SEP-12		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Equipment Operator	04-SEP-12		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Equipment Operator	03-OCT-11		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Supervisor I	01-DEC-18		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	14-APR-14		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Supervisor I	03-MAY-10		NO		
30652 - Landscape Maintenance	250 FRANK H. OGAWA PLAZA	Park Supervisor I	14-APR-01		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Supervisor II	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 II	03-APR-21	YES	NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Arboricultural Inspector	14-APR-14		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Arboricultural Inspector	27-APR-91		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree 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 II	29-JAN-18		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	14-NOV-20	YES	NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	31-OCT-20	YES	NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	31-OCT-20	YES	NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	31-OCT-20	YES	NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	16-JUN-18		NO		

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30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	16-JUN-18		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	04-JUN-18		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	15-NOV-10		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	07-SEP-09		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	14-FEB-05		NO		
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	15-DEC-97		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Public Works Supervisor I	17-JAN-89		NO		
30672 - Street Cleaning	750 50th Ave.	Public Works Supervisor II	12-OCT-87		NO		
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Maintenance Leader	11-MAR-85		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	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	03-DEC-17		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	29-APR-13		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	01-OCT-12		YES		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	25-OCT-07		NO		
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Sweeper Operator	23-OCT-06		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	10-OCT-06		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	29-AUG-05		NO		
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Sweeper Operator	18-JAN-05		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	13-MAY-02		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	22-JUL-01		NO		
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Sweeper Operator	10-SEP-96		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	04-MAY-87		NO		
30673 - Graffiti Abatement & Rapid Response	750 50th Ave.	Facility Security Assistant, PT	18-APR-88		NO		
30673 - Graffiti Abatement & Rapid Response	750 50th Ave.	Heavy Equipment Operator	07-JAN-13		NO		
30673 - Graffiti Abatement & Rapid Response	750 50th Ave.	Painter	16-SEP-13		NO		
30673 - Graffiti Abatement & Rapid Response	750 50th Ave.	Painter	03-SEP-13		NO		
30673 - Graffiti Abatement & Rapid Response	750 50th Ave.	Public Works Maintenance Worker	20-FEB-21	YES	NO		
30673 - Graffiti Abatement & Rapid Response	750 50th Ave.	Public Works Maintenance Worker	20-FEB-21	YES	NO		
30673 - Graffiti Abatement & Rapid Response	750 50th Ave.	Public Works Maintenance Worker	28-JUL-18		NO		
30673 - Graffiti Abatement & Rapid Response	750 50th Ave.	Public Works Maintenance Worker	16-JAN-18		NO		
30673 - Graffiti Abatement & Rapid Response	750 50th Ave.	Public Works Maintenance Worker	21-OCT-17		NO		
30673 - Graffiti Abatement & Rapid Response	750 50th Ave.	Public Works Maintenance Worker	07-JUL-14		NO		
30673 - Graffiti Abatement & Rapid Response	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	23-JUL-01		NO		
30673 - Graffiti Abatement & Rapid Response	750 50th Ave.	Street Maintenance Leader	15-DEC-07		NO		
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	06-MAR-21	YES	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	06-MAR-21	YES	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	06-MAR-21	YES	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	06-MAR-21	YES	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	20-FEB-21	YES	NO		
30674 - Illegal Dumping	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	20-FEB-21	YES	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	20-FEB-21	YES	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	20-FEB-21	YES	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	19-OCT-19		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	05-OCT-19		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	05-OCT-19		NO		
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	18-MAY-19		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	06-APR-19		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	17-NOV-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	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	21-APR-18		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	16-JAN-18		NO		

Oakland Public Works

FY2020-21

30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	16-JAN-18		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	22-OCT-17		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	22-OCT-17		NO		
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	23-SEP-17		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	23-SEP-17		NO		
30674 - Illegal Dumping	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	20-MAY-17		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	23-NOV-15		NO		
30674 - Illegal Dumping	5050 COLISEUM WAY	Public Works Maintenance Worker	23-NOV-15		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	16-MAR-15		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	21-JUL-14		NO		
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	04-SEP-12		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	09-JUL-08		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	19-APR-99		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	13-JUL-96		NO		
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Supervisor I	01-MAR-14		NO		
30674 - Illegal Dumping	5050 COLISEUM WAY	Public Works Supervisor I	10-JUL-00		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Supervisor I	19-APR-99		NO		
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Supervisor II	29-OCT-03		NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	22-OCT-17		NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	23-SEP-17		NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	23-NOV-15		NO		
30674 - Illegal Dumping	5050 COLISEUM WAY	Street Maintenance Leader	13-JUN-14		NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	01-MAR-14		NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	29-APR-13		NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	13-JUN-11		NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	09-MAY-11		NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	22-OCT-07		NO		
30674 - Illegal Dumping	5050 COLISEUM WAY	Street Maintenance Leader	13-MAY-02		NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	16-OCT-01		NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	11-OCT-93		NO		
30674 - Illegal Dumping	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	20-JUN-92		NO		
30676 - Litter Enforcement	PWA FISCAL	Administrative Analyst I	09-OCT-17		NO		
30676 - Litter Enforcement	PWA FISCAL	Clean Community Supervisor	03-SEP-13		YES		
30676 - Litter Enforcement	PWA FISCAL	Environmental Enforcement Officer	05-MAY-18		YES		Mian
30676 - Litter Enforcement	PWA FISCAL	Environmental Enforcement Officer	28-JAN-08		YES		Spanish
30676 - Litter Enforcement	PWA FISCAL	Environmental Enforcement Officer	15-MAY-02		YES		
30681 - Environmental Services Admin	250 Frank Ogawa Plaza	Administrative Analyst II	03-JAN-07				
30681 - Environmental Services Admin	250 Frank Ogawa Plaza	Manager, Environmental Services	24-AUG-19		NO		
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Environmental Services Analyst, Asst	12-OCT-98		NO		
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Program Analyst I	17-SEP-13		YES		
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Recycling Specialist	26-DEC-20	YES	YES		
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Recycling Specialist	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	17-OCT-20	YES	YES		
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 Program Supervisor	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
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Environmental Program Supervisor	03-OCT-05		YES		Mandarin
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Program Analyst II	10-NOV-14		NO		
30684 - Env Svcs Sustainability	250 Frank Ogawa Plaza	Manager, Sustainability Program	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: Public Ethics Commission  
Fiscal Year: FY2020-2021



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, 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 2, 2021.

A handwritten signature in black ink, appearing to read "Whitney Barazoto".

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Whitney Barazoto, Executive Director

Department Name:  
Fiscal Year: FY2020-2021



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, 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 DEPARTMENT OF RACE AND EQUITY was submitted on 5/30/2021.

*Darlene Flynn*, Director of the Department of Race and Equity

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	Darlene Flynn	Jacque Larrainzar	Richard Luna
Title	Director	Program Analyst III	Deputy City Administrator
Address	1 Frank H. Ogawa Plaza, 11 <sup>th</sup> Floor	1 Frank H. Ogawa Plaza, 11 <sup>th</sup> Floor	1 Frank H. Ogawa Plaza, 2nd floor
Phone#	510-238-2904	510-238-2904	(510) 238-4756
Email	Dflynn2@oaklandnet.com	JLarrainzar@oaklandnet.com	rluna@oaklandca.gov

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

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	X <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)	
The department has three employees	
Darlene Flynn, Director	
Ayanna Allen, Executive Assistant to the Director	
Jacque Larrainzar, Program Analyst III	
Due to the department small size there are no units.	

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

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	X <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:
Department One pager describing its vision, mission and work available on line <a href="https://www.oaklandca.gov/documents/document-brochure">https://www.oaklandca.gov/documents/document-brochure</a>	yes	yes	
<b>Total # of vital documents reported = 1</b>			

<b>Table 4B. Vital Documents Status Summary</b>	
Department's known vital documents translated into Spanish and Chinese?	X <input type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline: DRE is an internal focused department. Its services are provided to other city departments. Due to limited resources no other vital documents have been identified for translation per EAO section 2.30.050.	

<b>Table 5. Multilingual Telephone Recordings</b>		
Location Description- City Hall 11 <sup>th</sup> floor	Telephone Number	Status
Public Line	(510) 238-3638	Completed
Executive Assistance Line	(510) 238-6401	Completed
Director's Line	(510) 238-2904	Completed
Program Analysts Line	(510) 238-7657	Completed

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

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

### III. QUALITATIVE ASSESSMENT REPORT

#### A. Bilingual Public Contact Positions Assessment

Department Name:

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

Goal = PCP X %

This report covers fiscal year 2020-2021 and data is reported as of June 2020.

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

The Department works to meet ordinance requirements as follows:

- Offer the public information about their rights under the language access ordinance by posting notices in our office public space.
- Offer resources and information to staff so they can provide translation and interpretation services to the public as needed.
- Offer a one-pager with information about the mission, vision and work of the department in Spanish and Chinese in our website.

In addition, we consider language access an important component of one of our Citywide strategic goals: **To promote inclusion and full participation for all residents of the City.**

As such, the Department uses its Citywide network of equity teams and its monthly Advancing Racial Equity Academy to promote the use of the services provided by the Language Access Office and encourages City staff to keep in mind language access as part of their Department’s equity and inclusive engagement work and communications practices. Our Inclusive Engagement and Outreach Guide – a tool used by equity teams to design outreach and engagement plans- include guiding questions about language access and information about how to access Language Services.

During the pandemic supported the creation of a city-wide inclusive outreach and engagement workgroup to better coordinate COVID-19 outreach to LES. Department staff supported efforts to provide translated COVID-19 prevention materials assisting the communications office in the Spanish translation of a resource card. Staff also supported initiatives to assist owned by LES as part of COVID recovery efforts.

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

- Due to our limited staff and budget and the focus of our workplan is to support departments to apply and implement racial equity practices in their policies, programs and services. In that capacity, we support Equity teams and staff to create inclusive engagement plans that always include language access components to reach LES populations.
- Due to the shelter in place orders and the pandemic the department did not conduct outreach activities in the community for this reporting period.

- There was no recruitment or hiring in this reporting period.

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

- COVID-19 continues to ravage our nation, especially communities of color. To help close the health disparities these communities face, Federal, State and Local agencies must translate COVID-19-related materials into additional languages. As part of our mission to address structural racism and close racial disparities impacting BIPOC Oakland communities in Oakland department staff supported language access efforts by contacting jurisdictions around the country that had translated COVID-19 material in several languages, including Maam, an indigenous language from Guatemala spoken by a significant number of community members in Oakland. Being able to access other jurisdiction materials allowed Oakland to provide information to impacted communities faster. Materials were offered online and once we realized that many in BIPOC communities lacked access to devices and the internet our department worked with violence prevention, communications and fire to provide face-to face PPE and health and prevention information to this communities in different languages. Our department also worked with Alameda County to start tracking race, ethnicity and language COVID related data which allowed us to provide more targeted outreach and services like testing to Spanish speaking communities highly impacted by the pandemic.
- DRE recommends the City to support The Coronavirus Language Access Act which would require all federal agencies that currently receive assistance related to the COVID-19 pandemic to provide written resources in 20 languages, thus expanding language access for residents with limited English proficiency. The Coronavirus Language Access Act is especially necessary now, as vaccine distribution continues to ramp up. The legislation would require that public health communications about the vaccine be available in multiple languages so that no linguistic community is left behind. provide language access services to Oaklanders who do speak a language different from English.

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

To better coordinate outreach and engagement efforts during the pandemic our department created the City-wide outreach and engagement workgroup. The workgroup worked to coordinate information, resources and efforts amongst City departments. One of the group's main concerns was to reach non-English speaking communities in areas impacted by racial disparities in access to the internet, COVID information and PPE and testing. The group has now extended its work is looking to continue its role in coordinating and creating resources and training for staff to successfully conduct these activities. We will like to work more closely with the Language Access Office to offer training to staff on how to work with interpreters and translators to better reach Oakland's non-English speakers and BIPOC.

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

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

Signs informing the public of their rights regarding Language Access as well as forms to file a complaint are visibly posted at the 11th floor elevators East and West exits of City Hall. A

poster has also been posted in the conference room and Language Access Cards have been provided to our Executive Assistant and are visibly placed in our waiting area.

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?
  - a. The department's website is currently the main form of communication with the public. Our mission and scope of work is readily available to the public [here](#). Content can be translated using google translate button at the bottom of the page.
  - b. Per suggestion of the Language Access Office our department created a one pager brochure which is available in Spanish and Chinese at our website [here](#)
  - c. No other documents have been identified as vital at this point.
  
3. Describe other materials the Department has provided in multiple languages?  
Nothing new to report for this period.

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

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

Language Services translated a written script for the department's voice mail messages in Chinese and Spanish in 2019. Recording in the Director's line was completed last year, the analysts' line already has a message in Spanish and English, and messages were also added to the executive assistant line and department's new public line.

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

1. Describe outreach efforts to communicate and engage LES populations.  
Due to our limited staff and budget resources our department does not conduct public outreach.
2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).  
None.

### **E. Action Plan**

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.
  - Staff has received training and materials to be able to access the Language line and provide interpretation as needed. We will offer a refresher of this training once a year.
  - Department will continue to support Equity Teams and outreach and engagement efforts centering non-English speaking populations as part of our strategic goals to advance racial equity and inclusive outreach and engagement city-wide.

- We are asking teams to invite the Language Access office to present at their meeting, so they have the information they need to translate materials and arrange interpretation as needed.
- Information about how to contact the Language Access Office has been added to the Inclusive Outreach and Engagement workgroup Resource intranet. This site will be available to all city staff which responsibilities to plan and execute outreach and engagement plans or who are leading projects that involve outreach to the community.
- DRE will continue to post informational posters informing LES persons in Chinese and Spanish of their rights to language assistance and how to file a complaint at Frank H. Ogawa Plaza 11th floor, Elevators exits East and West and will provide complaint forms as needed.
- Informational brochures in English, Chinese and Spanish about the department will be available in our website.
- DRE will also promote events and trainings that support Equity Teams' capacity to work better with translators and interpreters and provide services to LEP populations.

Dept of Race Equity

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP	PCP_LANG
64111 - Race and Equity	1 Frank Ogawa Plaza	Exec Asst to the Director	04-DEC-06		NO	
64111 - Race and Equity	1 Frank Ogawa Plaza	Director of Race and Equity	17-OCT-16		NO	
64111 - Race and Equity	1 Frank Ogawa Plaza	Program Analyst III	21-AUG-17		NO	

Department Name:  
Fiscal Year: FY2020-2021

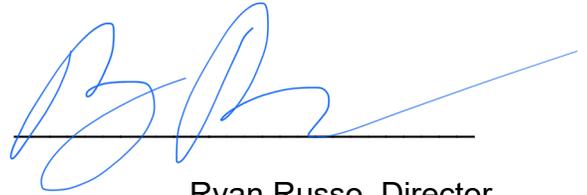


EQUAL ACCESS ORDINANCE  
ANNUAL COMPLIANCE PLAN

**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 June 9, 2021.



Ryan Russo, Director

Department Name:  
 Fiscal Year: FY2020-2021

## 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	250 Frank H. Ogawa Plaza	250 Frank H. Ogawa Plaza
Phone#			
Email	rrusso@oaklandca.gov	mcockerham@oaklandca.gov	mcockerham@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	353.08		New Hires	16	
Public Contact Positions (PCP)	96.08	100%	New PCP Hires	1	100%
PCP With Spanish Language Skill	12	12%	New PCP Hires with SP Skill	0	%
PCP With Chinese Language Skill	4	4.25%	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:	

Department Name:  
 Fiscal Year: FY2020-2021

**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
<b>35243 - Crossing Guard Services</b>
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 checked="" type="checkbox"/> Yes – Please describe below
Description: <b>Council Approved Budget Action to Transfer Crossing Guard Services from OPD to OakDOT; the equivalent of 30.20 Total FTE; 29.20 designated as PCP and 1.0 undesignated Supervisor</b>	

**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: FY2020-2021

<b>Table 4A Vital Documents List</b>			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Chinatown Lake Merritt BART Safety Improvement Evaluation		X	
Chinatown Slow Streets Engagement two-pager		X	
Regular Sidewalk Notice to Repair (NTR) template	X	X	
CCM Sidewalk Notice to Repair (NTR) template	X	X	
Project Sidewalk Notice to Repair (NTR) template	X	X	
2019 3-Year Paving Plan online Story Map	X	X	
Telegraph Avenue pop-up event and survey flyer	X	X	Amharic, Korean
Lake Merritt Bikeway Improvements Project survey and postcard	X	X	
High Street Paving Project survey and postcard	X	X	
Project MLK postcard	X	X	
Grand Avenue Mobility Plan on-street blackboards		X	Arabic
14 <sup>th</sup> Street Safety Project flyer and boards	X	X	
<b>Total # of vital documents reported =</b>			

<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 – Reception Area	510 238-3961	Completed

<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  
 LES = Limited English-Speaking*

**III. QUALITATIVE ASSESSMENT REPORT**

**A. Bilingual Public Contact Positions Assessment**

**Department Name:**

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
353.08	96.08	10.56	12	YES	4.8	4	NO

Goal = PCP X %

This report covers fiscal year 2020-2021 and data is reported as of June 2021.

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

The Oakland Department of Transportation (OakDOT) meets compliance with the Equal Access to Services Ordinance (EAO) goal for Spanish-Speaking, yet, due to staffing changes did not meet the goal for Chinese-Speaking PCP staff 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 now the equivalent of 64.88 full-time PCT, PCP’s on the roster, and one team member located in the office, who serves on dispatch, with Spanish language skills.

Last assessment period, 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, however, with staffing changes, i.e., via resignation, retirement, etc., over this assessment period, OakDOT experienced a decrease in Chinese Speaking PCP.

Council approved Budget transferred the equivalent of 30.20 total FTE employees; 29.20 classified as Crossing Guards, identified as designated PCP, and 1.0 undesignated Supervisor, from the Oakland Police Department to OakDOT effective the latter part of this assessment period. This action increased the total number of PCP designated positions in OakDOT, however, bilingual status of these employees has yet to be determined. OakDOT will confirm bilingual status during the next assessment period FY21-22.

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. Describe the Department’s effort in outreach, recruitment and hiring of bilingual candidates.  
 The Civil Service Rules and other established City processes serve as the guidelines by which OakDOT conducts its hiring and recruiting. 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. Highlight positive changes, successes, and best practices.  
 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, Maintenance, and 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 additional measures implemented to ensure LES persons are provided with meaningful access to City services.

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	

Department Name:  
 Fiscal Year: FY2020-2021

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

Notices are posted in common direct service delivery areas located at 250 Frank H. Ogawa Plaza, 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. 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 FY21-22, OakDOT will continue to perform a comprehensive assessment of documents to determine if the criteria for being identified as vital documents is met. OakDOT aims to request that identified documents meeting the “Vital Document” criteria be translated into threshold languages.

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

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	

**C. Multilingual Telephone Messages Assessment**

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

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

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

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

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

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

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

**E. Action Plan**

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.  
OakDOT will confirm bilingual status of recently transferred Crossing Guard employees designated as PCP with an intentional focus on achieving Chinese speaking PCP goal.  
Future recruitment and hiring efforts for existing PCT PCP positions may include specific threshold language skills as highly desired and/or include a selective language certification requirement.  
OakDOT will explore the uses of our internal capacity beyond self-identified bilingual (threshold language) speakers as well as explore outreach and public engagement strategies and continued efforts.

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ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP_POS	PCP_LANG	BILINGUAL CERT
35111 - Director's Office	250 FRANK H. OGAWA PL	Administrative Assistant II	06-OCT-03		NO		
35111 - Director's Office	250 Frank Ogawa Plaza	Assistant Director, Public Works Agen	09-JAN-21	YES	NO		
35111 - Director's Office	250 Frank Ogawa Plaza	Assistant to the Director	22-APR-17		NO		
35111 - Director's Office	250 Frank Ogawa Plaza	Director of Transportation	08-MAY-17		NO		
35111 - Director's Office	250 Frank Ogawa Plaza	Executive Assistant to the Director	06-JAN-09		NO		
35111 - Director's Office	250 Frank Ogawa Plaza	Manager, Agency Administrative	29-JUL-17		NO	Chinese/SELF	
35112 - Human Resources	250 Frank Ogawa Plaza	Administrative Analyst I	26-JUL-99		NO		
35112 - Human Resources	250 Frank Ogawa Plaza	Administrative Analyst II	26-OCT-15		NO		
35112 - Human Resources	250 Frank Ogawa Plaza	Payroll Personnel Clerk III	08-OCT-18		NO		
35112 - Human Resources	250 FRANK H. OGAWA PL	Payroll Personnel Clerk III	17-MAR-08		NO		
35112 - Human Resources	PWA FISCAL	Support Services Supervisor	30-SEP-96		NO		
35121 - DOT Fiscal Services	PWA FISCAL	Account Clerk III	19-OCT-19		NO		
35121 - DOT Fiscal Services	250 Frank Ogawa Plaza	Accountant III	15-MAR-99		NO		
35121 - DOT Fiscal Services	250 Frank Ogawa Plaza	Administrative Services Manager I	28-SEP-05		NO		
35211 - Great Streets Delivery Adm	250 Frank Ogawa Plaza	Accountant III	21-SEP-19		NO		
35211 - Great Streets Delivery Adm	250 Frank Ogawa Plaza	Assistant to the Director	23-MAR-19		NO		
35211 - Great Streets Delivery Adm	250 Frank Ogawa Plaza	Engineer, Civil Principal	17-FEB-04		NO		
35211 - Great Streets Delivery Adm	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	21-MAY-18		NO	Tagalog	
35211 - Great Streets Delivery Adm	250 Frank Ogawa Plaza	Transportation Planner I	19-SEP-20	YES	NO		
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	19-OCT-19		NO		
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	30-DEC-17		NO		
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	18-JAN-05		NO		
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	08-FEB-99		NO	Chinese/SELF	
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Civil (Office)	02-JUN-18		NO		
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Civil (Office)	30-DEC-17		NO	BLPay	
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Civil (Office)	07-NOV-16		NO		
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Civil (Office)	18-OCT-10		NO		
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Civil (Office)	04-FEB-91		NO		
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Civil Supervising (Office)	09-JUN-03		NO		
35213 - Complete Streets Pavemen	250 Frank Ogawa Plaza	Construction Inspector (Field)	22-FEB-20		NO		
35213 - Complete Streets Pavemen	250 Frank Ogawa Plaza	Construction Inspector (Field)	07-NOV-16		NO	BLPay	Farsi
35213 - Complete Streets Pavemen	250 Frank Ogawa Plaza	Construction Inspector, Sr (Field)	10-JUN-91		NO		
35213 - Complete Streets Pavemen	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	19-OCT-19		NO		
35213 - Complete Streets Pavemen	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	15-AUG-16		NO	BLPay	Farsi
35213 - Complete Streets Pavemen	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	14-OCT-02		NO		
35213 - Complete Streets Pavemen	250 Frank Ogawa Plaza	Engineer, Civil (Office)	19-FEB-13		NO	Spanish/BL	Spanish
35213 - Complete Streets Pavemen	250 Frank Ogawa Plaza	Engineer, Civil (Office)	07-JUL-03		NO	BLPay	Aramaic
35213 - Complete Streets Pavemen	250 Frank Ogawa Plaza	Engineer, Transportation	30-DEC-17		NO	Vietnamese	Vietnamese
35213 - Complete Streets Pavemen	250 Frank Ogawa Plaza	Project Manager	16-FEB-16		NO		
35213 - Complete Streets Pavemen	250 Frank Ogawa Plaza	Student Trainee, PT	15-JUN-19		NO		
35213 - Complete Streets Pavemen	250 Frank Ogawa Plaza	Transportation Planner II	09-JAN-21	YES	NO		
35213 - Complete Streets Pavemen	250 Frank Ogawa Plaza	Transportation Planner, Senior	18-APR-20		NO		
35214 - Complete Streets Planning	250 Frank Ogawa Plaza	Student Trainee, PT	01-JUL-19		NO		
35214 - Complete Streets Planning	250 Frank Ogawa Plaza	Student Trainee, PT	01-JUN-19		NO		
35214 - Complete Streets Planning	250 Frank Ogawa Plaza	Transportation Planner II	14-NOV-20	YES	NO		
35214 - Complete Streets Planning	250 Frank Ogawa Plaza	Transportation Planner II	26-AUG-17		NO	Vietnamese/SELF	
35214 - Complete Streets Planning	250 Frank Ogawa Plaza	Transportation Planner III	16-MAY-20		NO		
35214 - Complete Streets Planning	250 Frank Ogawa Plaza	Transportation Planner III	02-MAY-20		NO		
35214 - Complete Streets Planning	250 Frank Ogawa Plaza	Transportation Planner, Senior	24-AUG-19		NO		
35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	08-FEB-95		NO		
35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Engineer, Transportation Supervising	02-MAR-88		NO		
35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Engineer, Transportation	30-DEC-17		NO		
35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Engineer, Transportation	21-NOV-16		NO		
35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Engineering Intern, PT	27-JUL-19		NO		

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35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Management Intern, PT	01-JUL-19		NO		
35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Management Intern, PT	01-JUL-19		NO		
35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Traffic Engineering Technician, Senior	08-SEP-18		NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Administrative Assistant II	02-JUN-87		NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	23-JAN-21	YES	NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	09-JAN-21	YES	NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	07-NOV-16		NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	08-NOV-04		NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	11-OCT-04		NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	29-MAR-04		NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	29-MAR-04		NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	09-JUN-03		NO	Chinese/BL	Chinese-Cantonese
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector Sup (Field)	29-JUN-19		NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector, Sr (Field)	15-OCT-01		NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	10-FEB-18		NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	09-JUN-14		NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Engineering Technician II (Office)	30-JUN-18		NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Engineering Technician, Sr (Office)	18-APR-11		NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Engineering Technician, Sr (Office)	11-OCT-04		NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Transportation Planner III	11-AUG-18		NO	Spanish/BL	Spanish
35218 - Survey	7101 Edgewater Dr - Bldg	City Land Surveyor	26-NOV-12		NO		
35218 - Survey	7101 Edgewater Dr - Bldg	Surveying Technician, Sr (Field)	29-JAN-18		NO		
35218 - Survey	7101 Edgewater Dr - Bldg	Surveying Technician, Sr (Field)	02-SEP-08		NO		
35219 - Structures & Emergency Re	250 Frank Ogawa Plaza	Engineer, Assistant I (Office)	07-MAR-20		NO		
35219 - Structures & Emergency Re	250 Frank Ogawa Plaza	Engineer, Civil Supervising (Office)	29-OCT-12		NO		
35219 - Structures & Emergency Re	250 Frank Ogawa Plaza	Engineer, Transportation	30-JUN-18		NO		
35221 - Great Streets Maintenance	7101 Edgewater Drive	Administrative Analyst I	31-OCT-88		NO		
35221 - Great Streets Maintenance	7101 Edgewater Dr - Bldg	Public Works Operations Manager	11-FEB-91		NO		
35222 - Great Streets Maintenance	7101 Edgewater Dr - Bldg	Public Works Supervisor II	25-NOV-98		NO		
35223 - Great Streets Maintenance	7101 Edgewater Dr - Bldg	Heavy Equipment Operator	11-JAN-20		NO		
35223 - Great Streets Maintenance	750 50th Ave.	Heavy Equipment Operator	31-MAR-14		NO		
35223 - Great Streets Maintenance	5050 COLISEUM WAY	Public Works Maintenance Worker	20-APR-19		NO		
35223 - Great Streets Maintenance	5050 COLISEUM WAY	Public Works Maintenance Worker	20-APR-19		NO		
35223 - Great Streets Maintenance	750 50th Ave.	Public Works Maintenance Worker	21-MAY-18		NO		
35223 - Great Streets Maintenance	750 50th Ave.	Public Works Maintenance Worker	06-MAY-17		NO		
35223 - Great Streets Maintenance	5050 COLISEUM WAY	Public Works Maintenance Worker	05-JUL-16		NO		
35223 - Great Streets Maintenance	7101 Edgewater Dr - Bldg	Public Works Maintenance Worker	07-JUN-14		NO		
35223 - Great Streets Maintenance	750 50th Ave.	Public Works Maintenance Worker	17-MAR-14		NO		
35223 - Great Streets Maintenance	7101 Edgewater Dr - Bldg	Public Works Maintenance Worker	13-MAY-13		NO		
35223 - Great Streets Maintenance	750 50th Ave.	Public Works Maintenance Worker	21-DEC-03		NO		
35223 - Great Streets Maintenance	5050 COLISEUM WAY	Public Works Maintenance Worker	04-MAR-00		NO		
35223 - Great Streets Maintenance	5050 COLISEUM WAY	Public Works Maintenance Worker	15-DEC-97		NO		
35223 - Great Streets Maintenance	750 50th Ave.	Public Works Supervisor I	11-DEC-00		NO		
35223 - Great Streets Maintenance	750 50th Ave.	Street Maintenance Leader	15-JUL-17		NO		
35223 - Great Streets Maintenance	750 50th Ave.	Street Maintenance Leader	31-AUG-09		NO		
35223 - Great Streets Maintenance	7101 Edgewater Drive	Street Maintenance Leader	09-MAY-05		NO		
35223 - Great Streets Maintenance	7101 Edgewater Dr - Bldg	Street Maintenance Leader	09-MAY-05		NO		
35223 - Great Streets Maintenance	5921 Shepherd Canyon Rd	Street Maintenance Leader	11-OCT-93		NO		
35223 - Great Streets Maintenance	7101 Edgewater Dr - Bldg	Street Maintenance Leader	07-MAY-90		NO		
35223 - Great Streets Maintenance	750 50th Ave.	Street Maintenance Leader	21-APR-86		NO		
35223 - Great Streets Maintenance	750 50th Ave.	Street Maintenance Leader	14-JAN-85		NO		
35223 - Great Streets Maintenance	750 50th Ave.	Street Maintenance Leader	30-APR-84		NO		
35224 - Great Streets Maintenance	7101 Edgewater Drive	Concrete Finisher	06-MAR-21	YES	NO		
35224 - Great Streets Maintenance	7101 Edgewater Drive	Concrete Finisher	06-MAR-21	YES	NO		
35224 - Great Streets Maintenance	7101 Edgewater Dr - Bldg	Concrete Finisher	06-JUL-04		NO		

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35224 - Great Streets Maintenance	750 50th Ave.	Concrete Finisher	07-MAY-90		NO	
35224 - Great Streets Maintenance	7101 Edgewater Drive	Heavy Equipment Operator	29-APR-13		NO	
35224 - Great Streets Maintenance	750 50th Ave.	Heavy Equipment Operator	12-OCT-87		NO	
35224 - Great Streets Maintenance	7101 Edgewater Dr - Bldg	Public Works Maintenance Worker	19-SEP-20	YES	NO	
35224 - Great Streets Maintenance	750 50th Ave.	Public Works Maintenance Worker	22-FEB-20		NO	
35224 - Great Streets Maintenance	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	11-JAN-20		NO	
35224 - Great Streets Maintenance	5050 COLISEUM WAY	Public Works Maintenance Worker	01-JUN-19		NO	
35224 - Great Streets Maintenance	7101 Edgewater Drive	Public Works Maintenance Worker	20-APR-19		NO	
35224 - Great Streets Maintenance	7101 Edgewater Drive	Public Works Maintenance Worker	20-APR-19		NO	
35224 - Great Streets Maintenance	7101 Edgewater Drive	Public Works Maintenance Worker	20-APR-19		NO	
35224 - Great Streets Maintenance	7101 Edgewater Drive	Public Works Maintenance Worker	28-JUL-18		NO	
35224 - Great Streets Maintenance	7101 Edgewater Drive	Public Works Maintenance Worker	21-MAY-18		NO	
35224 - Great Streets Maintenance	7101 Edgewater Drive	Public Works Maintenance Worker	07-APR-18		NO	
35224 - Great Streets Maintenance	7101 Edgewater Drive	Public Works Maintenance Worker	07-APR-18		NO	
35224 - Great Streets Maintenance	7101 Edgewater Dr - Bldg	Public Works Maintenance Worker	31-MAR-14		NO	
35224 - Great Streets Maintenance	750 50th Ave.	Public Works Maintenance Worker	20-SEP-10		NO	
35224 - Great Streets Maintenance	750 50th Ave.	Public Works Maintenance Worker	30-DEC-91		NO	
35224 - Great Streets Maintenance	7101 Edgewater Drive	Public Works Supervisor I	01-MAR-14		NO	
35224 - Great Streets Maintenance	7101 Edgewater Drive	Public Works Supervisor I	15-DEC-97		NO	
35224 - Great Streets Maintenance	750 50th Ave.	Public Works Supervisor I	04-FEB-91		NO	
35224 - Great Streets Maintenance	7101 Edgewater Drive	Public Works Supervisor II	05-OCT-87		NO	
35224 - Great Streets Maintenance	7101 Edgewater Drive	Street Maintenance Leader	23-NOV-15		NO	
35224 - Great Streets Maintenance	7101 Edgewater Drive	Street Maintenance Leader	05-JAN-15		NO	
35224 - Great Streets Maintenance	7101 Edgewater Drive	Street Maintenance Leader	17-MAR-14		NO	
35224 - Great Streets Maintenance	7101 Edgewater Drive	Street Maintenance Leader	03-AUG-13		NO	
35224 - Great Streets Maintenance	750 50th Ave.	Street Maintenance Leader	20-SEP-10		NO	
35224 - Great Streets Maintenance	7101 Edgewater Dr - Bldg	Street Maintenance Leader	28-JUN-10		NO	
35224 - Great Streets Maintenance	7101 Edgewater Dr - Bldg	Street Maintenance Leader	21-FEB-78		NO	
35224 - Great Streets Maintenance	7101 Edgewater Drive	Temp Contract Svcs Employee, PT	09-FEB-19		NO	
35231 - Street Lighting Admin	7101 Edgewater Dr - Bldg	Administrative Assistant II	22-SEP-03		NO	
35231 - Street Lighting Admin	7101 Edgewater Dr - Bldg	Manager, Electrical Services	27-AUG-90		NO	
35232 - Street Lighting Engineering	7101 Edgewater Dr - Bldg	Electrical Construction & Maint Plann	31-DEC-07		NO	
35233 - Street Lighting Maintenance	7101 Edgewater Dr - Bldg	Electrician	06-JUN-16		NO	
35233 - Street Lighting Maintenance	7101 Edgewater Dr - Bldg	Electrician	02-APR-12		NO	
35233 - Street Lighting Maintenance	7101 Edgewater Dr - Bldg	Electrician	15-SEP-03		NO	
35233 - Street Lighting Maintenance	7101 Edgewater Dr - Bldg	Electrician Helper	02-JAN-07		NO	
35233 - Street Lighting Maintenance	7101 Edgewater Dr - Bldg	Electrician Leader	15-OCT-01		NO	
35241 - Safe Streets Admin	250 Frank Ogawa Plaza	Manager, Transportation	21-MAR-20		NO	
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Public Works Maintenance Worker	22-MAR-21	YES	NO	
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Public Works Maintenance Worker	22-OCT-94		NO	
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Public Works Maintenance Worker	03-SEP-88		NO	
35242 - Complete Streets Maintenance	250 Frank Ogawa Plaza	Public Works Supervisor I	17-MAR-14		NO	
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Public Works Supervisor I	18-JAN-05		NO	
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Public Works Supervisor II	18-SEP-89		NO	
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Sign Maintenance Worker	22-AUG-20	YES	NO	
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Sign Maintenance Worker	03-JUN-17		NO	
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Sign Maintenance Worker	06-JUL-15		NO	
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Sign Maintenance Worker	02-FEB-15		NO	
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Sign Maintenance Worker	24-NOV-14		NO	
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Sign Maintenance Worker	08-JUL-13		NO	
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Sign Maintenance Worker	14-OCT-02		NO	
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Traffic Painter	10-JUN-02		NO	
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Traffic Painter	08-DEC-97		NO	
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Traffic Painter	21-JAN-92		NO	
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Traffic Painter	26-FEB-90		NO	

Dept of Transportation

35242 - Complete Streets Maintena	7101 Edgewater Drive	Traffic Sign Maker	11-JAN-20		NO		
35244 - Neighborhood Traffic Safet	250 Frank Ogawa Plaza	Engineer, Assistant I (Office)	08-AUG-20	YES	NO		
35244 - Neighborhood Traffic Safet	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	30-NOV-19		NO		
35244 - Neighborhood Traffic Safet	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	16-SEP-02		NO		
35244 - Neighborhood Traffic Safet	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	02-JUL-01		NO		
35244 - Neighborhood Traffic Safet	250 Frank Ogawa Plaza	Engineer, Transportation Supervising	28-APR-97		NO		
35244 - Neighborhood Traffic Safet	250 Frank Ogawa Plaza	Engineer, Transportation	07-OCT-17		NO		
35244 - Neighborhood Traffic Safet	250 Frank Ogawa Plaza	Engineer, Transportation	23-SEP-17		NO		
35245 - Bicycle & Pedestrian Progra	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	18-AUG-14		NO		
35245 - Bicycle & Pedestrian Progra	250 Frank Ogawa Plaza	Engineer, Transportation	26-AUG-17		NO		
35245 - Bicycle & Pedestrian Progra	7101 Edgewater Dr - Bldg	Spatial Data Analyst III	11-APR-16		NO		
35245 - Bicycle & Pedestrian Progra	250 Frank Ogawa Plaza	Transportation Planner I	15-DEC-18		NO		
35245 - Bicycle & Pedestrian Progra	250 Frank Ogawa Plaza	Transportation Planner II	14-FEB-17		NO	Spanish/BL	Spanish
35245 - Bicycle & Pedestrian Progra	250 Frank Ogawa Plaza	Transportation Planner III	19-MAR-01		NO		
35245 - Bicycle & Pedestrian Progra	250 Frank Ogawa Plaza	Transportation Planner, Senior	13-NOV-01		NO		
35246 - Major Corridor Multimoda	7101 Edgewater Dr - Bldg	Electrical Supervisor	21-MAR-95		NO		
35246 - Major Corridor Multimoda	7101 Edgewater Dr - Bldg	Electrician	10-NOV-14		NO		
35246 - Major Corridor Multimoda	7101 Edgewater Dr - Bldg	Electrician	15-APR-13		NO		
35246 - Major Corridor Multimoda	7101 Edgewater Dr - Bldg	Electrician	17-DEC-07		NO		
35246 - Major Corridor Multimoda	7101 Edgewater Dr - Bldg	Electrician	31-JAN-05		NO		
35246 - Major Corridor Multimoda	7101 Edgewater Dr - Bldg	Electrician Leader	16-DEC-96		NO		
35246 - Major Corridor Multimoda	250 Frank Ogawa Plaza	Engineer, Transportation Supervising	31-OCT-20	YES	NO		
35246 - Major Corridor Multimoda	250 Frank Ogawa Plaza	Transportation Planner II	12-JAN-19		NO		
35247 - Mobility Management	250 Frank Ogawa Plaza	Engineering Technician II (Office)	01-DEC-18		NO		
35247 - Mobility Management	250 Frank Ogawa Plaza	Program Analyst I	07-APR-18		NO		
35247 - Mobility Management	250 Frank Ogawa Plaza	Student Trainee, PT	01-JUL-19		NO		
35247 - Mobility Management	250 Frank Ogawa Plaza	Student Trainee, PT	01-JUN-19		NO		
35247 - Mobility Management	250 Frank Ogawa Plaza	Student Trainee, PT	01-JUN-19		NO		
35247 - Mobility Management	250 Frank Ogawa Plaza	Transportation Planner II	25-JUL-20	YES	NO		
35247 - Mobility Management	250 Frank Ogawa Plaza	Transportation Planner II	25-JUL-20	YES	NO		
35247 - Mobility Management	250 Frank Ogawa Plaza	Transportation Planner III	18-NOV-17		NO	Spanish/SELF	
35311 - Parking Management Adm	250 Frank Ogawa Plaza	Project Manager II	25-MAR-13		NO		
35321 - Parking Meter Repair	250 Frank Ogawa Plaza	Parking Meter Repair Worker	08-JUL-13		NO		
35321 - Parking Meter Repair	250 Frank Ogawa Plaza	Parking Meter Repair Worker	17-JAN-06		NO		
35321 - Parking Meter Repair	250 Frank Ogawa Plaza	Parking Meter Repair Worker	03-JAN-05		NO		
35321 - Parking Meter Repair	250 Frank Ogawa Plaza	Parking Meter Repair Worker	04-MAR-02		NO		
35321 - Parking Meter Repair	250 Frank Ogawa Plaza	Parking Meter Repair Worker	02-SEP-97		NO		
35321 - Parking Meter Repair	250 Frank Ogawa Plaza	Parking Meter Repair Worker	26-AUG-86		NO		
35321 - Parking Meter Repair	250 Frank Ogawa Plaza	Public Works Supervisor I	15-DEC-97		NO		

Department Name:  
Fiscal Year: FY2020-2021



CITY OF OAKLAND

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, 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 July 14, 2021.

A handwritten signature in black ink, appearing to read 'Guillermo Cespedes'.

Guillermo Cespedes (Jul 14, 2021 18:48 PDT)

Guillermo Cespedes, Chief of Violence Prevention

Department Name:  
Fiscal Year: FY2020-2021

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	Guillermo Cespedes	Mailee Wang	Mailee Wang
Title	Chief of Violence Prevention	Planner & Acting ASMI	Planner & Acting ASMI
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	510-238-6892	510-238-6892
Email	gcespedes@oaklandca.gov	mwang@oaklandca.gov	mwang@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	17.8		New Hires		
Public Contact Positions (PCP)	13	73%	New PCP Hires	5	100%
PCP With Spanish Language Skill	5	28 %	New PCP Hires with SP Skill	1	20%
PCP With Chinese Language Skill	0	0 %	New PCP Hires with CH Skill	0	%

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

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

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	X Yes – Please describe below
The Oakland Unite unit of the Human Services Department was restructured into the Department of Violence Prevention, thus increasing the department’s personnel from 3 to 17.8 FTE positions that are filled. Per the 21-23 budget, 5 positions are vacant and will be filled this fiscal year.	

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

Department Name:  
 Fiscal Year: FY2020-2021

<b>Table 4A Vital Documents List</b>			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Service Enrollment Form – Spanish and Cantonese	yes	yes	
Program Consent – Spanish and Cantonese	yes	yes	
Violence Prevention Service Flyers – Spanish and Cantonese	yes	yes	
Violence Prevention Brochure – Spanish and Cantonese	yes	yes	
<b>Total # of vital documents reported =</b>	4	4	

<b>Table 4B. Vital Documents Status Summary</b>	
Department's known vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes
The DVP has the following materials translated in Spanish and Cantonese:	
<ul style="list-style-type: none"> <li>• Service Enrollment Form – Spanish and Cantonese</li> <li>• Program Consent – Spanish and Cantonese</li> <li>• Violence Prevention Service Flyers – Spanish and Cantonese</li> <li>• Violence Prevention Brochure – Spanish and Cantonese</li> </ul>	

<b>Table 5. Multilingual Telephone Recordings</b>		
Location Description	Telephone Number	Status
150 Frank Ogawa, 4 <sup>th</sup> Floor, Sara Serin-Christ, PAII	510-238-23718	Spanish Translation set up

<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  
 LES = Limited English-Speaking*

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

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

**Department Name:**

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
17.8	13	11%	5	Yes	0	0	DNA

Goal = PCP X %

This report covers fiscal year 2020-2021 and data is reported as of July 2021.

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

The DVP Chief of Violence Prevention began his tenure on 9/23/19 and the Deputy Chief began tenure on 6/29/20. During this fiscal year, all violence prevention services, programming and staff were transferred from HSD to the DVP as of 7/1/20. Much work has been done to access the department's priority population which has been informed by a third part evaluator. Data shows the priority population served by the DVP is approximately 75% African American, 23% Latinx and 2% other living in neighborhoods hit hardest by gun violence, sex trafficking, domestic violence and COVID infection. Staff closely reflect the population served with 50% who identify as African American, 33% Latinx, and 17% as other. Since the Chinese community is not typically served by the DVP, the department works with the Equal Access Office (EAO) for translation services when/if needed.
  
2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.
 

Since Chinese are not typically served by the DVP, the department enlists the EAO when translation support is needed. 28% of the DVP are Spanish speaking so a recruitment for bilingual candidates is not necessary.
  
3. Highlight positive changes, successes, and best practices.
  - The DVP hosted a series of Town Halls this fiscal year and intentionally engaged the Asian community in light of the uptick in hate crimes. A special Town Hall was dedicated to the Asian community (Chinese, Pacific Islander, Korean and Cambodian) with a Cantonese translator and the other Town Halls also had Spanish and Cantonese translators from the EAO.
  - We have also utilized EAO to translate a Family System Clinical Orientation Model Manual this fiscal year.
  - The Spanish-Certified staff on our team translated outreach and event materials into Spanish.
  - Currently our violence prevention brochure and flyer are translated to Spanish and Cantonese. As the DVP develops new communications materials we will work with the EAO for new translated materials.
  
4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

The DVP 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 has several Spanish speaking staff and we are also fortunate to share an office space with HSD who has a few Cantonese speaking staff in our office space and are always willing to provide translation support if necessary.

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

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

The DVP shares temporary office space with the Human Services Department at 150 Frank Ogawa Plaza, 4<sup>th</sup> floor. The office space has translated signs in Spanish and Cantonese at the front of entrance of each door on the 4<sup>th</sup> floor.

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

The DVP has the following materials translated in Spanish and Cantonese:

- Service Enrollment Form – Spanish and Cantonese
- Program Consent – Spanish and Cantonese
- Violence Prevention Service Flyers – Spanish and Cantonese
- Violence Prevention Brochure – Spanish and Cantonese

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

Outreach flyers and family systems training manual was translated into Spanish in FY 20-21.

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

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

The following phone line has a voicemail translated into Spanish, 510-238-3718. The DVP has submitted a request to EAO to set-up a translated voice message in Spanish and Cantonese.

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

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

Event materials are translated into Spanish for public facing staff to distribute during their outreach efforts. Also, targeted outreach is made to representatives of the Chinese and Pacific Islander LES populations to share information about upcoming and relevant events. Once a head count is received, we coordinate with the EAO for translation service.

Department Name:  
Fiscal Year: FY2020-2021

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

The DVP has not received any access complaints to our knowledge.

### **E. Action Plan**

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

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

The DVP hopes to hire a Public Information Officer this FY to develop new communication materials and will schedule a meeting with the EAO 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.

Dept Violence Prevention

FY2020-21

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP_POSITI	PCP_LANG_1	BILINGUAL CERT
70111 - Violence Prevention Admi	150 Frank Ogawa Plaza	Chief of Violence Prevention	23-SEP-19		YES	Spanish	No
70111 - Violence Prevention Admi	150 Frank Ogawa Plaza	Deputy Chief of Violence Prevention	27-JUN-20		YES	English	No
70111 - Violence Prevention Admi	150 Frank Ogawa Plaza	Executive Assistant to the Director	05-SEP-20	YES	NO	English	No
70211 - Oakland Unite	150 Frank Ogawa Plaza	Administrative Assistant I, PPT	11-SEP-13		NO	English	No
70211 - Oakland Unite	150 Frank Ogawa Plaza	Case Manager I	10-FEB-14		YES	English	No
70211 - Oakland Unite	150 Frank Ogawa Plaza	Case Manager I, PT	06-FEB-21	YES	YES	English	No
70211 - Oakland Unite	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	17-APR-21	YES	YES	English	No
70211 - Oakland Unite	150 Frank Ogawa Plaza	Health & Human Services Program Planner	09-NOV-15		NO	English	No
70211 - Oakland Unite	150 Frank Ogawa Plaza	Health & Human Services Program Planner	13-OCT-14		NO	English	No
70211 - Oakland Unite	150 Frank Ogawa Plaza	Manager, Human Services	01-MAR-14		YES	English	No
70211 - Oakland Unite	150 Frank Ogawa Plaza	Outreach Developer	21-SEP-09		YES	Spanish	No
70211 - Oakland Unite	150 Frank Ogawa Plaza	Program Analyst I	08-AUG-20	YES	YES	Spanish	No
70211 - Oakland Unite	150 Frank Ogawa Plaza	Program Analyst I	20-OCT-08		YES	English	No
70211 - Oakland Unite	150 Frank Ogawa Plaza	Program Analyst II	07-MAY-18		NO	English	No
70211 - Oakland Unite	150 Frank Ogawa Plaza	Program Analyst II	15-JAN-18		YES	English	No
70211 - Oakland Unite	150 Frank Ogawa Plaza	Program Analyst II	07-DEC-15	YES	YES	English	No
70211 - Oakland Unite	150 Frank Ogawa Plaza	Program Analyst II	19-AUG-13		NO	Spanish	No
70211 - Oakland Unite	150 Frank Ogawa Plaza	Program Analyst II	24-JAN-11		YES	Spanish	Yes
70211 - Oakland Unite	150 Frank Ogawa Plaza	Program Analyst III	20-FEB-07		YES	English	No

Department Name:  
Fiscal Year: FY2020-2021



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, Deborah Barnes, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for [Department of Workplace and Employment Standards] was submitted on July 15, 2021]

*Deborah L. Barnes*

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Deborah Barnes, Director

**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	DEBORAH BARNES	MARY MAYBERRY	MARY MAYBERRY
Title	DIRECTOR	ASM I	ASM I
Address	250 FHOP #3341	250 FHOP #3341	250 FHOP #3341
Phone#	(510) 238-6270	(510) 238-7324	(510) 238-7324
Email	DBARNES@OAKLANDCA.GOV	MMAYBERRY@OAKLANDCA.GOV	MMAYBERRY@OAKLANDCA.GOV

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	18.0		New Hires	1 (tcse)	
Public Contact Positions (PCP)	11.0	100%	New PCP Hires	1	100%
PCP With Spanish Language Skill	2	18%	New PCP Hires with SP Skill	1	100%
PCP With Chinese Language Skill	1	9%	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
TCSE – CONTRACT COMPLIANCE OFFICER ASST	<input checked="" type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
ADMINISTRATION UNIT	Director Administrative Services Manager I Business Analyst III Office Assistant II
WORKPLACE & EMPLOYMENT STANDARDS UNIT	Deputy Director Contract Compliance Officer Senior Contract Compliance Officer Employment Service Supervisor Job Developer
CONTRACTS UNIT	Administrative Analyst II
COMPLIANCE UNIT	Contract Compliance Supervisor Contract Compliance Officer Senior Contract Compliance Officer Contract Compliance Field Technician

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 ORGANIZATION STRUCTURE CHANGED FROM A DIVISION WITHIN THE CITY ADMINISTRATOR'S OFFICE (DIVISION OF CONSTRUCTS AND COMPLIANCE) TO A STAND ALONE DEPARTMENT. (DEPARTMENT OF WORKPLACE AND EMPLOYMENT STANDARDS)	

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.

Department Name: DWES  
 Fiscal Year: FY2020-2021

<b>Table 4A Vital Documents List</b>			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Minimum Wage Enforcement Poster	y	y	Vietnamese
Minimum Wage Claim form	y	y	Vietnamese
Emergency Paid Sick Leave Poster	y	y	Vietnamese
Emergency Paid Sick Leave Claim form	y	y	Vietnamese
Right to Recall Poster	y	y	Vietnamese
Right to Recall Claim form	y	y	Vietnamese
<b>Total # of vital documents reported =</b>			

<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
Main Line - DWES	238-3970	In process

<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).

**III. QUALITATIVE ASSESSMENT REPORT**

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

**A. Bilingual Public Contact Positions Assessment**

**Department Name: WORKPLACE & EMPLOYMENT STANDARDS**

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
18.0	11.0	11% = 1	2	YES	5%=.5	1	YES

Goal = PCP X %

This report covers fiscal year 2020-2021 and data is reported as of June 2020.

1. Provide an assessment of the Department’s effort to achieve compliance with the Equal Access Ordinance (EAO). The Department of Workplace and Employment Standards is comprised of a total of 18.0 Full-Time Employees (FTE). Of the 18.0 FTEs, 11.0 are Public Contact Positions (PCP). As set forth in the EAO, the Spanish speaking PCP goal for DWES is 11% which equals 1.2 FTEs. Currently DWES has a total of two (2) Spanish-speaking FTEs that are PCP, which exceeds the Spanish-speaking PCP goal for the office. In regards to the Chinese-speaking PCP, DWES goal is 5%, which equates to .5 FTEs. The Department has one (1) Chinese-speaking PCP. There are three (3) non-PCP staff and four (4) vacancies.

For the period covered by this report there was only one (1) new hire, a temporary contract services employee (TCSE). This position was a PCP and the hire was Spanish speaking.

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

Because of the nature of the work (serving BIPOC) we are obligated to outreach to bilingual candidates. We anticipate recruiting and hiring for several newly acquired positions and current vacancies (unfrozen positions) in the upcoming fiscal year. We will work closely with Human Resources to recruit and hire qualified PCP staff to fill these positions.

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

Hiring bilingual staff has improved our ability to outreach to targeted BIPOC communities to provide information on the availability of City services, and aid citizens whose language barriers made it difficult to do business with the City. During the Shelter-in-Place caused by the COVID pandemic, every effort has been made to provide essential services to BIPOC while honoring COVID protocols.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services. DWES has made every effort to ensure that documents required by the public are provided in Spanish, Chinese and Vietnamese, working closely with the Equal Access Office to ensure vital documents are translated into the requisite languages. Staff are on hand to provide translation services as needed for LES persons who visit the office.

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

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted. Front desk counter, department website
2. Describe the percentage of vital documents translated into threshold language(s). 80% What is the corrective action plan and timeline in getting the rest of the documents translated? Some of the documents we use are of a technical nature and quite large. Translation of these documents is cost-prohibitive as they are difficult to translate. Assistance is provided on a case-by-case basis.
3. Describe other materials the Department has provided in multiple languages?

Emergency paid Sick Leave Poster	Spanish, Chinese, Vietnamese
Emergency Paid Leave Claim Form	Spanish, Chinese, Vietnamese
Right to Recall Poster	Spanish, Chinese, Vietnamese
Right to Recall Claim Form	Spanish, Chinese, Vietnamese
Measure FF (Minimum Wage) Poster	Spanish, Chinese, Vietnamese
Measure FF (Minimum Wage) Claim Form	Spanish, Chinese, Vietnamese
Measure Z poster	Spanish, Chinese, Vietnamese

**C. Multilingual Telephone Messages Assessment**

1. Provide an assessment on the provision of multilingual messages and hotlines. Our main line is translated into Spanish and Chinese. The line must be revised to reflect the changes in the department structure. This task will be completed once funds are identified.

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

1. Describe outreach efforts to communicate and engage LES populations.  
The predominance of our client outreach is to BIPOC communities. Every effort is made to provide materials in appropriate languages. Also, staff is on hand to provide translation serves when needed while site visits are being conducted or in meetings with LES clients.
2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s). none (0)

Department Name:  
Fiscal Year: FY2020-2021

### **E. Action Plan**

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.  
DWES will continue to identify and employ initiatives to simplify access to City services for LES clients. Posting of outreach materials in areas frequented by LES individuals is on-going. We will continue to work closely with Equal Access and Human Resources to recruit and hire persons with other language skills for future vacancies as they arise.

Dept of Workforce And Employment Standard

FY2020-21

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP_POSI	PCP_LANG_1	BILINGUAL
67111 - Administrative Support	250 FRANK H. OGAWA PL	Administrative Services Manager I	17-FEB-98		NO		
67111 - Administrative Support	250 FRANK H. OGAWA PL	Business Analyst III	26-MAY-98		NO		
67111 - Administrative Support	250 FRANK H. OGAWA PL	Director of Workplace & Employment Stnd	11-MAY-98		NO		
67211 - Workplace Standards	250 FRANK H. OGAWA PL	Contract Compliance Officer	13-SEP-07		YES	Spanish	Spanish
67211 - Workplace Standards	250 FRANK H. OGAWA PL	Contract Compliance Officer, Sr.	01-JUN-15		YES	Spanish	Spanish
67211 - Workplace Standards	250 FRANK H. OGAWA PL	Employment Services Supervisor	13-SEP-04		YES	English	
67211 - Workplace Standards	250 FRANK H. OGAWA PL	Job Developer	31-AUG-87		YES	English	
67311 - Contracts	250 FRANK H. OGAWA PL	Administrative Analyst II	11-FEB-08		YES	Chinese	Chinese
67311 - Contracts	250 FRANK H. OGAWA PL	Administrative Analyst II	06-NOV-06		YES	Cambodian	
67411 - Compliance	250 FRANK H. OGAWA PL	Contract Compliance Field Technician	17-AUG-15		YES	English	
67411 - Compliance	250 FRANK H. OGAWA PL	Contract Compliance Officer	12-MAY-98		YES	Cambodian	
67411 - Compliance	250 FRANK H. OGAWA PL	Contract Compliance Officer, Assistant	22-JAN-08		YES	English	
67411 - Compliance	250 FRANK H. OGAWA PL	Contract Compliance Officer, Sr.	08-OCT-91		YES	English	
67411 - Compliance	250 FRANK H. OGAWA PL	Contract Compliance Supervisor	06-OCT-86		YES	English	

Department Name:  
Fiscal Year: FY2020-2021



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, City Council, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for City Council was submitted on 8/30/21.



Nikki Fortunato Bas

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Nikki Fortunato Bas, Council President

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

## II. QUANTITATIVE ASSESSMENT REPORT

Department Name: City Council

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Nikki Fortunato Bas	Susan A. Sanchez	Susan A. Sanchez
Title	Council President	Executive to City Council	Executive to City Council
Address	1 Frank H. Ogawa Plaza Ste. 226 Oakland, Ca 94612	1 Frank H. Ogawa Plaza Ste. 226 Oakland, Ca 94612	1 Frank H. Ogawa Plaza Ste. 226 Oakland, Ca 94612
Phone#	510 238-7002	510 238-6917	510 238-6917
Email	<a href="mailto:NFBas@Oaklandca.gov">NFBas@Oaklandca.gov</a>	<a href="mailto:SASanchez@Oaklandca.gov">SASanchez@Oaklandca.gov</a>	SASanchez@Oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	39		New Hires	16	
Public Contact Positions (PCP)	39	100%	New PCP Hires	16	100%
PCP With Spanish Language Skill	4	10.25%	New PCP Hires with SP Skill	2	13%
PCP With Chinese Language Skill	0	0 %	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)	
Council Administration	
District One Unit	
District Two Unit	
District Three Unit	
District Four Unit	
District Five Unit	
District Six Unit	
District Seven Unit	
Council At Large	

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.

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

<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:	

<b>Table 5. Multilingual Telephone Recordings</b>		
Location Description	Telephone Number	Status
District 5 - Department voice mail	510 238-7005	Completed

<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).

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

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

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

**Department Name: City Council**

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	11% GOAL	STAFF	GOAL MET?	5% GOAL	STAFF	GOAL MET?
39	39	4	4	YES	2	0	NO

Goal = PCP X %

This report covers fiscal year 2020-2021 and data is reported as of June 2020.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).  
 The City Council office has made every effort to comply with the Equal Access Ordinance (EAO). We have had a minimal change to staff during this COVID pandemic. When there were openings, we have found it difficult to find candidates that have the qualifications to meet the linguistic needs of our diverse districts. Note that the District 2 Office had a Chinese (Cantonese and Mandarin) speaking staff person until January 2021 and is working to ensure Chinese language capacity in a variety of ways including with partners and volunteers.
  
2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.  
 The City Council office has included the following statement in the job postings, "it would be useful for candidates to be bilingual when applying for the position". However, the applicants are few and compliance is difficult. Because of the office closure and lack of foot traffic, we have hired those to meet the needs of our constituents for each district office.
  
3. Highlight positive changes, successes, and best practices.  
 Before the closure, the Council offices had utilized the interpretation services to accommodate constituents in the Council reception area. Recently, the Council office has used interpreters for community and Council meetings. In the upcoming months, we anticipate utilizing all functions the City of Oakland Equal Access Department.
  
4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.  
 Recognizing that limited English Speaking can telephone Council offices at any time and may speak a language not spoken by any PCP, all Councilmembers and their staff now have access to translation services via Language Line. A sticker with information on accessing the service has been affixed to every Council phone. Additionally, limited English Speaking who arrive at the Council's reception desk now see a sign on prominent display on which they can point to their language, enabling the receptionist to put them in touch with a Language interpreter.

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

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

At the City Council's Reception desk at City Hall, 1 Frank Ogawa Plaza Suite 226, Oakland, Ca on prominent display is a sign provided by Language Line Services announcing that interpretation services are available in Multiple languages. Each Council office has received

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

Each Councilmember determines which documents need to be translated for distribution to monolingual constituents. The Council Office does not have a tally of all documents disseminated from council offices nor a tally of those that have been translated into Chinese or Spanish languages.

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

As a practical matter, when Councilmembers have a constituent population with a large number of Spanish or Chinese speakers, meeting announcements are printed in that language as well as English.

**C. Multilingual Telephone Messages Assessment**

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

Historically, the City Council Front Counter reception phone line is in compliance with Equal Access Ordinance and is equipped with voice recordings in English, Spanish, Cantonese and Mandarin. However, because of the "Shelter in Place" order our main phone line is in English only.

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

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

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

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

None received.

**E. Action Plan**

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

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

City Council

FY2020-2021

ORGANIZATION	ADDRESS_	JOB_CLASS	HIRE_DATE	NEW	PCP	PCP_LANG
00011 - Council Administration Unit	1 Frank Ogawa Plaza	City Council PSE 14	13-JUL-19		YES	
00011 - Council Administration Unit	1 Frank Ogawa Plaza	City Council PSE 14, PPT	05-JAN-21	YES	YES	
00011 - Council Administration Unit	1 Frank Ogawa Plaza	City Council PSE-51	03-AUG-98		YES	
00011 - Council Administration Unit	1 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	04-OCT-16		YES	
00111 - District One Unit	1 Frank Ogawa Plaza	City Council PSE 14	23-JAN-21	YES	YES	
00111 - District One Unit	1 Frank Ogawa Plaza	City Council PSE 14	30-APR-19		YES	
00111 - District One Unit	1 Frank Ogawa Plaza	City Council PSE 14	07-JAN-13		YES	
00111 - District One Unit	1 Frank Ogawa Plaza	City Council PSE-51	16-NOV-19		YES	
00111 - District One Unit	1 Frank Ogawa Plaza	Council Member	07-JAN-13		YES	
00211 - District Two Unit	1 Frank Ogawa Plaza	City Council PSE 14	04-FEB-19		YES	
00211 - District Two Unit	1 Frank Ogawa Plaza	City Council PSE 14, PPT	22-JAN-19		YES	
00211 - District Two Unit	1 Frank Ogawa Plaza	City Council PSE-51	07-JAN-19		YES	
00211 - District Two Unit	1 Frank Ogawa Plaza	Council Member	07-JAN-19		YES	
00311 - District Three Unit	1 Frank Ogawa Plaza	City Council PSE 14	18-JAN-21	YES	YES	
00311 - District Three Unit	1 Frank Ogawa Plaza	City Council PSE 14	04-JAN-21	YES	YES	
00311 - District Three Unit	1 Frank Ogawa Plaza	City Council PSE 14, PT	22-MAR-21	YES	YES	
00311 - District Three Unit	1 Frank Ogawa Plaza	City Council PSE-51	04-JAN-21	YES	YES	
00311 - District Three Unit	1 Frank Ogawa Plaza	Council Member	04-JAN-21	YES	YES	
00411 - District Four Unit	1 Frank Ogawa Plaza	City Council PSE 14	07-MAR-20		YES	
00411 - District Four Unit	1 Frank Ogawa Plaza	City Council PSE 14	21-SEP-19		YES	
00411 - District Four Unit	1 Frank Ogawa Plaza	City Council PSE 14	21-SEP-19		YES	
00411 - District Four Unit	1 Frank Ogawa Plaza	Council Member	01-JUL-14		YES	
00511 - District Five Unit	1 Frank Ogawa Plaza	City Council PSE 14	06-FEB-21	YES	YES	
00511 - District Five Unit	1 Frank Ogawa Plaza	City Council PSE 14	01-FEB-21	YES	YES	
00511 - District Five Unit	1 Frank Ogawa Plaza	City Council PSE 14	14-SEP-20	YES	YES	spanish
00511 - District Five Unit	1 Frank Ogawa Plaza	City Council PSE 14, PPT	31-AUG-20	YES	YES	
00511 - District Five Unit	1 Frank Ogawa Plaza	City Council PSE 14, PPT	11-JAN-20		YES	
00511 - District Five Unit	1 Frank Ogawa Plaza	City Council PSE 14, PPT	05-MAR-18		YES	
00511 - District Five Unit	1 Frank Ogawa Plaza	Council Member	07-JAN-13		YES	spanish
00611 - District Six Unit	1 Frank Ogawa Plaza	City Council PSE 14	23-JAN-21	YES	YES	
00611 - District Six Unit	1 Frank Ogawa Plaza	City Council PSE 14	13-JAN-20		YES	
00611 - District Six Unit	1 Frank Ogawa Plaza	City Council PSE-51	07-JAN-19		YES	
00611 - District Six Unit	1 Frank Ogawa Plaza	Council Member	07-JAN-19		YES	
00711 - District Seven Unit	1 Frank Ogawa Plaza	City Council PSE 14	04-JAN-21	YES	YES	
00711 - District Seven Unit	1 Frank Ogawa Plaza	City Council PSE 14	04-JAN-21	YES	YES	Spanish
00711 - District Seven Unit	1 Frank Ogawa Plaza	City Council PSE-51	08-FEB-20		YES	
00711 - District Seven Unit	1 Frank Ogawa Plaza	Council Member	04-JAN-21	YES	YES	
00911 - Council At Large Unit	1 Frank Ogawa Plaza	City Council PSE 14	06-JAN-20		YES	
00911 - Council At Large Unit	1 Frank Ogawa Plaza	City Council PSE 14	19-MAR-18		YES	Spanish
00911 - Council At Large Unit	1 Frank Ogawa Plaza	City Council PSE 14, PPT	12-DEC-20	YES	YES	
00911 - Council At Large Unit	1 Frank Ogawa Plaza	City Council PSE-51	18-APR-20		YES	
00911 - Council At Large Unit	1 Frank Ogawa Plaza	Council Member	05-JAN-09		YES	

\*Note - One Spanish-speaking City Council PSE left the City before the end of this fiscal year, thus not counted in this report.