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OAKLAND

# AGENDA REPORT

2014 SEP -3 PM 2: 56

**TO: HENRY L. GARDNER**  
**INTERIM CITY ADMINISTRATOR**

**FROM: Anil Comelo**

**SUBJECT: Equal Access Annual Compliance Report**

**DATE: September 16, 2014**

City Administrator  
Approval

Date

8/27/14

**RECOMMENDATION**

**COUNCIL DISTRICT: City-Wide**

Staff recommends that City Council accepts the Annual Equal Access to Services Ordinance (Ordinance No. 12324 CMS) Compliance Report for Fiscal Year 2013-2014.

**EXECUTIVE SUMMARY**

The following report serves as the City Administrator's Annual Compliance Plan and Report regarding the implementation of the Equal Access to Services Ordinance (Ordinance No. 12324 C.M.S., OMC Section 2.30) and Settlement Agreement for the period July 1, 2013 through June 30, 2014. This document provides a detailed reporting of the City's compliance activities and makes recommendations for areas of improvement.

**BACKGROUND/LEGISLATIVE HISTORY**

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

The City organization has undergone structural changes this year. On March 19, 2014, department names and structures have been confirmed and approved by the City Council through an amendment to the Oakland Municipal Code Section 2.29. Names and structures reported in this document follow current language in the Municipal Code. Economic & Workforce Development programs were reported under the City Administrator's Office in the last reporting year. The Economic & Workforce Development Department (EWD) was established as an individual department and submitted its own EAO Annual Compliance Plan this year. Analysis shows there are no major changes to the program functions and public contact elements.

Item: \_\_\_\_\_  
Finance & Management Committee  
September 16, 2014

## **KEY COMPLIANCE HIGHLIGHTS**

During the period of July 1, 2013 through June 30, 2014, the City demonstrated progress in implementing the Annual Compliance Plan (ACP) of providing equal access to services for limited-English speaking (LES) person. Key compliance accomplishments are highlighted here:

- More bilingual employees are working at public contact positions (PCP) that provide direct services or information to the public. Positive changes were evidenced in the number of Spanish-speaking PCP employee and the number of Chinese-speaking PCP employee. Statistics showed a 12.6 % of increase in the number of bilingual public contact employees. Successful recruitment strategy and employee retention effort contributed to this positive impact. *(See Table 3 & 4 of this report for statistical comparison between two fiscal years)*
- Overall awareness in Equal Access to City Services was elevated. 17 mid-year review sessions and 14 hands-on training sessions were implemented to keep an on-going dialogue among City organizations, hiring managers, and Language Access Coordinators. 1,000 color posters, 3,000 thousand language line stickers, and 6,000 downtown directories were printed to further promote availability of language access services. City organizations (other than public safety departments) showed an increase of 157 % in the usage of the language line services. *(See Table 8 for language line service usage)*
- City departments implemented new measures to enhance service to LES population. Oakland Public Works increased the number of bilingual employees at the Call Center and initiated new tracking system to record service request received by language. Oakland Public Library implemented bilingual story-time, Spanish Conversation Groups and bilingual Lawyers in the Library program. Oakland Parks & Recreation offered bilingual play-groups at Recreation Centers. Oakland Police Department engaged in collaborative efforts with local Asian/ Latino organizations to ensure bilingual candidates were afforded opportunities to compete in entry-level positions. Mayor's Office organized a Spanish-speaking townhall meeting, and planning is underway for a Chinese-speaking townhall meeting.
- Annual reporting process was streamlined. Annual Compliance Plan reporting templates were updated to reflect current City structures and names. Employee language skill and PCP characteristics were incorporated as part of the City-wide official employee database. Data reflected real-time changes as changes took place in the payroll system. *(See PCP Staffing Report attached to departmental ACP)*
- Timeline was improved. The community has expressed interest in having a longer and earlier review period on the Annual Compliance Plan in the summer. The Annual Compliance Plan and its supporting documents are normally comprised of over 200 pages of materials. The 2013-2014 Annual Compliance Plan draft was made available for LES community groups review in less than 20 working days after the reporting year concluded.

## A. CITY-WIDE ASSESSMENT

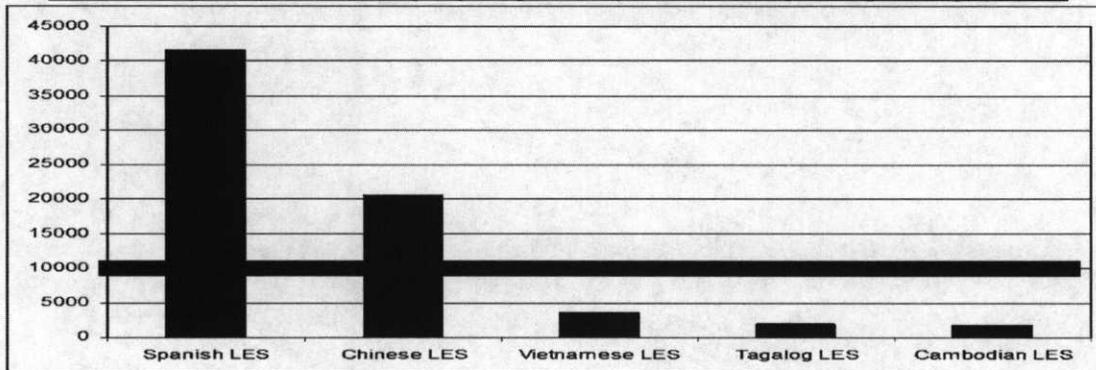
There are four key areas of compliance:

(1) Equal Access to Services: Utilizing sufficient bilingual employees in Public Contact Positions (PCP), City departments shall provide the same level of service to members of the substantial limited English speaking (LES) groups as they provide English speakers. (2) Translation of Documents: Vital documents provided to the public are to be translated into languages spoken by the substantial LES groups. (3) Telephone Recordings: City departments are to maintain recorded telephone messages in languages spoken by substantial LES groups. (4) Communication Procedures: City departments report whether they have procedures to facilitate communication with LES groups including a method of responding to complaints.

### 1. Equal Access to Services

Utilizing sufficient bilingual employees in PCP, City departments strives to provide the same level of service to members of the substantial LES groups as they provide English speakers. Substantial LES groups means “at least ten thousand limited English-speaking City residents who speak a shared language other than English.” It is also referred to as “threshold language,” and Spanish and Chinese are the City’s EAO threshold languages.

**Table 1 City of Oakland Languages Spoken by Limited-English-Speaking Persons**



*U.S. Census Bureau, American Community Survey 2009-2011, "Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over", Oakland, California.*

**1.1 Bilingual Staffing.** Census data shows Spanish LES accounts for 11.39% of Oakland population, while Chinese LES accounts for 5.63%. The City-wide baseline goal for bilingual employee is calculated by multiplying the number of current PCPs by the percentage of the Spanish or Chinese LES population.

As part of our compliance monitoring effort, the Equal Access Unit met with each of the departments. A thorough review of job classifications and PCP determinations were conducted. Language Access Coordinators were advised to provide a copy of the Administrative Instruction 145 “Implementation of Equal Access to Services” to the department’s hiring managers to enhance awareness on equal access to services. City

departments and Equal Access Unit worked closely towards compliance. Upon review, 12 City departments were in full compliance in meeting baseline goals for bilingual staffing. The other departments are working closely with hiring managers to attract bilingual applicants for open recruitments. Efforts are underway to search for bilingual applicants for the PCP positions. The following table presents departmental statistics on bilingual staffing:

**Table 2 CITY-WIDE ASSESSMENT FY 2013-2014**

		FTE	PCP	SPANISH PCP			CHINESE PCP		
				GOAL	ACTUAL	GOAL MET?	GOAL	ACTUAL	GOAL MET?
City Auditor	AUDITOR	11.00	2.00	0.00	0.00	YES	0.00	0.00	YES
City Administrator	CAO	54.00	18.00	2.00	2.00	YES	1.00	2.00	YES
City Clerk	CLERK	9.00	4.00	0.00	1.00	YES	0.00	1.00	YES
City Council	COUNCIL	32.00	27.50	4.00	4.50	YES	2.00	0.00	NO
Econ & Workforce Dev	EWD	50.50	2.00	0.00	1.00	YES	0.00	0.00	YES
Finance	FINANCE	132.00	50.00	6.00	9.00	YES	3.00	5.00	YES
Fire	FIRE	597.00	449.00	51.00	40.00	NO	25.00	7.00	NO
Housing Com Dev	HCD	46.80	10.00	1.00	3.00	YES	1.00	0.00	NO
Human Resources	HRM	42.00	5.00	1.00	1.00	YES	1.00	1.00	YES
Human Services	HSD	306.00	154.00	18.00	33.00	YES	9.00	17.00	YES
Info Technology	ITD	59.00	0.00	0.00	0.00	YES	0.00	0.00	YES
Mayor's Office	MAYOR	14.00	13.00	1.00	4.00	YES	1.00	0.00	NO
City Attorney	OCA	65.00	9.00	1.00	1.00	YES	1.00	1.00	YES
Public Library	OPL	215.60	164.70	19.00	27.00	YES	9.00	12.00	YES
Parks & Recreation	OPR	253.00	232.00	26.00	33.40	YES	13.00	11.70	NO
Public Works	OPW	753.00	12.00	1.00	1.00	YES	1.00	2.00	YES
Planning & Bldg	PBD	115.50	89.50	10.00	15.00	YES	5.00	5.00	YES
Police	POLICE	1111.00	1003.00	114.00	130.00	YES	56.00	53.00	NO
	<b>TOTAL</b>	<b>3866.40</b>	<b>2244.70</b>	<b>255.00</b>	<b>305.90</b>		<b>128.00</b>	<b>117.70</b>	

City organizations reported 3,866.40 full time equivalent (FTE) employees, of which 2,244.70 positions were PCPs. Spanish PCP accounted for 305.9 positions, a 12.84% increase in the number of Spanish speaking PCP as compared to the prior year. Chinese PCP accounted for 117.7 positions, a positive increase of 11.99%. The overall increase in the number of bilingual staff demonstrated the City's commitment on recruitment of bilingual employees.

**Table 3 Bilingual Employee Statistics FY 13-14**

	FY 2012-2013	FY 2013-2014	Percentage change
Spanish-speaking PCP	271.1	305.9	+12.84%
Chinese-speaking PCP	105.1	117.7	+11.99%
TOTAL	376.2	423.6	+12.60%

The city-wide total of FTE employees and PCPs varied over time. To give an overall assessment, the number of BPCP was compared to the total number of FTEs and the total number of PCPs of the respective year. Again, analysis yielded positive percentage changes in Table 4.

	FY 2012-2013	FY 2013-2014	Percentage change
Total BPCP/ Total FTE	10%	11%	+1%
Total BPCP/ Total PCP	16%	19%	+3%

17 compliance review meetings took place where compliance requirement was discussed and the list of public contact positions were examined. The meetings served as a platform for on-going dialogue and consultation. In addition, 14 training sessions took place where over 130 City employees at public contact locations participated. As a result, awareness in EAO was enhanced. The successful implementation of mid-year review and training was the result of efforts put together by Language Access Coordinators (LAC). LAC took an active role in the process, coordinated participation at different levels of the organization. The following table outlined City department and Equal Access Unit's collaborative effort on EAO compliance discussions.

	Mid-Year Review	Training	Annual Meeting
AUDITOR	12/6/2013	2/3/2014	6/6/2014
CAO	2/13/2014	6/6/2014	6/6/2014
CLERK	11/25/2013	1/29/2014	6/6/2014
COUNCIL	12/20/2013	1/29/2014	6/6/2014
FINANCE	2/20/2014	2/26/2014	6/6/2014
FIRE	1/17/2014	6/7/2014	6/6/2014
HCD	12/3/2013	6/6/2014	6/6/2014
HR	1/6/2014	1/22/2014	6/6/2014
HSD	1/9/2014	2/11/2014	6/6/2014
MAYOR	11/25/2013	1/29/2014	6/6/2014
OCA	12/13/2013	1/29/2014	6/6/2014
OPL	1/10/2014	2/19/2014	6/6/2014
OPR	2/19/2014	3/6/2014	6/6/2014
OPW	1/30/2014	2/21/2014	6/6/2014
PBD	1/24/2014	6/6/2014	6/6/2014
POLICE	1/29/2014, 5/8/2014	6/6/2014	6/6/2014

In an effort to improve accuracy in reporting, the Equal Access Unit worked with the Finance, the Information Technology, and the Human Resources Management Departments to develop PCP and language components in central employee payroll database (Oracle). Employee's bilingual skills could now be tracked in a central database as employee entered the City's payroll system. This was a six-month multi-department effort. Instead of manually tracking each employee and classification, data became centralized and reflected real-time changes as changes took place in the payroll system.

PCP Staffing Chart is presented with departmental Annual Compliance Plan. PCPs, titles, locations, departments, languages other than English and new hires were identified. "New hire" refers to new incumbent filling a particular job classification during the reporting period. Depending on job classification, a position could be filled by open recruitment, promotional recruitment, restricted recruitment or direct appointment. Vacancies could be filled by appointment from an existing eligible list, reinstatement, re-employment, transfer reassignment or temporary appointments. The City of Oakland hiring process is governed by Oakland Municipal Code, City Charter, Civil Service Rules, and Labor Agreements. The number of positions filled and the number of applicants from an "applicant pool" will vary due to the fact that not all appointments are made from a newly established applicant pool.

Applicant Pool List is presented in <Attachment A>. 12,522 persons applied for PCP open and restricted recruitments, of which 17% of applicants self-identified as Spanish speaker and 5% self-identified as Chinese speaker. The Applicant Pool List statistics on language skill was comparable to the Spanish PCP and Chinese PCP Staffing goal identified for the City.

Table 6 Applicant Pool Statistics, FY 13-14		
	Bilingual Staffing Goal	Actual Applicant Statistics
Spanish-speaking	11.39%	17.00%
Chinese-speaking	5.63%	5.00%

### 1.3 Other Language Assistance Services.

Simultaneous and consecutive oral interpreters were available to serve LES persons. This service was utilized primarily for public meetings, interviews, hearings, special events and home visits. American Translator Association certified interpreters and/or court-certified interpreters were dispatched based on service needs. Three professional contractors worked with the City to provide translation and interpretation services, with the ability to handle over 80 different languages. During the reporting period, interpreters were dispatched to fulfill 144 oral interpretation requests, which showed an increase of 19% as compared to the last fiscal year. Expenses for translation totaled \$42,615 and expenses for interpretation totaled \$71,602. Human Services, Housing & Community Development, and Police Departments were the most frequent users of this service.

Table 7 Translation & Interpretation Usage, FY 13-14	# of Requests
Written Translation	108
Oral Interpretation	144
Translation Headset	52

Over-the-Phone Interpretation Services is a three-way call connecting City employee, client and interpreter, which is particularly useful in handling telephone inquiries. Telephone interpretation service totaled 74,572 usage minutes. Usage for Fire and Police services remained at about the same level. Among "Other City Departments," total usage minutes increased from 1,620 (FY2012-13) to 4,157 (FY 2013-14). Data showed an increase of 157%

over the two years. As resources become better known and easily accessible, City employees are becoming more familiar and comfortable in using this tool.

<b>Table 8 Over-the-Phone Interpretation Services FY13-14</b>	<b>Usage in Minutes</b>
Oakland Police 911	29,221
Oakland Police Non-Emergency	36,992
Oakland Fire	4,202
Other City Departments	4,157
<b>Total Usage Minutes</b>	<b>74,572</b>

## 2. Translation of Vital Documents

Activities were conducted to increase awareness throughout the City organization and to visiting members of the public. Equal Access materials and logos have been revamped and updated. Posters, advising the public about availability of bilingual services, are printed in vibrant colors to make them easily identifiable. 1000 copies of color posters (11”X17”) and 3000 copies of Language Line stickers were printed and disseminated widely to city departments. Notices are displayed prominently at public service counters. A total of 198 documents were identified by departments as vital documents of which 195 have been translated into Spanish and Chinese. Overall City organizations were at 98.5% completion rate. In addition to maintaining an inventory of translated vital documents, City organizations also engaged in on-going efforts to update materials provided to the public.

<b>Table 9 Translation of Vital Documents, FY 13-14</b>		
	<b># of Documents Identified</b>	<b># of Documents Translated</b>
AUDITOR	3	3
CAO	13	13
CLERK	4	4
COUNCIL	1	1
EWD	8	8
FINANCE	6	6 *
FIRE	6	6
HCD	10	10
HR	6	6
HSD	18	18
MAYOR	2	2
OCA	4	4
OPD	68	68
OPL	17	17
OPR	5	5
OPW	9	9
PBD	18	15
<b>TOTAL</b>	<b>198</b>	<b>195</b>

\*In the process of updating content

**4. Telephone Recordings:**

79 telephone lines were identified by departments as main customer service numbers addressing public inquiries on regular basis. 76 of the customer service lines were completed with multi-lingual voice recordings. Overall City organizations showed a 96% completion rate in the provision of multilingual telephone recordings.

<b>Table 10 Multilingual Telephone Recordings FY13-14</b>		
	<b># of Phone Lines</b>	<b># of Completed Recordings</b>
AUDITOR	1	1
CAO	7	7
CLERK	2	2
COUNCIL	1	1
EWD	3	3
FINANCE	4	3
FIRE	7	7
HCD	3	3
HR	1	1
HSD	2	2
MAYOR	3	3
OCA	1	1
OPD	14	14
OPL	7	6
OPR	15	15
OPW	4	4
PBD	4	3
<b>TOTAL</b>	<b>79</b>	<b>76</b>

**5. Communication with LES Populations**

To encourage communication with LES populations, availability of language services was communicated via written public notices. Training was offered to City employees on how to effectively communicate with LES population seeking services. Equal Access Unit partnered with Neighborhood Services Coordinators and other City programs in reaching out to LES communities. Updated EAO Complaint Forms in English, Spanish and Chinese were provided to City departments. No formal complaint was received in the reporting year. Equal Access Unit is committed to work with City organizations in monitoring language assistance services and addressing questions or concerns which may arise.

In addition to having new posters and language line stickers, a downtown City offices directory was developed to facilitate LES access to City services. The directory brochure included a map of downtown City center office buildings and the location and phone number of customer service locations. 6000 copies – 2000 each in English, Spanish and Chinese – are being printed and will be available in the first quarter of FY 2014-15.

**B. DEPARTMENTAL ASSESSMENTS**

Table 11 provides an analysis on the departmental level. It identifies areas that meet compliance requirements and areas for improvement. Detail breakdown of departmental data can be located in the departmental report.

	Bilingual Staffing	Vital Document Translation	Telephone Message Translation	Mid- Year Compliance Review	Submitted ACP	Overall Rating (Max = 5 Stars)	Extra Point (Super PCP)*
AUDITOR	✓	✓	✓	✓	✓	★★★★★	n/a
CAO	✓	✓		✓	✓	★★★★	★
CLERK	✓	✓	✓	✓	✓	★★★★★	★
COUNCIL		✓	✓	✓	✓	★★★★	n/a
EWD	✓	✓	✓	✓	✓	★★★★★	n/a
FINANCE	✓	✓		✓	✓	★★★★	★
FIRE		✓	✓	✓	✓	★★★★	
HCD		✓	✓	✓	✓	★★★★	
HRM	✓	✓	✓	✓	✓	★★★★★	★
HSD	✓	✓	✓	✓	✓	★★★★★	★
ITD	✓	✓	✓	✓	✓	★★★★★	n/a
MAYOR		✓	✓	✓	✓	★★★★	
OCA	✓	✓	✓	✓	✓	★★★★★	n/a
OPL	✓	✓	✓	✓	✓	★★★★★	★
OPR		✓	✓	✓	✓	★★★★	
OPW	✓	✓	✓	✓	✓	★★★★★	★
PBD	✓			✓	✓	★★★	
POLICE		✓	✓	✓	✓	★★★★	★

\*Super PCP Staffing goal is not applicable to all departments. "Super PCP Departments" are determined by the City Administrator as providing particularly crucial public services and are mandated to maintain minimum level of bilingual staffing.

**Office of City Auditor (AUDITOR)**

In addition to meeting the EAO baseline goals in all areas, the Office of the City Auditor offered vital information in print and online in Spanish and Chinese. Information on the Office's services, the Fraud, Waste & Abuse Prevention Program FAQ are easily accessible in multiple languages online. The office did not have any PCP openings in the reporting year. In 2013, one auditor position became vacant, and the position was filled with a bilingual (English/ Spanish) auditor. The Office has self-identified an area for improvement and is planning to amend its Comprehensive Audit Manual, Chapter 2, Professional Environment and Rules of Conduct, to add a new subsection, 2.26, Equal Access to Services to state the Office's commitment to equal access to services for all Oakland residents, regardless of English proficiency.

*Recommendation: (1) Translate audit report summary on website to allow information easily accessible by members of the public who may be limited in English proficiency.*

### **City Administrator's Office (CAO)**

The City Administrator's Office met EAO baseline goals in four areas, plus the Super PCP requirement of additional mandate of bilingual staffing requirement for its Citizen Police Review Board unit. No PCP position was open for recruitment in the reporting year. The Citizen Police Review Board is strategizing ways to go beyond the baseline requirement and hire an additional Chinese speaking Compliant Investigator in the new fiscal year (2014-2015). To meet compliance for telephone recordings, the Office shall have the Contract & Compliance division main telephone messages available in Spanish and Chinese.

*Recommendation: CAO has met most of the baseline goals. In the coming year, the Office is recommended to review its vital documents in print and online to strive for provision of greater access to City services. Suggested focus areas are: (1) Translation of Adopted Budget summary, (2) Translation of Contract & Compliance phone line and have information on "Doing business with the City" available online in Spanish and Chinese.*

### **Office of the City Clerk (CLERK)**

The Office of the City Clerk met all EAO compliance area, plus the Super PCP requirement. The Office has nine employees, and no position was open in the reporting year. One Spanish speaking employee and one Chinese speaking employee working in the Office were able to provide language assistance as needed.

*Recommendation: The online RecordTrac public record request system is available only in English. Identify and provide an avenue for LES persons to submit a public record request.*

### **City Council (COUNCIL)**

City Council offices satisfied four of the EAO baseline goals. The Office exceeded the baseline goal for Spanish-speaking employees. However, at the time this report was written, the Office did not have any Chinese-speaking employees. To meet the EAO baseline requirement would mean that the office have two Chinese-speaking employees. Five new employees were hired in the fiscal year with two reporting to work within the first ten days of July. Among the five new hires, one spoke English/Spanish, and one spoke English/French.

*Recommendation: Review current outreach strategies and identity a plan to attract quality bilingual candidates, especially Chinese speaking candidates, to City Council jobs.*

### **Economic & Workforce Development (EWD)**

The Economic & Workforce Development Department satisfies the baseline goals. Three positions (non-PCP) were filled in the reporting year. Among the 50.5 FTE positions, 2 positions were designated as PCP. As a newly established individual department, compliance elements shall be reviewed and discussed with the Equal Access Unit.

*Recommendation: (1) Engage in programmatic review with Equal Access Unit in the next six months: (a) Re-examine PCP designations for all positions. (b) Re-examine the vital documents list. Translate flyers and brochures for the Public Art Program, Special Events Program, and the Workforce Development Program if no such documents can be located. (2) US Census Bureau data\* shows that 19.1% of Oakland firms are Asian-owned, and 8.3% are Hispanic-owned. In the next report, the Business Assistance Center shall make best efforts to serve LES business owners.*

*\*US Census Bureau, State & County Quick Facts for Oakland City. Last Revised: July 8, 2014*

### **Finance Department (FINANCE)**

The Finance Department exceeded its EAO baseline goal for bilingual staffing in both the number of Spanish speakers and Chinese speakers. In addition, the Department exceeded its Super PCP staffing goals in all areas and in both languages. For instance, the Parking Citation Assistance Center (PCAC) had a Super PCP goal of needing one Spanish and one Chinese speaker. Among the 13 PCPs in the PCAC, there were 6 Spanish speakers (46%) and 3 Chinese speakers (23%). Overall, there were 10 non-PCP new hires in the Finance Department in the reporting year. Positions included: Accountant, Buyer, Revenue Analyst and Controller, Assistant. These positions provide internal financial support services.

*Recommendation: The Revenue Bureau is conducting an internal review and update of vital documents and its translated version. The process started in the reporting year. It is recommended that the process to be completed with new print materials available to the public in the next twelve months. The Equal Access Unit fully supports this effort and provides translation, proofreading and other technical support as needed.*

### **Fire Department (FIRE)**

The Fire Department did not meet the EAO baseline goal for bilingual staffing nor the Super PCP goals for the communication and dispatch units. Yet, the Department's effort and commitment was evidenced in the number of bilingual new hires. Among the 25 new Fire Fighter Trainees in the 13-14 Fire Fighter Academy, 6 were Spanish speakers (24%) and 3 were Chinese speakers (12%). 2 Fire Communication Dispatchers were hired in the reporting year. One of the newly hired dispatchers spoke Chinese. Out of the Department's 19 dispatchers, 2 spoke Spanish, and 2 spoke Chinese.

*Recommendation: (1) Review current outreach strategies and identify a plan to attract quality bilingual candidates, especially Chinese speaking candidates, to PCP job openings. (2) Translate the Fire Report Request Form into Spanish and Chinese and make it available online along with its English version. (3) Work with community partners to increase the number of fire safety/emergency response training available in Spanish and Chinese.*

### **Housing & Community Development Department (HCD)**

The Housing & Community Development Department has one PCP (Program Analyst II) job opening during the reporting year. A Spanish speaker was hired to fill the position. Despite the continued effort, the Department fell short of meeting the minimal EAO requirement in bilingual staffing and Super PCP staffing. The Super PCP goal for the Municipal Lending Division was one Spanish and one Chinese speaker. There were twelve positions in Municipal Lending with six being PCP positions. Out of the six employees, three are bilingual speaking (one spoke Spanish, one spoke Korean, and one spoke Tagalog)

*Recommendation: Chinese speaking candidates shall be highly encouraged for future PCP job openings.*

### **Human Resources Management Department (HRM)**

The Human Resources Management Department reached its goals in all compliance areas, including the Super PCP requirement. There were two PCP new hires (Human Resource Clerk) in the reporting year. No selective certification was required. HRM worked with various stakeholders to update and standardize policies and procedures around equal access to services. Efforts included updating Administrative Instruction on Bilingual Pay; developing certification procedure on bilingual (written) skill; tracking applicant bilingual skill data through online hiring process; updating internal employee record form and preliminary language screening form to capture language skill. As a result, many processes were streamlined.

*Recommendation: (1) HRM has identified the need to update the Employment Information Pamphlet (vital document) and its translated version. The Equal Access Unit fully supports this effort and provides translation, proofreading and other technical support as needed. (2) Review current outreach strategies and identify a plan to attract quality bilingual candidates to City jobs.*

### **Human Services Department (HSD)**

The Human Services Department exceeded its goals in all bilingual staffing areas, including the Super PCP requirement. There were four new hires for PCP positions in the reporting year. While the baseline goal for Spanish speaker was 17.5, HSD had 33 Spanish speakers. The baseline goal for Chinese speaker was 8.7, HSD had 17 Chinese speakers. Additional analysis was performed for HSD's geographically dispersed service locations based on LES population statistics by zip code. Sites included Head Start Centers, Early Head Start Centers, and Senior Centers. None of the 22 locations, except two (Brookfield & West Grand), fell below bilingual staffing goal by more than 0.99 FTE.

*Recommendation: Review current outreach strategies and identify a plan to attract quality bilingual candidates to job openings at Brookfield and West Grand Head Start Centers.*

### **Information & Technology Department (ITD)**

ITD performed internal technological support to City departments. ITD provided support to EAO by providing the necessary infrastructure and training needed to accomplish EAO compliance goals. Database management, voice mail box configuration, online platform that interface with the public were all crucial to the successful implementation of EAO.

### **Office of the Mayor (MAYOR)**

The Mayor's Office, which also managed a Super PCP Unit (Oaklander's Assistance Center/OAC), fell short of meeting its baseline goal for bilingual English/ Chinese speaking employee. A position in the OAC was cut due to budget cuts from previous fiscal year. The Office acknowledged the deficiency, however, due to budgetary reason and no vacancy occurred in the OAC in the reporting year, the Office was not able to hire any bilingual staff into OAC. One of the three new hires for the Special Assistant to the Mayor positions was filled with a Spanish speaker.

*Recommendation: Review current outreach strategies and identify a plan to attract quality bilingual candidates, especially Chinese speaking candidates, to Mayor's Office job openings.*

### **Office of the City Attorney (OCA)**

The Office of the City Attorney met compliance in all areas. OCA filled three PCP positions during the reporting year; all of them were Neighborhood Law Corp Attorney positions. One was filled with a Chinese speaker who was fluent in both Cantonese and Mandarin.

*Recommendation: "The Open Government Guide" had been translated into different languages as reported in the ACP, however, only the English and Spanish version were available online. It is recommended to have the Chinese version available online along with the English and Spanish version.*

### **Oakland Public Library (OPL)**

OPL did well in exceeding its goals in all bilingual staffing areas, including the Super PCP requirement. For instance, the Super PCP units of the Main Library was required to have one Spanish and one Chinese speaker. The particular units actually housed 7.5 FTE Spanish speaking employee and 3.9 FTE Chinese speaking employee. The Asian Branch was required to have 2 Chinese speakers as Super PCP requirement, and the branch had 6.5 FTE Chinese speaking staff. OPL's effort in providing equal access to services was also evidence in its resources available in different languages. OPL's web site main page was translated into Spanish and Chinese. In 2013-2014, OPL offered many programs serving the LES population. For instance, OPL held weekly bilingual story times in Spanish and Chinese to toddlers and pre-school age children; bi-weekly Spanish Conversation Groups held at the Dimond Branch Library; Lawyers in the Library program had bilingual (English/ Spanish) lawyer available at the Cesar Chavez Branch. Additional analysis was conducted for OPL's branch facilities based on LES population statistics by zip code.

Branch libraries adhered to EAO language requirement closely. Only a few unique situations with more than 0.5 FTE deviation from the goal were noted. For instance, when applying the formula, it would appear that the Asian Branch lacked Spanish speaking employee, and the African American Museum lacked Chinese speaking employee. These facilities provided unique programs that focus on specialty area (for instance the knowledge of Asian culture and African American culture).

*Recommendation: Chinese speaking candidates shall be highly encouraged for future PCP job openings at the Main Library.*

### **Oakland Parks & Recreation (OPR)**

Overall OPR exceeded its goals in the number of Spanish speaking employee but fell short slightly on the Chinese speaking employee goal. 5.06% of OPR's workforce was Chinese speaking employee (goal = 5.63%). Five Recreation Centers have Super PCP goals, and all but one center exceeded the goal. The San Antonio Recreation Center will need to have one Spanish speaker in order to meet compliance goal. Additional analysis was conducted for OPR's geographically dispersed recreation facilities based on LES population statistics by zip code. All recreation facilities meet the language requirement or are deficient by less than 0.75 FTE. In reviewing OPR part-time spring/ summer hiring process (May 24 to July 19 2014), 202 part-time employees were hired of which 23 or 11% were bilingual. OPR offered many programs serving the LES population. For example, six recreation centers (Arroyo Viejo, Tassafaronga, Willie Key, Rainbow, Carmen Flores and Mosswood) provided bilingual parent-children playgroups. OPR's commitment to EAO was also evidenced in its annual training to all site directors on EAO and available services.

*Recommendation: (1) Spanish speaking candidates shall be highly encouraged for future PCP job opening at San Antonio Recreation Center. (2) Re-evaluate part-time spring/ summer hiring strategy to attract more qualified bilingual applicants.*

### **Oakland Public Works (OPW)**

OPW exceeded in all compliance areas, including its Super PCP goal. In addition to meeting the bilingual PCP baseline requirement, OPW has 23 non-PCP bilingual employee (13 Chinese, 13 Spanish, 1 Vietnamese) to provide language service as needed. OPW initiated new measures to track service calls by language. Of the 41,554 service requests received by the Call Center over a 10 month period, 170 calls were made in Spanish, and 104 in Chinese. The Call Center was equipped with two Chinese speaking and one Spanish speaking Public Service Representatives to handle the language needs. There were two PCP positions (Public Service Representative) filled during the reporting year. One of the two positions was filled with a Chinese speaking candidate.

*Recommendation: OPW has conducted an internal review and identified additional documents, posters, video and hotline to be translated into Spanish and Chinese in the next twelve months. The Equal Access Unit fully supports this effort and provides translation, proofreading and other technical support as needed.*

### **Planning & Building Department (PBD)**

Assessment of PBD showed mixed results. While PBD exceeded its EAO bilingual staffing goal in both Spanish and Chinese areas, PBD fell short of meeting three other compliance goals. There were outstanding vital documents to be translated and there was a public phone number that did not offer translated messages. Six PCP positions (one Public Service Rep and five Specialty Combination Inspector) were filled in the year. Three of the newly hired Specialty Combination Inspector were bilingual (two Spanish and one Chinese). Overall PBD had a large number of bilingual employee. Almost one-third of its employees are bilingual. However, Chinese speaking employees concentrated in the Engineering and Building units. Spanish speaking employee concentrated in the Planning & Zoning and Inspections units.

*Recommendation: (1) Translate all vital documents and provide phone messages in Spanish and Chinese in the next six months. (2) Chinese speaking candidates shall be highly encouraged for future PCP job openings in the Planning & Zoning units.*

### **Police Department (POLICE)**

The Police Department engaged in significant effort in enhancing equal access to services this year in multiple compliance areas. In terms of total number of bilingual employees, the number of Spanish speakers jumped from 93.5 (FY12-13) to 130 (FY13-14), and the number of Chinese speakers also took a leap from 30.9 (FY12-13) to 53 (FY13-14). All of its Super PCP units met or exceeded compliance requirement. About 20% of employees in the Police communications unit were bilingual. Two out of six new hires in the communications unit were bilingual. In addition, OPD engaged in collaborative efforts with local Asian/ Latino organizations to ensure bilingual candidates were afforded opportunities to compete in entry-level positions. Efforts showed positive results with the department gaining twenty-two bilingual speakers through the 168<sup>th</sup> and 169<sup>th</sup> Police Academies. 2 on-going academies to be graduated in FY14-15 have the potential of bringing in another 21 bilingual employees.

*Recommendation: Strategize measures to encourage Chinese-speaking police officers to apply for open positions at Police Beat District 1. Police Beat District 1 covered zip code area 94607 & 94612. The two areas had high concentration of Chinese speaking LES population (over 12% Chinese LES in each of the area).*

### **RECOMMENDATIONS & NEXT STEPS**

- Mid-year compliance review has proven to be mutually beneficial between City departments and Equal Access Unit. Mid-year compliance review will be conducted again in the new fiscal year. City organizations are encouraged to conduct internal language access assessment with key stakeholders prior to compliance review meetings.
- City organizations that are not in full compliance in translating vital documents and providing multi-lingual telephone recordings shall make it a priority to achieve one hundred percent compliance in the next reporting period. The Equal Access Unit will

actively engage in discussions with related departments and provide assistance and support.

- In the next six months, City departments will be required to conduct internal inspection of public notices and signage at all of its public service counters. Equal Access Unit will conduct random site visits to public service locations and monitor the display of public notices or posters informing clients of language assistance services.
- Language Access Survey will be administered during FY 2014-2015. City organizations are encouraged to engage in the planning process early on to facilitate successful survey implementation. Departments or units that do not have much foot traffic at their office locations are to strategize alternate ways to conduct survey.
- Additional trainings will be coordinated between the Equal Access Unit and City departments in the next fiscal year to ensure employees have access to trainings and training materials.

### **PUBLIC OUTREACH**

No public outreach was required.

### **COORDINATION**

The Equal Access Unit of the Human Resources Management Department (HRM) coordinated the collection, compilation, and reporting of data with the Language Access Coordinators in each City department. Budget & City Attorney's Office were consulted in preparation of this report.

### **COST SUMMARY/IMPLICATIONS**

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

### **SUSTAINABLE OPPORTUNITIES**

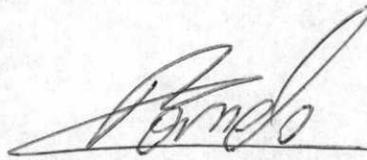
Economic – There is no economic opportunity associated with this report.

Environmental – There is no environmental opportunity associated with this report.

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

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

Respectfully submitted,



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Anil Comelo, Director  
Human Resources Management Department

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

Attachments:

- Attachment A – Applicant Pool List
- Attachment B – Oakland EAO Threshold Population by Zip Code.
- Attachment C – Annual Compliance Plan by Department

ATTACHMENT A

APPLICANT POOL LIST

APPLICANT POOL LIST FOR PUBLIC CONTACT POSITIONS FILLED, FY 2013-2014

Department	Hire Date	Job Description	Total	SP	CH
City Administrator's Office	1/6/2014	ASSISTANT TO THE CITY ADMINISTRATOR	57	8	0
City Administrator's Office	1/20/2014	ASSISTANT TO THE CITY ADMINISTRATOR	38	8	3
City Administrator's Office	9/2/2013	PROGRAM ANALYST I	42	18	6
City Administrator's Office	12/9/2013	PROGRAM ANALYST II	26	3	3
Fire Department	3/29/2014	BATTALION CHIEF	18	0	0
Fire Department	2/14/2014	CAPTAIN OF FIRE DEPARTMENT	23	4	0
Fire Department	9/2/2013	EMERGENCY PLANNING COORDINATOR	49	9	1
Fire Department	12/21/2013	ENGINEER OF FIRE DEPARTMENT	28	2	0
Fire Department	6/2/2014	FIRE SUPPRESSION DISTRICT INSPECTOR, PT	62	10	7
Fire Department	3/24/2014	FIREFIGHTER TRAINEE	3409	548	44
Fire Department	1/4/2014	LIEUTENANT OF FIRE DEPARTMENT	69	7	2
Housing & Community Development	3/17/2014	PROGRAM ANALYST II	22	3	5
Human Services Department	6/2/2014	CASE MANAGER I	110	23	7
Human Services Department	1/6/2014	CASE MANAGER II	1	1	0
Human Services Department	1/21/2014	EARLY CHILDHOOD CENTER DIRECTOR	6	1	2
Human Services Department	8/19/2013	EARLY CHILDHOOD CENTER DIRECTOR	35	3	0
Human Services Department	9/10/2013	EARLY CHILDHOOD INSTRUCTOR	47	10	8
Human Services Department	2/18/2014	EARLY CHILDHOOD INSTRUCTOR	54	11	14
Human Services Department	8/12/2013	PROGRAM ANALYST II, PPT	34	11	0
Human Services Department	6/23/2014	SENIOR SERVICES PROGRAM ASSISTANT	3	1	2
Human Services Department	10/14/2013	SENIOR SERVICES SUPERVISOR	48	13	5
Oakland Parks & Recreation Department	8/3/2013	LIFEGUARD, PT	36	4	1
Oakland Parks & Recreation Department	8/3/2013	LIFEGUARD, PT	117	15	2
Oakland Parks & Recreation Department	2/15/2014	LIFEGUARD, PT	18	5	2
Oakland Parks & Recreation Department	6/21/2014	LIFEGUARD, PT	40	9	4
Oakland Parks & Recreation Department	5/24/2014	POOL MANAGER, PT	12	3	0
Oakland Parks & Recreation Department	7/6/2013	RECREATION AIDE, PT	449	70	36
Oakland Parks & Recreation Department	6/7/2014	RECREATION AIDE, PT	280	47	20
Oakland Parks & Recreation Department	8/3/2013	RECREATION ATTENDANT I, PT	410	69	21
Oakland Parks & Recreation Department	6/21/2014	RECREATION ATTENDANT I, PT	246	37	11
Oakland Parks & Recreation Department	4/26/2014	RECREATION GENERAL SUPERVISOR	7	2	1
Oakland Parks & Recreation Department	7/20/2013	RECREATION LEADER I, PT	299	35	12
Oakland Parks & Recreation Department	6/21/2014	RECREATION LEADER I, PT	196	21	16
Oakland Parks & Recreation Department	7/20/2013	RECREATION LEADER II, PT	78	16	0
Oakland Parks & Recreation Department	6/21/2014	RECREATION LEADER II, PT	72	6	5
Oakland Parks & Recreation Department	8/3/2013	RECREATION SPECIALIST I, PT	137	16	5
Oakland Parks & Recreation Department	6/21/2014	RECREATION SPECIALIST I, PT	107	10	6
Oakland Parks & Recreation Department	8/3/2013	RECREATION SPECIALIST II, PT	113	18	4
Oakland Parks & Recreation Department	6/21/2014	RECREATION SPECIALIST II, PT	75	15	4
Oakland Parks & Recreation Department	7/20/2013	SPORTS OFFICIAL, PT	140	15	5
Oakland Parks & Recreation Department	6/21/2014	SPORTS OFFICIAL, PT	102	13	4
Oakland Parks & Recreation Department	8/3/2013	WATER SAFETY INSTRUCTOR, PT	4	0	0
Oakland Parks & Recreation Department	5/24/2014	WATER SAFETY INSTRUCTOR, PT	14	5	2
Oakland Public Library	2/15/2014	LIBRARIAN I	21	6	2
Oakland Public Library	9/13/2013	LIBRARIAN I, PT	6	0	0
Oakland Public Library	6/21/2014	LIBRARIAN II	15	2	4
Oakland Public Library	5/10/2014	LIBRARIAN II	14	3	2
Oakland Public Library	11/27/2013	LIBRARIAN II, PT	1	0	0

APPLICANT POOL LIST FOR PUBLIC CONTACT POSITIONS FILLED, FY 2013-2014

Oakland Public Library	7/20/2013	LIBRARIAN, SUPERVISING	26	4	0
Oakland Public Library	8/31/2013	LIBRARY AIDE, PT	17	0	0
Oakland Public Library	2/1/2014	LIBRARY ASSISTANT	73	20	13
Oakland Public Library	9/13/2013	LIBRARY ASSISTANT, PT	1	1	0
Oakland Public Works Department	3/1/2014	ENGINEER, CIVIL SUPERVISING (OFFICE)	14	0	5
Oakland Public Works Department	6/23/2014	PROGRAM ANALYST II	6	2	0
Oakland Public Works Department	3/31/2014	PROGRAM ANALYST III	9	2	0
Oakland Public Works Department	3/3/2014	PROGRAM ANALYST III	96	30	5
Office of the City Auditor	9/2/2013	RECEPTIONIST TO THE CITY AUDITOR, PPT	358	56	9
Planning & Building Department	1/6/2014	SPECIALTY COMBINATION INSPECTOR	50	9	6
Planning & Building Department	4/28/2014	SPECIALTY COMBINATION INSPECTOR	57	8	15
Police Department	1/18/2014	CAPTAIN OF POLICE	10	0	0
Police Department	4/14/2014	INTAKE TECHNICIAN	161	25	8
Police Department	2/17/2014	INTAKE TECHNICIAN	15	0	4
Police Department	1/18/2014	LIEUTENANT OF POLICE	25	0	0
Police Department	12/10/2013	PARKING CONTROL TECHNICIAN	831	119	55
Police Department	8/17/2013	PARKING CONTROL TECHNICIAN	39	4	1
Police Department	12/9/2013	POLICE COMMUNICATIONS DISPATCHER	267	64	20
Police Department	8/17/2013	POLICE COMMUNICATIONS SUPERVISOR	6	1	0
Police Department	12/9/2013	POLICE OFFICER (LATERAL)	91	21	1
Police Department	4/21/2014	POLICE OFFICER TRAINEE- 169th ACADEMY	2477	516	101
Police Department	6/21/2014	POLICE RECORDS SPECIALIST	266	53	57
Police Department	7/6/2013	POLICE RECORDS SUPERVISOR	2	0	0
Police Department	12/2/2013	POLICE SERVICES TECHNICIAN II	236	70	24
Police Department	1/18/2014	SERGEANT OF POLICE	87	0	0
Police Department	4/29/2014	VETERINARY TECHNICIAN	32	4	5
Police Department	4/28/2014	VOLUNTEER PROGRAM SPECIALIST	80	16	7
<b>TOTALS</b>			<b>12,522</b>	<b>2,161</b>	<b>614</b>
<b>PERCENTAGES</b>			<b>100%</b>	<b>17%</b>	<b>5%</b>

ATTACHMENT B

OAKLAND EAO THRESHOLD  
POPULATION STATISTICS

BY ZIP CODE

Oakland EAO Threshold Limited English Speaking Population Statistics by Zip Code

**US Census Data**  
**2011 American Community Survey**  
**Language spoken at home by ability to speak English**  
**for the population 5 years and over**

**Oakland, California, Demographics by Zip Code**

AREA	TOTAL POPULATION	SPEAK ENGLISH LESS THAN 'VERY WELL'			
		SPANISH	SPANISH %	CHINESE	CHINESE %
<b>CITY WIDE</b>	<b>365,789</b>	<b>41,647</b>	<b>11.39%</b>	<b>20,595</b>	<b>5.63%</b>
94601	51,714	13,720	26.53%	2,262	4.37%
94602	35,737	1,133	3.17%	1,884	5.27%
94603	33,183	8,040	24.23%	356	1.07%
94605	42,555	4,015	9.43%	419	0.98%
94606	38,692	2,864	7.40%	5,151	13.31%
94607	23,500	1,283	5.46%	3,657	15.56%
94609	24,376	599	2.46%	373	1.53%
94610	36,711	295	0.80%	974	2.65%
94611	48,699	200	0.41%	875	1.80%
94612	15,034	548	3.65%	1,868	12.43%
94613	809	43	5.32%	13	1.61%
94618	21,346	82	0.38%	143	0.67%
94619	26,639	1,331	5.00%	1,287	4.83%
94621	31,041	7,609	24.51%	195	0.63%

# ATTACHMENT C

## ANNUAL COMPLIANCE PLAN BY DEPARTMENT

AUDITOR	OFFICE OF THE CITY AUDITOR
CAO	CITY ADMINISTRATOR'S OFFICE
CLERK	OFFICE OF THE CITY CLERK
COUNCIL	CITY COUNCIL
EWD	ECONOMIC & WORKFORCE DEVELOPMENT DEPT
FINANCE	FINANCE DEPARTMENT
FIRE	FIRE DEPARTMENT
HCD	HOUSING & COMMUNITY DEVELOPMENT DEPT
HRM	HUMAN RESOURCES MANAGEMENT DEPT
HSD	HUMAN SERVICES DEPARTMENT
ITD	INFORMATION & TECHNOLOGY DEPARTMENT
MAYOR	OFFICE OF THE MAYOR
OCA	OFFICE OF THE CITY ATTORNEY
OPL	OAKLAND PUBLIC LIBRARY
OPR	OAKLAND PARKS & RECREATION DEPARTMENT
OPW	OAKLAND PUBLIC WORKS DEPARTMENT
PBD	PLANNING & BUILDING DEPARTMENT
POLICE	POLICE DEPARTMENT

*Employee data can be analyzed in two ways: A headcount of employees verses a FTE (full-time-equivalent) count of employees. This report provides analysis in both ways. The narratives offer a FTE analysis while the Pivot Tables and PCP staffing chart offer an analysis of actual headcount of employees by job classifications.*



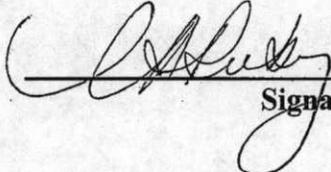
**EQUAL ACCESS ORDINANCE  
ANNUAL COMPLIANCE PLAN**

**PART I: DEPARTMENT HEAD CERTIFICATION**

**DEPARTMENT NAME: Office of the City Auditor  
FISCAL YEAR: 2013 - 2014**

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

**I, COURTNEY A. RUBY, hereby certify that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Office of the City Auditor was submitted on July 1, 2014.**

  
\_\_\_\_\_  
Signature & Date

**Courtney A. Ruby, City Auditor  
Print Name & Title**

**OFFICE OF THE CITYAUDITOR (AUDITOR)**

**PART II Quantitative Assessment**

<b>TABLE 1: DEPARTMENT CONTACT</b>		
<i>Department Head</i>	<i>Language Access Coordinator</i>	<i>SPOC</i>
Courtney Ruby City Auditor 1 Frank H. Ogawa Plaza, 4th Floor Oakland, CA 94612 phone: (510) 238-3378 fax: (510) 238-7640 email: <a href="mailto:cruby@oaklandnet.com">cruby@oaklandnet.com</a>	Marti Paschal Exec Asst to the City Auditor 1 Frank H. Ogawa Plaza, 4th Floor Oakland, CA 94612 phone: (510) 238-3379 fax: (510) 238-7640 email: <a href="mailto:mpaschal@oaklandnet.com">mpaschal@oaklandnet.com</a>	Marti Paschal Exec Asst to the City Auditor 1 Frank H. Ogawa Plaza, 4th Floor Oakland, CA 94612 phone: (510) 238-3379 fax: (510) 238-7640 email: <a href="mailto:mpaschal@oaklandnet.com">mpaschal@oaklandnet.com</a>

<b>TABLE 2: SUPER PCP DEPARTMENT</b>	<b>GOAL Bilingual Staff</b>	<b>ACTUAL Bilingual Staff</b>		
No Super PCP Units in the Office of the City Auditor				

<b>TABLE 3: DEPARTMENT ORGANIZATION STRUCTURE</b>
Office of the City Auditor

<b>TABLE 4: VITAL DOCUMENTS</b>	<b>Spanish</b>	<b>Chinese</b>	<b>Other Language(s)</b>
Fraud, Waste + Abuse Flyer & FAQ	YES	YES	
Website: Fraud Waste and Abuse FAQ	YES	YES	
Website: Home - Welcome Message	YES	YES	

**Percentage of vital documents translated into threshold language(s) = 100%**

<b>TABLE 5: RECORDED TELEPHONIC MESSAGES</b>	<b>Multilingual Lines</b>	<b>Status</b>
City Auditor's Front Desk	238-3378	Completed

**Percentage of public phone number with translated voice recording = 100%**

**PART III – QUALITATIVE ASSESSMENT (NARRATIVE)**

**OFFICE OF THE CITY AUDITOR (AUDITOR)  
 FISCAL YEAR 2013-2014**

**A. BILINGUAL PUBLIC CONTACT POSITIONS ASSESSMENT**

Please provide, in the table below, a summary assessment of public contact positions and the number of bilingual public contact position employees. In addition, department shall refer to Department staffing chart for comprehensive analysis.

ASSESSMENT		SPANISH PCP			CHINESE PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
11	2	0	0	YES	0	0	YES

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

The mission of the Office of the City Auditor is to create a model performance auditing organization that returns in-depth and meaningful results to the citizens of Oakland by utilizing a risk-based approach to identify and audit the areas of government most vulnerable to fraud, waste, abuse, and mismanagement. Located on the 4<sup>th</sup> floor of Oakland City Hall, 1 Frank H. Ogawa Plaza, the Office receives minimal foot traffic from Oakland residents. However, vital pages on the Office website are in Spanish and Chinese: the welcome message on the website home page and the Fraud, Waste + Abuse Prevention Program FAQ page on the website. The Office of the City Auditor has recorded its telephonic message in Spanish and Cantonese to provide basic information about the Office’s operations including business hours, location, services offered, and the means of accessing such services, and the availability of language assistance.

Additional efforts made this year by the Office of the City Auditor include posting a notice, located immediately outside the elevators leading to the Office, indicating that written materials are available in Spanish and Chinese and that, if necessary, the Office can provide Spanish- and Chinese-speaking staff for assistance. There is also a notice on the front desk of the Receptionist to the City Auditor informing visitors that interpreters are available, by telephone, to provide assistance in several different languages at no charge. The Office has also affixed Language Line stickers at each workspace in the Office to assist staff in requesting interpreters, should the need arise.

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

In addition to the elected City Auditor, the Office of the City Auditor has only nine permanent staff and one temporary contract service employee. Turnover is low among the auditors in the Office; however, recruitment efforts have targeted as wide a field as possible by contacting universities throughout the Bay Area and the Pacific Northwest, in addition to various auditor associations. One auditor left the Office during the reporting period; the vacant position was filled by a bilingual (English-Spanish) auditor.

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

The efforts made by the Office of the City Auditor this year to comply with the Ordinance have raised awareness among the staff of the Office's commitment to equal access for all Oakland residents. While the Office has limited visits from members of the general public, by posting a notice immediately outside the elevators leading to the Office, affixing Language Line stickers at each workspace in the Office, and placing a notice on the front desk of the Receptionist to the City Auditor informing visitors that interpreters are available to provide assistance in several different languages, the Office has made positive changes which are highly visible to staff.

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

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

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

Over the next 12 months, the Office of the City Auditor will continue to implement recommendations and requirements of the Equal Access Office. In addition, the Office will amend its Comprehensive Audit Manual, Chapter 2, Professional Environment and Rules of Conduct, to add a new subsection, 2.26, Equal Access to Services. Subsection 2.26 will state the Office's commitment to equal access to services for all Oakland residents, regardless of English proficiency. The Office of the City Auditor will also arrange to have its annual report and the Fraud, Waste + Abuse Prevention Program annual report translated into Chinese and Spanish.

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

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

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

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

The Office of the City Auditor had a total of three (3) vital documents in FY 2013-2014: the welcome message on the Office of the City Auditor website home page; the Fraud, Waste + Abuse Prevention

Program FAQ page on the Office of the City Auditor website; and the Fraud, Waste + Abuse Prevention Program FAQ flyer. All of the Office of the City Auditor's vital documents have been translated into Spanish and Chinese. Notices in both Spanish and Chinese are available on the homepage of the Office's website, [www.OaklandAuditor.com](http://www.OaklandAuditor.com). Each includes the Office's phone number and the message that interpreters are available. The notices are not altered or taken down except to update them with Equal Access-reviewed material.

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

During the reporting period, no other written documents were translated. Over the course of the next fiscal year, the Office of the City Auditor will arrange to have its annual report and the Fraud, Waste + Abuse Prevention Program annual report translated into Chinese and Spanish.

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

1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s). What is the corrective action plan and timeline in getting the rest of the telephone lines translated?

The Office of the City Auditor has recorded its telephonic message in Spanish and Cantonese to provide basic information about the Office's operations including business hours, location, services offered, and the means of accessing such services, and the availability of language assistance. The Office has met its translation goals in maintaining a telephonic message in Spanish and Cantonese, therefore, no corrective action plan is necessary.

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

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

In response to the last EAO Language Access Survey results, the Office of the City Auditor has posted a notice outside the elevators leading to the Office, indicating that written materials are available in Spanish and Chinese and that the Office can provide Spanish- and Chinese-speaking staff for assistance. The Office has also affixed Language Line stickers at each workspace in the Office to assist staff in requesting interpreters, should the need arise. A notice has also been prominently placed at the front desk of the Receptionist to the City Auditor informing visitors that interpreters are available, by telephone, to provide assistance in several different languages at no charge.

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

Notices in both Spanish and Chinese are available on the homepage of the Office's website, [www.OaklandAuditor.com](http://www.OaklandAuditor.com). Each includes the Office's phone number and the message that interpreters are available. There is also a notice on the front desk of the Receptionist to the City Auditor informing visitors that interpreters are available to provide assistance in several different languages. The Office has also affixed Language Line stickers at each workspace in the Office to assist staff in requesting interpreters.

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

The Office of the City Auditor's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services consists of Spanish and Chinese sections on the Office's website stating that interpreters are available when they call. The Office of the City Auditor has also posted a notice outside the elevators leading to the Office, indicating that written materials are available in Spanish and Chinese and that the Office can provide Spanish- and Chinese-speaking staff for assistance. There is also a notice on the front desk of the Receptionist to the City Auditor informing visitors that interpreters are available to provide assistance in several different languages.

4. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? Please describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.

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

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

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

Over the next 12 months, the Office of the City Auditor will continue to implement recommendations and requirements of the Equal Access Office. In addition, the Office will amend its Comprehensive Audit Manual, Chapter 2, Professional Environment and Rules of Conduct, to add a new subsection, 2.26, Equal Access to Services. Subsection 2.26 will state the Office's commitment to equal access to services for all Oakland residents, regardless of English proficiency. The Office of the City Auditor will also arrange to have its annual report and the Fraud, Waste + Abuse Prevention Program annual report translated into Chinese and Spanish.

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

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

## OFFICE OF THE CITY AUDITOR, FY 2013-2014

ORGANIZATION	LOCATION	JOB_CLASS	HIRE_DATE	PCP	LANG
07111 - City Auditor Unit	City Hall - 4th Floor	City Auditor, Assistant	05-DEC-11	NO	
07111 - City Auditor Unit	City Hall - 4th Floor	Performance Auditor, Sr.	20-APR-09	NO	
07111 - City Auditor Unit	City Hall - 4th Floor	Performance Auditor, Sr.	27-SEP-10	NO	Chinese
07111 - City Auditor Unit	City Hall - 4th Floor	Receptionist to the City Auditor	30-NOV-10	YES	
07111 - City Auditor Unit	City Hall - 4th Floor	Performance Auditor, Sr.	15-APR-13	NO	
07111 - City Auditor Unit	City Hall - 4th Floor	Temp Contract Svcs Employee, PT	28-OCT-13	NO	
07111 - City Auditor Unit	City Hall - 4th Floor	Performance Auditor, Sr.	11-SEP-07	NO	
07111 - City Auditor Unit	City Hall - 4th Floor	Exec Asst to the City Auditor	06-AUG-12	YES	
07111 - City Auditor Unit	City Hall - 4th Floor	City Auditor	01-JAN-07	NO	
07111 - City Auditor Unit	City Hall - 4th Floor	Performance Auditor	15-APR-13	NO	Spanish
07111 - City Auditor Unit	City Hall - 4th Floor	Performance Auditor	29-MAY-12	NO	
New hires marked in grey.					

OFFICE OF CITY AUDITOR, FY 2013-2014

Row Labels	Count of JOB_CLASS	Count of New Hire	Count of PCP	Count of Spanish	Count of Chinese	% SP	% CH
<b>07111 - City Auditor Unit</b>	<b>11</b>	<b>1</b>	<b>2</b>			<b>0%</b>	<b>0%</b>
City Auditor	1						
City Auditor, Assistant	1						
Exec Asst to the City Auditor	1		1				
Performance Auditor	2						
Performance Auditor, Sr.	4						
Receptionist to the City Auditor	1		1				
Temp Contract Svcs Employee, PT	1	1					
<b>Grand Total</b>	<b>11</b>	<b>1</b>	<b>2</b>			<b>0%</b>	<b>0%</b>



**EQUAL ACCESS ORDINANCE  
ANNUAL COMPLIANCE PLAN**

**PART I: DEPARTMENT HEAD CERTIFICATION**

DEPARTMENT NAME: City Administrator's Office  
FISCAL YEAR: 2013-2014

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

I, Donna Hom, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for City Administrator's Office was submitted on July 2, 2014.

  
\_\_\_\_\_  
Signature & Date

7/2/14

Donna Hom, Assistant City Administrator  
Print Name & Title

**CITY ADMINISTRATOR'S OFFICE (CAO)**

**PART II Quantitative Assessment**

<b>TABLE 1: DEPARTMENT CONTACT</b>		
<i>Department Head</i>	<i>Language Access Coordinator</i>	<i>SPOC</i>
Henry Gardner Interim City Administrator 1 Frank H. Ogawa Plaza, 3rd Floor, Oakland, CA 94612 phone: (510) 238-3301 fax: (510) 238-2223 email: <a href="mailto:cityadministrator@oaklandnet.com">cityadministrator@oaklandnet.com</a>	Amber Todd City Administrator Analyst 1 Frank H. Ogawa Plaza, 3rd Floor, Oakland, CA 94612 phone: (510) 238-6369 fax: (510) 238-2223 email: <a href="mailto:atodd@oaklandnet.com">atodd@oaklandnet.com</a>  Sarah Schlenk Agency Administrative Manager 250 Frank H. Ogawa Plaza, 3rd Floor, Oakland, CA 94612 phone: (510) 238-3982 fax: (510) 238-2226 email: <a href="mailto:sschlenk@oaklandnet.com">sschlenk@oaklandnet.com</a>  Patrick Caceres Policy Analyst Citizens Police Review Board 1 Frank H. Ogawa Plaza, 11 <sup>th</sup> Floor Ste 1131 Oakland CA 94612 Phone: (510) 238-3325 Fax: (510)238-7084 Email: <a href="mailto:pcaceres@oaklandnet.com">pcaceres@oaklandnet.com</a>	Alexandra Orologas Assistant to the City Administrator 1 Frank H. Ogawa Plaza, 3rd Floor Oakland, CA 94612 phone: (510) 238-6587 fax: (510) 238-2223 Email: <a href="mailto:aorologas@oaklandnet.com">aorologas@oaklandnet.com</a>  Debbie Comeaux Accountant III 1 Frank H. Ogawa Plaza, 3rd Floor Oakland, CA 94612 phone: (510) 238-7662 fax: (510) 238-2223 Email: <a href="mailto:dcomeaux@oaklandnet.com">dcomeaux@oaklandnet.com</a>

<b>TABLE 2: SUPER PCP UNIT</b>	<b>GOAL</b>		<b>ACTUAL</b>		<b>SP Goal</b>	<b>CH Goal</b>
	<b>Bilingual Staff</b>		<b>Bilingual Staff</b>		<b>Met?</b>	<b>Met?</b>
Citizens Police Review Board and Measure Y Evaluation	1 SP	1 CH	1 SP	1 CH	YES	YES

SP = Spanish, CH = Chinese

<b>TABLE 3: DEPARTMENT ORGANIZATION STRUCTURE</b>
City Manager Administration Unit
Equal Opportunity Programs
Employee Relations
Contract Compliance Unit
Employment Services Unit
Ethics Unit
Budget Division
KTOP Operations
Neighborhood Svc Division
Citizens Police Review

<b>TABLE 4: VITAL DOCUMENTS</b>	<b>Spanish</b>	<b>Chinese</b>	<b>Other Language(s)</b>
Contractor Profile	YES	YES	
Certification Fact Sheet	YES	YES	
Doing Business with the City of Oakland Flyer	YES	YES	
LEP/15% Apprenticeship Announcement	YES	YES	
Local Construction Referral Application	YES	YES	
Prompt Payment	YES	YES	
Winning Compliance Brochure	YES	YES	
Vendor Application	YES	YES	
Budget Fact Sheet	YES	YES	
Bias-Based Policing Symposium Flyer	YES	YES	
CPRB Compliant Form	YES	YES	Vietnamese
CPRB Program Brochure	YES	YES	Vietnamese
Evidentiary Hearing Confidentiality Agreement	YES	YES	

**Percentage of vital documents translated into threshold language(s) = 100%**

<b>TABLE 5: RECORDED TELEPHONIC MESSAGES</b>	<b>Multilingual Lines</b>	<b>Status</b>
City Administrator-Front Desk	238-3301	Completed
Special Business Permit	238-6914	Completed
Special Business Permit for Taxi	777-8527	Completed
Contracting and Purchasing-General	238-3970	Pending
KTOP-TV10	238-3566	Completed
Citizens Police Review Board	238-3159	Completed
Business Assistance Center	238-7952	Completed

**Percentage of public phone number with translated voice recording = 86%**

**PART III – QUALITATIVE ASSESSMENT (NARRATIVE)  
 CITY ADMINISTRATOR’S OFFICE (CAO)  
 FISCAL YEAR 2013-2014**

**A. BILINGUAL PUBLIC CONTACT POSITIONS ASSESSMENT**

Please provide, in the table below, a summary assessment of public contact positions and the number of bilingual public contact position employees. In addition, department shall refer to Department staffing chart for comprehensive analysis.

ASSESSMENT		SPANISH PCP			CHINESE PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
54	18	2	2	Yes	1	2	Yes

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

The City Administrator’s Office and its Units are comprised of a total of 54 Full Time Employees (FTE). Of these 54 employees, 18 are Public Contact Positions (PCP). The Spanish speaking PCP goal for the City Administrator’s Office is 11.39% which equates to 2.05 FTEs. The City Administrator’s Office has a total of two (2) Spanish speaking PCPs. With regards to the Office’s Chinese speaking PCPs, the City Administrator’s Office goal is 5.63%, which equals 1.01 FTE. Currently the City Administrator’s Office has two (2) Chinese speaking PCPs. It is important to know that while we have met our goals for Fiscal Year (FY) 2013-2014, the Office did face some challenges due to two (2) administrative transitions. However, despite these transitions, the Office was able to maintain the Office’s support to the City’s efforts in maintaining Language Access for the City’s Citizens thanks to the support of our bilingual staff, both PCP and non-PCP.

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

In FY 2013-2014, the City Administrator’s Office has hired a total of three (3) FTEs. Of these three (3), none of the positions were PCP or required selective certification. However, being that language access for the City of Oakland is a priority, the City Administrator’s offices works hand in hand with Human Resource Management (HRM) to ensure every effort is taken with regards to outreach and recruitment producing the most qualified pool of candidates.

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

The City Administrator’s office, along with several other City Departments, have improved the posting of language access signs in our lobby areas to better inform constituents of the language services provided at the City of Oakland. This improvement made a notable difference in the quality of service we provide all of our citizens.

In addition, the City continues to make efforts towards equal access. This year, we conducted a town hall meeting entirely in Spanish to discuss public safety issues, housing, and employment in Oakland. All town hall meetings have been accessible with translation equipment available to anyone who needs it.

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

In addition to the changes noted above, the City Administrator's Office made a list of bilingual staff, both PCP and non-PCP, that could be contacted if interpretation was needed. This system has proven very effective in supporting the public and avoiding service delays due to language access problems.

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

Over the next 12 months the City Administrator's office plans to maintain quality services to the LES community by continuing to post in the language accessibility signs in all of the lobby areas and ensure they are updated regularly. Additionally, the City Administrator's office will keep our bilingual staff lists up to date to ensure anyone who is seeking assistance from our office can be served effectively. Also, should there be a vacancy in one of the PCP positions in the coming year, the City Administrator's Office will work with HRM to ensure the outreach and recruitment efforts produce qualified bilingual candidates.

Another important step to note is the City Administrator's office is in the process of planning a town hall meeting in fall of 2014 that will be held entirely in Cantonese. Similar to the town hall in Spanish, this meeting would discuss important issues impacting citizens such as public safety, housing, and employment in Oakland.

The Citizen's Police Review Board (CPRB), a unit within the City Administrator Office, is also taking important steps within the next twelve months to ensure equal access to those in the LES Community. The CPRB has also hired a new Executive Director who plans to conduct a number of outreach events in the Limited English Speaking neighborhoods as well as hire an additional Chinese speaking Complaint Investigator during the next fiscal year. The CPRB has moved into a new office and will be posting the Equal Access Notices to the public about the language assistance CPRB provides and the processes for which to file an Equal Access and CPRB complaints. As part of the CPRB office move, new brochures were produced and will be translated in Chinese, Spanish and Vietnamese and placed in the libraries and recreation centers in Chinatown, San Antonio and Fruitvale neighborhoods.

Lastly, the City Administrator's office is looking to work Collaboratively with EAO to offer Internal Staff Training and City wide training as well as ways to use our resources to increase public awareness of language services such as a possible PSA through KTOP.

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

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

The City Administrator's office ensures materials are provided in the lobby area of the City Administrator's Administration area, as well as the lobby areas of various City Administrator's Office

units, including: CPRB, Oaklander's Assistance Center, Neighborhood Services Division as well as Contract and Compliance.

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

The City Administrator's Office has 100% of its vital documents translated for FY 2013-2014.

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

The City Administrator's Office did not have any other documents translated other than the ones listed in the attachment.

**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). What is the corrective action plan and timeline in getting the rest of the telephone lines translated?

The City Administrator's Office is at the 86% level in providing multilingual telephone messages for FY 2013-2014. The Contracting and Purchasing unit message was changed and is in the process of being fully translated and recorded at this time.

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

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

The results of the last Equal Access survey showed that the City as a whole has made progress in ensuring LES community has access to City Services; however, there are still improvements needed to truly provide equal access to all citizens and visitors. During the survey period, the City Administrator's Office was visited by 762 people. Of the 762 visitors only nine (9) people completed and returned the surveys. The City Administrator's survey responses, in addition to the other Department responses, highlighted three (3) key areas for which we could improve. The first would be ensuring our signage regarding language access is up to date and clearly displayed in all of the Office's public access areas. The second would be ensuring the LES community has information about how to file a complaint in the event they did not receive adequate bilingual services. The third was ensuring the wait for language assistance is no longer than five (5) minutes. The City Administrator's Office has taken steps to ensure signage is displayed in the public access areas and that our PCPs are provided information on which person to call if there is a need for language assistance; however, we do need to address the issues of ensuring the LES community is informed of their right to file a complaint. To do so, the City Administrator's Office will look into updating the signage in the public access areas to inform the LES community of their right to file a complaint in the event they do not receive adequate language assistance.

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

The City Administrator's Office and its corresponding units follow and referred to Administrative Instruction (AI) 145 which outlines the City's policies and procedures for Equal Access. Additionally, written procedures have been shared with all PCPs throughout the City Administrator's Office on how to utilize the Language Access Line. AI 145 is an effect guideline for City staff to follow to ensure all Oakland residents, regardless of their English proficiency, have full and equal access to the services offered by the City.

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

As mentioned above, the City Administrator's Office makes every effort to ensure signage is posted in all of the lobbies advising the LES community of Language access tools at their disposal. The City Administrator's Office translates all of its vital documents and ensures copies in all languages are available in all of the lobby areas. In addition, the City Administrator's Office utilizes the website as a means to further inform the LES community by posting information in Spanish and Chinese as well as distributes information electronically to community organizations in Spanish and Chinese on community outreach events.

4. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? Please describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.

The City Administrator's Office has not received any complaints for FY 2013-2014 regarding bilingual services or inadequate language accessibility. The City Administrator's Office protocols for such complaints are to document the complaint thoroughly and forward the complaint or the complainant to the Equal Access Office for further investigation.

### **E. Action Plan**

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

The City Administrator's Office has identified three (3) areas for which it could improve over the next 12 months. The first would be ensuring our signage regarding language access is up to date and clearly displayed in all of our public access areas. The second would be ensuring the LES community has information about how to file a complaint in the event they did not receive adequate bilingual services. The third was ensuring the wait for language assistance is no longer than five (5) minutes.

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

Currently, the City Administrator's Office posts in the language accessibility signs in all of the lobby areas on or near the reception desks and ensure they are updated regularly. On the website, the information can be found on the City's home page under Language Access on the left hand side. In addition, the City of Oakland's website can be translated into other languages using a Google based interpretation program.

CITY ADMINISTRATOR'S OFFICE, FY 2013-2014

ORGANIZATION	ADDRESS		JOB_CLASS	HIRE_DATE	PCP	LANG
02111 - City Manager Administr	One Frank Ogawa Plaza	3rd Floor	Admin Asst to City Administrator	02-DEC-08	NO	
02111 - City Manager Administr	One Frank Ogawa Plaza	3rd Floor	Administrative Analyst I	11-FEB-08	YES	Chinese
02111 - City Manager Administr	One Frank Ogawa Plaza	3rd Floor	Administrative Assistant II (CONF)	22-MAY-89	YES	
02111 - City Manager Administr	One Frank Ogawa Plaza	3rd Floor	Assist to the City Administrator	21-OCT-13	NO	
02111 - City Manager Administr	One Frank Ogawa Plaza	3rd Floor	Assist to the City Administrator	07-JAN-13	NO	
02111 - City Manager Administr	One Frank Ogawa Plaza	3rd Floor	Assist to the City Administrator	22-AUG-11	NO	French
02111 - City Manager Administr	One Frank Ogawa Plaza	3rd Floor	Assist to the City Administrator	10-OCT-05	NO	
02111 - City Manager Administr	One Frank Ogawa Plaza	3rd Floor	Assistant City Administrator	04-FEB-02	NO	Spanish
02111 - City Manager Administr	One Frank Ogawa Plaza	3rd Floor	Assistant City Administrator	01-AUG-90	NO	Chinese
02111 - City Manager Administr	One Frank Ogawa Plaza	3rd Floor	City Administrator	17-OCT-11	NO	
02111 - City Manager Administr	One Frank Ogawa Plaza	3rd Floor	City Administrator Analyst	07-JAN-14	NO	
02111 - City Manager Administr	One Frank Ogawa Plaza	3rd Floor	City Administrator Analyst	31-MAR-08	NO	
02111 - City Manager Administr	One Frank Ogawa Plaza	3rd Floor	City Administrator Analyst	14-OCT-02	NO	
02111 - City Manager Administr	One Frank Ogawa Plaza	3rd Floor	City Administrator Analyst	13-NOV-00	NO	
02111 - City Manager Administr	One Frank Ogawa Plaza	3rd Floor	Exec Asst to Asst City Administrator	07-FEB-11	NO	Chinese
02111 - City Manager Administr	One Frank Ogawa Plaza	3rd Floor	Exec Asst to City Administrator	11-SEP-12	NO	
02111 - City Manager Administr	One Frank Ogawa Plaza	3rd Floor	Executive Assistant	28-JUL-08	NO	
02111 - City Manager Administr	One Frank Ogawa Plaza	3rd Floor	Mayor's PSE 14	13-SEP-01	YES	Spanish
02111 - City Manager Administr	One Frank Ogawa Plaza	3rd Floor	Mayor's PSE 14	09-FEB-00	YES	
02111 - City Manager Administr	250 Frank H. Ogawa Plaza	Suite 3330	Public Information Officer II	04-AUG-03	YES	
02111 - City Manager Administr	One Frank Ogawa Plaza	3rd Floor	Senior Aide, PT	22-APR-13	NO	
02111 - City Manager Administr	One Frank Ogawa Plaza	3rd Floor	Senior Aide, PT	04-MAR-13	NO	
02119 - Neighborhood Services	One Frank Ogawa Plaza	3rd Floor	Assist to the City Administrator	13-DEC-05	YES	
02119 - Neighborhood Services	One Frank Ogawa Plaza	3rd Floor	Program Analyst I	24-JUN-13	YES	Spanish
02119 - Neighborhood Services	One Frank Ogawa Plaza	3rd Floor	Program Analyst I	20-OCT-08	YES	
02119 - Neighborhood Services	One Frank Ogawa Plaza	3rd Floor	Program Analyst III	10-OCT-00	YES	
02119 - Neighborhood Services	One Frank Ogawa Plaza	3rd Floor	Student Trainee, PT	25-JUN-07	NO	
02211 - Citizens Police Review B	1 Frank Ogawa Plaza		Complaint Investigator II	04-OCT-10	YES	Spanish
02211 - Citizens Police Review B	1 Frank Ogawa Plaza		Complaint Investigator II	18-SEP-06	YES	Chinese
02211 - Citizens Police Review B	1 Frank Ogawa Plaza		Exempt Limited Duration Employee	10-NOV-10	NO	
02211 - Citizens Police Review B	1 Frank Ogawa Plaza		Policy Analyst	13-SEP-04	NO	Spanish
02311 - Equal Opportunity Progr	One Frank Ogawa Plaza	8th Floor	Human Resource Analyst, Principal	03-OCT-11	NO	
02331 - Employee Relations	150 Frank Ogawa Plaza	Suite 2214	Employee Relations Analyst Prin	05-DEC-05	NO	

## CITY ADMINISTRATOR'S OFFICE, FY 2013-2014

ORGANIZATION	ADDRESS		JOB_CLASS	HIRE_DATE	PCP	LANG
02331 - Employee Relations	150 Frank Ogawa Plaza	Suite 2214	Employee Relations Analyst Prin	12-AUG-02	NO	Spanish
02331 - Employee Relations	150 Frank Ogawa Plaza	Suite 3332	Human Resource Technician	12-SEP-05	NO	
02611 - Contract Compliance U	One Frank Ogawa Plaza	3rd Floor	Administrative Services Manager I	17-FEB-98	NO	
02611 - Contract Compliance U	One Frank Ogawa Plaza	3rd Floor	Manager, Contact & Employ Svcs	11-MAY-98	NO	
02611 - Contract Compliance U	One Frank Ogawa Plaza	3rd Floor	Receptionist	19-APR-82	YES	
02621 - Employment Services U	One Frank Ogawa Plaza	3rd Floor	Contract Compliance Field Tech	13-SEP-07	YES	
02621 - Employment Services U	One Frank Ogawa Plaza	3rd Floor	Contract Compliance Office Asst	22-JAN-08	YES	
02621 - Employment Services U	One Frank Ogawa Plaza	3rd Floor	Contract Compliance Office Asst	21-MAR-07	YES	
02621 - Employment Services U	One Frank Ogawa Plaza	3rd Floor	Contract Compliance Office Asst	12-MAY-98	YES	Cambodia
02621 - Employment Services U	One Frank Ogawa Plaza	3rd Floor	Contract Compliance Officer	26-MAY-98	NO	
02621 - Employment Services U	One Frank Ogawa Plaza	3rd Floor	Contract Compliance Officer	08-OCT-91	NO	
02621 - Employment Services U	One Frank Ogawa Plaza	3rd Floor	Contract Compliance Officer, Sr.	06-OCT-86	NO	
02621 - Employment Services U	One Frank Ogawa Plaza	3rd Floor	Employment Services Supervisor	13-SEP-04	YES	
02621 - Employment Services U	One Frank Ogawa Plaza	3rd Floor	Job Developer	31-AUG-87	YES	
02631 - Outreach & Administrat	One Frank Ogawa Plaza	3rd Floor	Administrative Analyst II	06-NOV-06	NO	Cambodia
02711 - Ethics Unit	One Frank Ogawa Plaza	3rd Floor	Exec Dir to Public Ethics Comm	23-APR-12	NO	
02711 - Ethics Unit	One Frank Ogawa Plaza	3rd Floor	Program Analyst I	12-JUL-12	NO	
02811 - Budget Division	One Frank Ogawa Plaza	3rd Floor	Accountant III	04-DEC-84	NO	Tagalog
02811 - Budget Division	One Frank Ogawa Plaza	3rd Floor	Assist to the City Administrator	15-JUL-13	NO	Cambodia
02811 - Budget Division	One Frank Ogawa Plaza	3rd Floor	Assist to the City Administrator	15-SEP-10	NO	
02811 - Budget Division	One Frank Ogawa Plaza	3rd Floor	Budget Director	28-DEC-05	NO	

New hires have hire date shown in grey.

## CITY ADMINISTRATOR'S OFFICE, FY 2013-2014

Row Labels	Count of JOBCLASS	Count of New Hire	Count of PCP	Count of Spanish	Count of Chinese	%SP	%CH
<b>02111 - City Manager Administration Unit</b>	<b>22</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>20%</b>	<b>20%</b>
Admin Asst to City Administrator	1						
Administrative Analyst I	1		1		1		
Administrative Assistant II (CONF)	1		1				
Assist to the City Administrator	4	1					
Assistant City Administrator	2						
City Administrator	1						
City Administrator Analyst	4	1					
Exec Asst to Asst City Administrator	1						
Exec Asst to City Administrator	1						
Executive Assistant	1						
Mayor's PSE 14	2		2	1			
Public Information Officer II	1		1				
Senior Aide, PT	2						
<b>02119 - Neighborhood Services</b>	<b>5</b>		<b>4</b>	<b>1</b>		<b>25%</b>	<b>0%</b>
Assist to the City Administrator	1		1				
Program Analyst I	2		2	1			
Program Analyst III	1		1				
Student Trainee, PT	1						
<b>02211 - Citizens Police Review Board Unit</b>	<b>4</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>50%</b>	<b>50%</b>
Complaint Investigator II	2		2	1	1		
Exempt Limited Duration Employee	1						
Policy Analyst	1						
<b>02311 - Equal Opportunity Programs</b>	<b>1</b>						
Human Resource Analyst, Principal	1						
<b>02331 - Employee Relations</b>	<b>3</b>						
Employee Relations Analyst Prin	2						
Human Resource Technician	1						
<b>02611 - Contract Compliance Unit</b>	<b>3</b>		<b>1</b>			<b>0%</b>	<b>0%</b>
Administrative Services Manager I	1						
Manager, Contact & Employ Svcs	1						
Receptionist	1		1				
<b>02621 - Employment Services Unit</b>	<b>9</b>		<b>6</b>			<b>0%</b>	<b>0%</b>
Contract Compliance Field Tech	1		1				
Contract Compliance Office Asst	3		3				
Contract Compliance Officer	2						
Contract Compliance Officer, Sr.	1						
Employment Services Supervisor	1		1				
Job Developer	1		1				
<b>02631 - Outreach &amp; Administrative Support Unit</b>	<b>1</b>						
Administrative Analyst II	1						
<b>02711 - Ethics Unit</b>	<b>2</b>						
Exec Dir to Public Ethics Comm	1						
Program Analyst I	1						
<b>02811 - Budget Division</b>	<b>4</b>	<b>1</b>				<b>0%</b>	<b>0%</b>
Accountant III	1						
Assist to the City Administrator	2	1					
Budget Director	1						
(blank)							
(blank)							
<b>Grand Total</b>	<b>54</b>	<b>3</b>	<b>18</b>	<b>3</b>	<b>2</b>	<b>17%</b>	<b>11%</b>



CITY OF OAKLAND

OFFICE OF THE CITY CLERK  
FISCAL YEAR 2013-2014

1

**EQUAL ACCESS ORDINANCE  
ANNUAL COMPLIANCE PLAN**

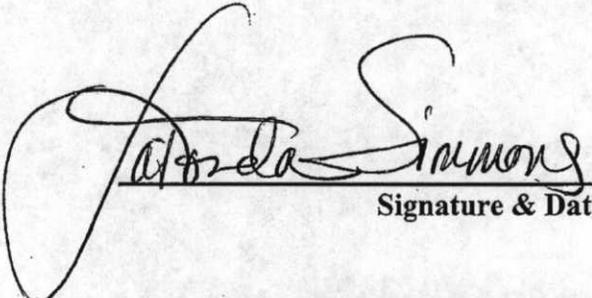
**PART I: DEPARTMENT HEAD CERTIFICATION**

**DEPARTMENT NAME: Office of the City Clerk**

**FISCAL YEAR: FY2013-2014**

**Provide the following certification that the Department head 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 adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Office of the City Clerk was submitted on June 30, 2014.**

  
Signature & Date

**LaTonda Simmons, City Clerk**  
Print Name & Title

**OFFICE OF THE CITY CLERK (CLERK)**

**PART II Quantitative Assessment**

<b>TABLE 1: DEPARTMENT CONTACT</b>		
<i>Department Head</i>	<i>Language Access Coordinator</i>	<i>SPOC</i>
LaTonda Simmons City Clerk 1 Frank H. Ogawa Plaza, 2nd Floor, Oakland, CA 94612 phone: (510) 238-7370 fax: (510) 238-6868 email: <a href="mailto:lsimmons@oaklandnet.com">lsimmons@oaklandnet.com</a>	Sandy Wong Management Assistant 1 Frank H. Ogawa Plaza, 2nd Floor, Oakland, CA 94612 phone: (510) 238-6790 fax: (510) 238-6868 email: <a href="mailto:swong@oaklandnet.com">swong@oaklandnet.com</a>	Sandy Wong Management Assistant 1 Frank H. Ogawa Plaza, 2nd Floor, Oakland, CA 94612 phone: (510) 238-6790 fax: (510) 238-6868 email: <a href="mailto:swong@oaklandnet.com">swong@oaklandnet.com</a>

<b>TABLE 2: SUPER PCP UNIT</b>	<b>GOAL</b>		<b>ACTUAL</b>		<b>SP BPCP</b>	<b>CH PCP</b>
	<b>Bilingual Staff</b>		<b>Bilingual Staff</b>		<b>Goal Met?</b>	<b>Goal Met?</b>
City Clerk's Unit (03121)	1 SP	1 CH	1 SP	1 CH	YES	YES

*SP = Spanish, CH = Chinese*

<b>TABLE 3: DEPARTMENT ORGANIZATION STRUCTURE</b>
Office of the City Clerk

<b>TABLE 4: VITAL DOCUMENTS</b>	<b>Spanish</b>	<b>Chinese</b>	<b>Other Language(s)</b>
City Clerk Brochure	YES	YES	Vietnamese
City Council Meeting Speaker Card	YES	YES	Vietnamese
Customer Service Survey	YES	YES	Vietnamese
Domestic Partnership Form	YES	YES	Vietnamese

**Percentage of vital documents translated into threshold language(s) = 100%**

<b>TABLE 5: RECORDED TELEPHONIC MESSAGES</b>	<b>Multilingual Lines</b>	<b>Status</b>
<i>Administration &amp; Divisions</i>		
City Clerk-Front Desk	238-3226	Completed
Records Division	238-3612	Completed

**Percentage of public phone number with translated voice recording = 100%**

**PART III – QUALITATIVE ASSESSMENT (NARRATIVE)**

**OFFICE OF THE CITY CLERK (CLERK)  
 FISCAL YEAR 2013-2014**

**A. BILINGUAL PUBLIC CONTACT POSITIONS ASSESSMENT**

Please provide, in the table below, a summary assessment of public contact positions and the number of bilingual public contact position employees. In addition, department shall refer to Department staffing chart for comprehensive analysis.

ASSESSMENT		SPANISH PCP			CHINESE PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
9	4	0	1	YES	0	1	YES

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

The Office of the City Clerk is complying with the Equal Access Ordinance by having vital documents translated into threshold languages; having recorded telephone messages in threshold languages; and utilizing the City’s extensive translation functions incorporated in the City’s webpage and phone system.
- Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.

Recruitments are conducted by the Department of Human Resources Management. We rely in the testing methodology conducting by DHRM. There is no recruitment in FY2013-2014.
- Please highlight positive changes and successes in this reporting period. Provide a description of implementation “best practices” developed by the Department. Please share with us your success story.

Having vital documents translated into threshold languages; having recorded telephone messages in threshold languages and posting of language services on the 24/7 posting boards. On January 29, 2014, five employees from our office participated in a hands-on training provided by Equal Access Office. It provided a refresher to existing employees and reinforced staff’s knowledge in City’s available language assistance services. The on-site training is catered to our needs and it provided a platform to engage inter-department dialogue on language access to city services.
- Describe any additional measures, other than provision of bilingual staffing, the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.

The Office of the City Clerk has a Chinese Speaking PCP for providing the translation in Cantonese/Mandarin languages. Staff utilizes the telephone based language translation services to further our compliance with the Equal Access Ordinance.

5. Please describe your Department plan's for the next 12 months in an effort to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.  
Continue with current language support, utilizing language based translation services and making core materials available in the designated languages.

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

1. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." Please list the locations in which the Department has posted notices.  
Notices posted in the reception area on 1st and 2nd floor offices located in City Hall.
2. Please describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?  
The Office of the City Clerk has a total of 4 vital documents of which 100% were translated in to Spanish and Chinese.
3. Did the Department translate any other written documents in the reporting period in an effort to serve the LES community?  
No.

**C. Multilingual Telephone Messages Assessment**

1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s). What is the corrective action plan and timeline in getting the rest of the telephone lines translated?  
The Office of the City Clerk maintains recorded telephonic messages in Spanish and Chinese (Cantonese and Mandarin).

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

1. Please respond to the last EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?  
Continue with the current language support from Equal Access, utilizing language based translation services, making signage and core materials available in the designated languages.
2. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.  
Make available a list of bilingual staff for in-house language assistance and information on Over-the-Phone Interpretation Services. Trained staff on utilize all available language assistances to assist the public.
3. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (See § 2.30.130 (B)).  
Post notices on visible wall and counter in the reception area of 1st and 2nd floor offices.

4. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? Please describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.

No.

**E. Action Plan**

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

Continue with current language support, utilizing language based translation services and making core materials available in the designated languages.

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

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

OFFICE OF CITY CLERK, FY 2013-2014

ORGANIZATION	LOCATION	JOB_CLASS	HIRE_DATE	PCP	LANG
03121 - City Clerk Unit	City Hall 2nd Floor	Executive Assistant	06-NOV-00	NO	
03121 - City Clerk Unit	City Hall 2nd Floor	Administrative Analyst I	14-JUN-96	YES	
03121 - City Clerk Unit	City Hall 2nd Floor	Legislative Recorder	22-APR-13	NO	
03121 - City Clerk Unit	City Hall 2nd Floor	Legislative Recorder	23-OCT-06	YES	
03121 - City Clerk Unit	City Hall 2nd Floor	Citywide Records Manager	01-APR-10	NO	
03121 - City Clerk Unit	City Hall 2nd Floor	City Clerk	19-MAY-03	YES	Spanish
03121 - City Clerk Unit	City Hall 2nd Floor	City Clerk, Assistant	02-JAN-07	NO	
03121 - City Clerk Unit	City Hall 2nd Floor	Management Assistant	16-NOV-89	YES	Chinese
03121 - City Clerk Unit	City Hall 2nd Floor	Legislative Recorder	08-JAN-13	NO	
No new hires in FY 2013-14					

OFFICE OF CITY CLERK, FY 2013-2014

Row Labels	Count of JOB CLASS	Count of New hire	Count of PCP	Count of Spanish	Count of Chinese	% SP	% CH
<b>03121 - City Clerk Unit</b>	<b>9</b>		<b>4</b>	<b>1</b>	<b>1</b>	<b>25%</b>	<b>25%</b>
Administrative Analyst I	1		1				
City Clerk	1		1	1			
City Clerk, Assistant	1						
Citywide Records Manager	1						
Executive Assistant	1						
Legislative Recorder	3		1				
Management Assistant	1		1		1		
<b>Grand Total</b>	<b>9</b>		<b>4</b>	<b>1</b>	<b>1</b>	<b>25%</b>	<b>25%</b>



**EQUAL ACCESS ORDINANCE  
ANNUAL COMPLIANCE PLAN**

**PART I: DEPARTMENT HEAD CERTIFICATION**

**DEPARTMENT NAME: CITY COUNCIL  
FISCAL YEAR: 2013-2014**

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

**I, Patricia Kernighan, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for City Council was submitted on June 30, 2014.**

*Patricia Kernighan* 7/17/14  
Signature & Date

**Patricia Kernighan, Council President, District 2**  
Print Name & Title

**CITY COUNCIL (COUNCIL)**

**PART II Quantitative Assessment**

<b>TABLE 1: DEPARTMENT CONTACT</b>		
<i>Department Head</i>	<i>Language Access Coordinator</i>	<i>SPOC</i>
Patricia Kernighan Council President 1 Frank H. Ogawa Plaza, 2nd Floor, Oakland, CA 94612 phone: (510) 238-7002 fax: (510) 238-6129 email: <a href="mailto:pkernighan@oaklandnet.com">pkernighan@oaklandnet.com</a>	Susan Sanchez Executive Assistant to the City Council 1 Frank H. Ogawa Plaza, 2nd Floor, Oakland, CA 94612 phone: (510) 238-6917 fax: (510) 238-6129 email: <a href="mailto:sasanchez@oaklandnet.com">sasanchez@oaklandnet.com</a>	Susan Sanchez Executive Assistant to the City Council 1 Frank H. Ogawa Plaza, 2nd Floor. Oakland, CA 94612 phone: (510) 238-6917 fax: (510) 238-6129 email: <a href="mailto:sasanchez@oaklandnet.com">sasanchez@oaklandnet.com</a>

<b>TABLE 2: SUPER PCP UNIT</b>	<b>GOAL</b>	<b>ACTUAL</b>		
	<b>Bilingual Staff</b>	<b>Bilingual Staff</b>		
No Super PCP Units in City Council				

<b>TABLE 3: DEPARTMENT ORGANIZATION STRUCTURE</b>
Council Administration
District One Unit
District Two Unit
District Three Unit
District Four Unit
District Five Unit
District Six Unit
District Seven Unit
Council At Large Unit

<b>TABLE 4: VITAL DOCUMENTS</b>	<b>Spanish</b>	<b>Chinese</b>	<b>Other Language(s)</b>
Office Close Notices	YES	YES	

**Percentage of vital documents translated into threshold language(s) = 100%**

<b>TABLE 5: RECORDED TELEPHONIC MESSAGES</b>	<b>Multilingual Lines</b>	<b>Status</b>
City Council-Front Desk	238-3266	Completed

**Percentage of public phone number with translated voice recording = 100%**

**PART III – QUALITATIVE ASSESSMENT (NARRATIVE)****CITY COUNCIL (COUNCIL)  
FISCAL YEAR 2013-2014****A. BILINGUAL PUBLIC CONTACT POSITIONS ASSESSMENT**

Please provide, in the table below, a summary assessment of public contact positions and the number of bilingual public contact position employees. In addition, department shall refer to Department staffing chart for comprehensive analysis.

ASSESSMENT		SPANISH PCP			CHINESE PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
32	27.5	3	4.5	YES	2	0	NO

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

For much of FY 2013-2014, the City Council had bilingual PCPs in Spanish and Chinese (both Cantonese and Mandarin) but at the end of the fiscal year the Council had only Spanish PCPs. The goals for Bilingual PCPs (as determined by an earlier assessment) were 11.39% for Spanish-speaking and 5.63% for Chinese-speaking. There has been no difficulty in meeting the Spanish-speaking goal this fiscal year. By contrast the Council's one half-time Chinese-speaking PCP left in the middle of the fiscal year. For the remainder of the year, there was no Chinese-speaking PCP on staff. District 2 Council office conducted a search for a Cantonese speaker to take her place but was not successful in recruiting a candidate who could perform the Council Aide duties.

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.

There has been little turn-over in Council staffing during FY 2013-2014 and therefore not much opportunity to bring on PCPs with language skills to help reach the Equal Access goals. Even so, outreach, recruitment and hiring of a bilingual Spanish candidate resulted in Council continuing to meet that goal. For hiring of a Cantonese speaker to replace the departing half-time staffer, District 2 advertised with UC Berkeley and posted on Craigslist. Those few applicants who spoke a Chinese language spoke Mandarin, a less useful language for a PCP because Oakland's Chinese monolingualists predominately speak Cantonese. Even so, had any of them been strong candidates for the Council Aide position, they would have been considered. They were not strong candidates.

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

The Council has increased the number of Spanish-speaking PCPs during the last Fiscal Year. There have been other ways in which the Council offices have facilitated LEP (limited-English-proficiency)

constituents getting services. Here are a few examples from the two council districts with the highest percentage of LEP constituents, District 2 (Cantonese) and District 5 (Spanish). In District 5 a Town Hall meeting sponsored by the Mayor was facilitated in Spanish by Councilmember Gallo. He also facilitates a regular meeting of the Fruitvale Merchants Association. And he or his staff regularly attends a Spanish-speaking Neighborhood Crime Prevention Council's monthly meeting. In District 2 Councilmember Kernighan arranged for a volunteer who is the former bilingual Scheduler for the office to translate for the Transportation Services Division at a meeting of constituents concerned about speeding in Chinatown.

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

Recognizing that monolingualists 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, monolingualists who arrive at the Council's reception desk now see a sign on prominent display on which they can point to their language, enabling the receptionist to put them in touch with a Language interpreter.

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

At least two councilmembers and potentially as many five will be leaving office by January 2015. When the new councilmembers hire staff for their offices, there will be an opportunity to increase the number of PCPs with language skills that address Equal Access goals. Prior to the new Councilmembers doing any hiring, the Council's Executive Assistant will inform them of the hiring requirements for Equal Access, and in particular for the need of at least one Cantonese-speaking bilingual staff member in the City Council office.

## **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.

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

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

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

However, the most common form of communication that goes out from Councilmembers is the online newsletter. Because the newsletters are often lengthy and are announcing events that are upcoming shortly, getting them out is time-sensitive. Nonetheless, District 5 sends its e-newsletter in Spanish twice monthly.

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

Please see response to question 2 above.

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

1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s). What is the corrective action plan and timeline in getting the rest of the telephone lines translated?

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.

The main lines of District 2 and District 5 do not have bilingual messages at this time. The Council President will ensure that these three lines have multilingual messages shortly.

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

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

The City Council is not one department but is comprised of the offices of seven distinct council district offices as well as an at-large council office and council administration office. The seven district offices address their respective constituent concerns and service gaps. District 2 monolingualists would benefit from Council PCPs who speak Cantonese and Vietnamese (not a threshold language but there is a significant population of Vietnamese monolingualists, and does rely on Spanish-speaking PCPs in other council offices. District 5 monolingualists benefit from the bilingual Councilmember Gallo and members of his staff. Only Districts 2 and 5 explicitly recruit for PCPs. In the next two months, the Council President will send a report to all the Councilmembers reminding them of the need to have bilingual staff in order to meet our goal of providing services to LES Chinese- and Spanish-speaking constituents.

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

At the present time, there is no City Council written policy relating to communication with LES Spanish and Chinese speakers. This fall the Council President, in consultations with all the other offices of the Council, will undertake to develop such a policy.

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

Councilmembers conduct meetings and/or arrange for interpreters/translators at meetings where Spanish speaking or Chinese speaking monolingualists are present. Advertising for those meetings, such as via flyers, may indicate that translation will be available. These practices imply a right but may not explicitly so stated.

4. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? Please describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.

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

### **E. Action Plan**

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

The new councilmembers who will join the Council in 2015 will be advised by the Council President and 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. In particular, the need to hire Chinese-speaking bilingual staff will be emphasized, as that is the category in which the Council office is not meeting the goal.

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

See B.1 above regarding the prominent display of available language access through Language Line at the City Council's reception desk. There is no single City Council website on which to post the availability of an annual compliance plan. Each Councilmember is responsible for his/her own website. This fall all Councilmembers will be encouraged to post a brief paragraph in Spanish and Chinese on their respective websites, letting viewers know where to call for assistance.

## CITY COUNCIL, FY 2013-2014

ORGANIZATION NUMBER AND ADDRESS	JOB CLASSIFICATION TITLE	NEW HIRE?	PCP	LANGUAGE
00011 - Council Administration Unit One Frank Ogawa Plz, 2nd floor	City Council Admin Assistant		0.50	Spanish
00011 - Council Administration Unit One Frank Ogawa Plz, 2nd floor	Exec Asst to the City Council		1.00	Spanish
00111 - District One Unit One Frank Ogawa Plz, 2nd floor	City Council Admin Assistant	7/7/14	0.50	
00111 - District One Unit One Frank Ogawa Plz, 2nd floor	City Councilmember's Assistant		1.00	
00111 - District One Unit One Frank Ogawa Plz, 2nd floor	City Councilmember's Assistant		1.00	
00111 - District One Unit One Frank Ogawa Plz, 2nd floor	Council Member		NO	
00211 - District Two Unit One Frank Ogawa Plz, 2nd floor	City Council Admin Assistant	5/4/14	0.50	
00211 - District Two Unit One Frank Ogawa Plz, 2nd floor	City Councilmember's Assistant		1.00	
00211 - District Two Unit One Frank Ogawa Plz, 2nd floor	City Councilmember's Assistant		1.00	
00211 - District Two Unit One Frank Ogawa Plz, 2nd floor	Council Member		NO	
00311 - District Three Unit One Frank Ogawa Plz, 2nd floor	City Council Admin Assistant		0.50	
00311 - District Three Unit One Frank Ogawa Plz, 2nd floor	City Councilmember's Assistant		1.00	
00311 - District Three Unit One Frank Ogawa Plz, 2nd floor	City Councilmember's Assistant		1.00	
00311 - District Three Unit One Frank Ogawa Plz, 2nd floor	Council Member		NO	
00411 - District Four Unit One Frank Ogawa Plz, 2nd floor	City Councilmember's Assistant		1.00	
00411 - District Four Unit One Frank Ogawa Plz, 2nd floor	City Councilmember's Assistant		1.00	
00411 - District Four Unit One Frank Ogawa Plz, 2nd floor	City Councilmember's Assistant		0.50	
00411 - District Four Unit One Frank Ogawa Plz, 2nd floor	Council Member		NO	
00511 - District Five Unit One Frank Ogawa Plz, 2nd floor	City Council Admin Assistant		0.50	
00511 - District Five Unit One Frank Ogawa Plz, 2nd floor	City Councilmember's Assistant		1.00	Spanish
00511 - District Five Unit One Frank Ogawa Plz, 2nd floor	City Councilmember's Assistant		1.00	Spanish
00511 - District Five Unit One Frank Ogawa Plz, 2nd floor	Council Member		NO	Spanish
00611 - District Six Unit One Frank Ogawa Plz, 2nd floor	City Council Admin Assistant		0.50	
00611 - District Six Unit One Frank Ogawa Plz, 2nd floor	City Council Admin Assistant		1.00	
00611 - District Six Unit One Frank Ogawa Plz, 2nd floor	City Council Admin Assistant		1.00	
00611 - District Six Unit One Frank Ogawa Plz, 2nd floor	City Councilmember's Assistant		1.00	
00611 - District Six Unit One Frank Ogawa Plz, 2nd floor	City Councilmember's Assistant		1.00	
00611 - District Six Unit One Frank Ogawa Plz, 2nd floor	City Councilmember's Assistant	3/3/14	1.00	Spanish
00611 - District Six Unit One Frank Ogawa Plz, 2nd floor	City Councilmember's Assistant		1.00	
00611 - District Six Unit One Frank Ogawa Plz, 2nd floor	City Councilmember's Assistant		1.00	
00611 - District Six Unit One Frank Ogawa Plz, 2nd floor	City Councilmember's Assistant	6/13/14	1.00	
00611 - District Six Unit One Frank Ogawa Plz, 2nd floor	Council Member		NO	
00711 - District Seven Unit One Frank Ogawa Plz, 2nd floor	City Council Admin Assistant		0.50	
00711 - District Seven Unit One Frank Ogawa Plz, 2nd floor	City Councilmember's Assistant		1.00	
00711 - District Seven Unit One Frank Ogawa Plz, 2nd floor	City Councilmember's Assistant		1.00	
00711 - District Seven Unit One Frank Ogawa Plz, 2nd floor	Council Member		NO	
00911 - Council At Large Unit One Frank Ogawa Plz, 2nd floor	City Council Admin Assistant	7/1/14	0.50	
00911 - Council At Large Unit One Frank Ogawa Plz, 2nd floor	City Councilmember's Assistant		1.00	
00911 - Council At Large Unit One Frank Ogawa Plz, 2nd floor	City Councilmember's Assistant		1.00	
00911 - Council At Large Unit One Frank Ogawa Plz, 2nd floor	Council Member		NO	
New hires have hire dates shown in grey				

OFFICE OF CITY COUNCIL, FY 2013-2014

Row Labels	Count of JOB CLASS	Count of NEW HIRE	Count of PCP	Count of Spanish	Count of Chinese	% SP	% CH
<b>00011 - Council Administration Unit</b>	<b>2</b>		<b>2</b>	<b>2</b>		<b>100%</b>	<b>0%</b>
City Council Admin Assistant	1		1	1			
Exec Asst to the City Council	1		1	1			
<b>00111 - District One Unit</b>	<b>4</b>	<b>1</b>	<b>3</b>			<b>0%</b>	<b>0%</b>
City Council Admin Assistant	1	1	1				
City Councilmember's Assistant	2		2				
Council Member	1						
<b>00211 - District Two Unit</b>	<b>4</b>	<b>1</b>	<b>3</b>			<b>0%</b>	<b>0%</b>
City Council Admin Assistant	1	1	1				
City Councilmember's Assistant	2		2				
Council Member	1						
<b>00311 - District Three Unit</b>	<b>4</b>		<b>3</b>			<b>0%</b>	<b>0%</b>
City Council Admin Assistant	1		1				
City Councilmember's Assistant	2		2				
Council Member	1						
<b>00411 - District Four Unit</b>	<b>4</b>		<b>3</b>			<b>0%</b>	<b>0%</b>
City Councilmember's Assistant	3		3				
Council Member	1						
<b>00511 - District Five Unit</b>	<b>4</b>		<b>3</b>	<b>3</b>		<b>100%</b>	<b>0%</b>
City Council Admin Assistant	1		1				
City Councilmember's Assistant	2		2	2			
Council Member	1			1			
<b>00611 - District Six Unit</b>	<b>10</b>	<b>2</b>	<b>9</b>	<b>1</b>		<b>11%</b>	<b>0%</b>
City Council Admin Assistant	3		3				
City Councilmember's Assistant	6	2	6	1			
Council Member	1						
<b>00711 - District Seven Unit</b>	<b>4</b>		<b>3</b>			<b>0%</b>	<b>0%</b>
City Council Admin Assistant	1		1				
City Councilmember's Assistant	2		2				
Council Member	1						
<b>00911 - Council At Large Unit</b>	<b>4</b>	<b>1</b>	<b>3</b>			<b>0%</b>	<b>0%</b>
City Council Admin Assistant	1	1	1				
City Councilmember's Assistant	2		2				
Council Member	1						
<b>Grand Total</b>	<b>40</b>	<b>5</b>	<b>32</b>	<b>6</b>		<b>19%</b>	<b>0%</b>



**EQUAL ACCESS ORDINANCE  
ANNUAL COMPLIANCE PLAN**

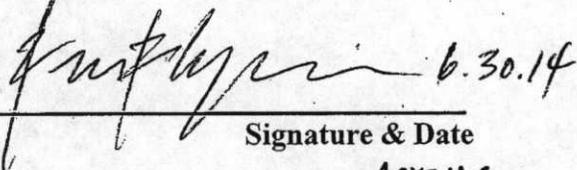
**PART I: DEPARTMENT HEAD CERTIFICATION**

**DEPARTMENT NAME: ECONOMIC & WORKFORCE  
DEVELOPMENT**

**FISCAL YEAR:            \_            2013-2014**

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

**I, Rachel Flynn, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Economic and Workforce was submitted on (see date signed below).**

 6.30.14  
\_\_\_\_\_  
Signature & Date  
**ACTING**  
**RACHEL FLYNN, DIRECTOR**  
\_\_\_\_\_  
Print Name & Title

**PART II Quantitative Assessment**

**ECONOMIC & WORKFORCE DEVELOPMENT DEPARTMENT (EWD)**

<b>TABLE 1: DEPARTMENT CONTACT</b>		
<i>Department Head</i>	<i>Language Access Coordinator</i>	<i>SPOC</i>
Rachel Flynn Interim Director, EWD 250 Frank H. Ogawa Plaza, 3rd Floor Oakland, CA 94612 phone: (510) 238-2229 fax: (510) 238-6538 email: <a href="mailto:RFlynn@oaklandnet.com">RFlynn@oaklandnet.com</a>	Amber Todd Exec Asst to City Administrator 1 Frank H. Ogawa Plaza, 3rd Floor Oakland, CA 94612 phone: (510) 238-6369 fax: (510) 238-2223 email: <a href="mailto:atodd@oaklandnet.com">atodd@oaklandnet.com</a>	Donna M Howell Admin Services Manager 250 Frank H. Ogawa Plaza, 5 <sup>th</sup> Floor Oakland, CA 94612 phone: (510) 238-3852 fax: (510) 238-3691 Email: <a href="mailto:dhowell@oaklandnet.com">dhowell@oaklandnet.com</a>

<b>TABLE 2: SUPER PCP DEPARTMENT</b>
No Super PCP units in Economic & Workforce Development

<b>TABLE 3: DEPARTMENT ORGANIZATION STRUCTURE</b>
Administration
Project Implementation
Real Estate
Oakland Army Base Redevelopment
Workforce Development
Economic Development
Cultural Arts & Marketing
Public Art

<b>TABLE 4: VITAL DOCUMENTS</b>	<b>Spanish</b>	<b>Chinese</b>	<b>Other Language(s)</b>
Contractor Profile	YES	YES	
Certification Fact Sheet	YES	YES	
Doing Business with the City of Oakland Flyer	YES	YES	
LEP/15% Apprenticeship Announcement	YES	YES	
Local Construction Referral Application	YES	YES	
Prompt Payment	YES	YES	
Winning Compliance Brochure	YES	YES	
Vendor Application	YES	YES	

**Percentage of vital documents translated into threshold language(s) = 100%**

<b>TABLE 5: RECORDED TELEPHONIC MESSAGES</b>	<b>Multilingual Lines</b>	<b>Status</b>
Special Business Permit	238-6914	Completed
Special Business Permit for Taxi	777-8527	Completed
Business Assistance Center	238-7952	Completed

**Percentage of public phone numbers with translated voice recording = 100%**

**PART III – QUALITATIVE ASSESSMENT (NARRATIVE)**

**ECONOMIC AND WORKFORCE DEVELOPMENT DEPARTMENT (EWD)  
 FISCAL YEAR 2013-2014**

**A. BILINGUAL PUBLIC CONTACT POSITIONS ASSESSMENT**

Please provide, in the table below, a summary assessment of public contact positions and the number of bilingual public contact position employees. In addition, department shall refer to Department staffing chart for comprehensive analysis.

ASSESSMENT		SPANISH PCP			CHINESE PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
50.50	2.00	0	1	YES	0	0	YES

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

The Economic and Workforce Development Department has 2 PCP positions that are Business Assistance Center staff (Juno Thomas) and a 5<sup>th</sup> Floor Project Implementation/Housing Receptionist (Deborah Ann Griffin). The fifth floor serves as a backup for Housing’s 6<sup>th</sup> floor reception as the public is referred to the 6<sup>th</sup> floor for Housing Assistance. Additionally, a Spanish-Speaking staff member is located in the BAC and assists with translating as needed.

Both counters post written instructions in Chinese and Spanish, in addition to English. If a translator is needed we use Spanish and Chinese speaking staff located in the Dalziel Building, 250 Frank H. Ogawa Plaza that are bilingual. Other than the 2 PCPs identified, does EWD staff interact directly with members of the public? Please explain service delivery model.

EWD staff’s interaction with the public is coordinated through our two PCP positions. Our service delivery model is to translate all major community events provide translators based on specific demographics that are assessed in the planning process. Additionally, informational materials are translated for key external events including Art & Soul, the annual Broadway Shuttle surveys and Business Assistance Center outreach events. Challenges faced with respect to compliance center not having sufficient funding to print materials in multiple languages for all events.

2. Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.
  - As discussed, we post our Chinese and Spanish Equal Access material prominently in the BAC and the 5<sup>th</sup> floor reception area and our listed numbers (see above) provide access to English, Spanish and Chinese.
  - At both locations previously discussed, we provide Chinese and Spanish materials.

- Our two PCP positions are already filled by two permanent full-time FTES; therefore, in FY 2013-2014 and going forward, EWD's methods for employee bilingual language skills assessment and testing for all recruitments are coordinated by the Human Resources Department of the City of Oakland (HRD). Future recruitment for PCP positions may include job announcements in publications including El Mundo and Sing Tao.

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

Our best practices are reflected in our ability to provide equal access in our voicemails, posting our equal access language materials and on the rare occasion that a translator is needed; we use staff throughout 250 FOP.

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.

See response 3 and there are no additional measures.

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

On an as-needed basis, the EWD will continue to work, collaboratively, with the Equal Access Office on public/community events, programs and projects to provide scheduled interpreters for events and translation of community meeting agendas, handouts and, where necessary, to provide interpretations via audio interpretation equipment to limited-English speaking persons who attend our meetings.

## **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.

As described earlier, we post equal access information in Chinese and Spanish with English included in the two areas previously listed Business Assistance Center, 270 Frank H. Ogawa Plaza and 5th Floor reception at 250 FOP.

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

100% as reported in the tables.

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

No. See answer above.

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

1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s). What is the corrective action plan and timeline in getting the rest of the telephone lines translated?

Our two front desks BAC, 510-238-7952, and Project Implementation/Housing, a backup for 6<sup>th</sup> floor Housing Reception, use the 6<sup>th</sup> floor number (510) 238-6192 and 510-238-3015 that provide equal access instructions.

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

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

On an as-needed basis, the EWD will continue to work, collaboratively, with the Equal Access Office on public/community events, programs and projects to provide scheduled interpreters for events and translation of community meeting agendas, handouts and, where necessary, to provide interpretations via audio interpretation equipment to limited-English speaking persons who attend our meetings.

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

As described, we use the materials provided by the Equal Access Department for posting and when printing program information, we provide that as needed in Chinese and Spanish.

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

- As described previously – we print out informational materials in English, Chinese and Spanish as required and post equal access notices in Chinese and Spanish.
- For key civic events, the annual Broadway Shuttle surveys and Business Assistance Center outreach events, EWD provides informational materials translated into Spanish and Chinese. Challenges faced with respect to compliance center not having sufficient funding to provide translation services onsite at civic events - which can cost anywhere from several hundred to several thousand dollars – with only minimal use on the part of attendees.

4. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? Please describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.

- No.

### **E. Action Plan**

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

Action Steps

- Continue ensuring translation is available on our phones as discussed
- Continue posting and using bilingual informational materials
- Continue providing on-site translation whenever needed

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

- Equal access flyers are posted prominently in both areas in Chinese and Spanish.
- EWD will ensure that our website posts our annual compliance plan on our website that is currently in process due to our recent reorganization in March 2014.

ECONOMIC AND WORKFORCE DEVELOPMENT, FY 2013-2014

ORGANIZATION NUMBER AND NAME	Address	JOB CLASSIFICATION TITLE	NEW HIRE	PCP	LANG
85111 - Admin: Economic & Workforce Dev	250 Frank Ogawa Plaza	Director of Development		NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Account Clerk III		NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Administrative Analyst II		NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Administrative Assistant I		NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Administrative Services Manager II		NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Development/Redevelopment Pgrm MGR		NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Development/Redevelopment Pgrm MGR		NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Office Assistant II		NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Program Analyst I		NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Project Manager		NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Project Manager III		NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Urban Economic Analyst II		NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Urban Economic Analyst II		NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Urban Economic Analyst II		NO	Chinese
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Urban Economic Analyst II		NO	Chinese
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Urban Economic Analyst II		NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Urban Economic Analyst II		NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Urban Economic Analyst III		NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Urban Economic Analyst III		NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Urban Economic Analyst IV, Projects		NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Urban Economic Analyst IV, Projects		NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Urban Economic Coordinator		NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa Plaza	Urban Economic Coordinator		NO	
85231 - Real Estate	250 Frank Ogawa Plaza	Real Estate Agent		NO	
85231 - Real Estate	250 Frank Ogawa Plaza	Real Estate Agent	1/6/14	NO	
85231 - Real Estate	250 Frank Ogawa Plaza	Real Estate Agent		NO	
85231 - Real Estate	250 Frank Ogawa Plaza	Real Estate Services Manager		NO	
85244 - Oakland Army Base Redevelopment	250 Frank Ogawa Plaza	Project Manager III		NO	
85244 - Oakland Army Base Redevelopment	250 Frank Ogawa Plaza	Student Trainee, PT		NO	
85244 - Oakland Army Base Redevelopment	250 Frank Ogawa Plaza	Urban Economic Analyst III		NO	
85311 - Workforce Development	250 Frank Ogawa Plaza	Administrative Analyst II		NO	
85311 - Workforce Development	250 Frank Ogawa Plaza	Development/Redevelopment Pgrm MGR		NO	
85311 - Workforce Development	250 Frank Ogawa Plaza	Program Analyst II		NO	
85311 - Workforce Development	250 Frank Ogawa Plaza	Program Analyst II		NO	
85311 - Workforce Development	250 Frank Ogawa Plaza	Program Analyst II		NO	
85311 - Workforce Development	250 Frank Ogawa Plaza	Project Manager III		NO	
85411 - Economic Development	250 Frank Ogawa Plaza	City Administrator Analyst	4/14/14	NO	
85411 - Economic Development	250 Frank Ogawa Plaza	Employment Services Supervisor		YES	Spanish
85411 - Economic Development	270 Frank Ogawa Plaza	Urban Economic Analyst I		YES	
85411 - Economic Development	250 Frank Ogawa Plaza	Urban Economic Analyst II		NO	
85411 - Economic Development	250 Frank Ogawa Plaza	Urban Economic Analyst III		NO	
85411 - Economic Development	250 Frank Ogawa Plaza	Urban Economic Analyst III		NO	
85411 - Economic Development	250 Frank Ogawa Plaza	Urban Economic Analyst IV, Projects		NO	
85411 - Economic Development	250 Frank Ogawa Plaza	Urban Economic Analyst IV, Projects		NO	
85411 - Economic Development	250 Frank Ogawa Plaza	Urban Economic Coordinator		NO	
85511 - Cultural Arts & Marketing	250 Frank Ogawa Plaza	Administrative Services Manager II		NO	
85511 - Cultural Arts & Marketing	250 Frank Ogawa Plaza	Graphic Design Specialist	3/31/14	NO	
85511 - Cultural Arts & Marketing	250 Frank Ogawa Plaza	Program Analyst II, PPT		NO	
85511 - Cultural Arts & Marketing	250 Frank Ogawa Plaza	Program Analyst III, PPT		NO	
85511 - Cultural Arts & Marketing	250 Frank Ogawa Plaza	Special Events Coordinator		NO	
85521 - Public Art	250 Frank Ogawa Plaza	Program Analyst II		NO	
85521 - Public Art	250 Frank Ogawa Plaza	Program Analyst III		NO	
*New hires (job class change) shall show hire date (FY 2013-2014)					

ECONOMIC AND WORKFORCE DEVELOPMENT, FY 2013-2014							
Row Labels	Count of JOB CLASS	Count of NEW HIRE	Count of PCP	Count of SPANISH	Count of CHINESE	% SP	% CH
<b>85111 - Admin: Economic &amp; Workforce Development</b>	<b>1</b>						
Director of Development	1						
<b>85221 - Project Implementation: Staffing</b>	<b>22</b>						
Account Clerk III	1						
Administrative Analyst II	1						
Administrative Assistant I	1						
Administrative Services Manager II	1						
Development/Redevelopment Pgrm MGR	2						
Office Assistant II	1						
Program Analyst I	1						
Project Manager	1						
Project Manager III	1						
Urban Economic Analyst II	6						
Urban Economic Analyst III	2						
Urban Economic Analyst IV, Projects	2						
Urban Economic Coordinator	2						
<b>85231 - Real Estate</b>	<b>4</b>	<b>1</b>				<b>0%</b>	<b>0%</b>
Real Estate Agent	3	1					
Real Estate Services Manager	1						
<b>85244 - Oakland Army Base Redevelopment</b>	<b>3</b>						
Project Manager III	1						
Student Trainee, PT	1						
Urban Economic Analyst III	1						
<b>85311 - Workforce Development</b>	<b>6</b>						
Administrative Analyst II	1						
Development/Redevelopment Pgrm MGR	1						
Program Analyst II	3						
Project Manager III	1						
<b>85411 - Economic Development</b>	<b>9</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>50%</b>	<b>0%</b>
City Administrator Analyst	1	1					
Employment Services Supervisor	1		1	1			
Urban Economic Analyst I	1		1				
Urban Economic Analyst II	1						
Urban Economic Analyst III	2						
Urban Economic Analyst IV, Projects	2						
Urban Economic Coordinator	1						
<b>85511 - Cultural Arts &amp; Marketing</b>	<b>5</b>	<b>1</b>					
Administrative Services Manager II	1						
Graphic Design Specialist	1	1					
Program Analyst II, PPT	1						
Program Analyst III, PPT	1						
Special Events Coordinator	1						
<b>85521 - Public Art</b>	<b>2</b>						
Program Analyst II	1						
Program Analyst III	1						
<b>Grand Total</b>	<b>52</b>	<b>3</b>	<b>2</b>	<b>1</b>		<b>50%</b>	<b>0%</b>



CITY OF OAKLAND

[DEPARTMENT NAME] | 1  
FISCAL YEAR 2013-2014

**EQUAL ACCESS ORDINANCE  
ANNUAL COMPLIANCE PLAN**

**PART I: DEPARTMENT HEAD CERTIFICATION**

**DEPARTMENT NAME: Finance – Revenue Management Bureau  
FISCAL YEAR: 2013-14**

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

**I, David McPherson, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Finance – Revenue Management Bureau was submitted on 7/14/2014.**



**Signature & Date**

**David McPherson, Revenue & Tax Administrator  
Print Name & Title**

**FINANCE DEPARTMENT (FINANCE)**

**PART II Quantitative Assessment**

**TABLE 1: DEPARTMENT CONTACT**

<i>Department Head</i>	<i>Language Access Coordinator</i>	<i>SPOC</i>
Vacant Director of Finance 150 Frank H. Ogawa Plaza Oakland, CA 94612 phone: (510) fax: (510) email:	Shahla Azimi Revenue Analyst 150 Frank H. Ogawa Plaza, Suite 5342 Oakland, CA 94612 phone: (510) 238-2972 fax: (510) 238-6431 email: <a href="mailto:sazimi@oaklandnet.com">sazimi@oaklandnet.com</a>	Shahla Azimi Revenue Analyst 150 Frank H. Ogawa Plaza, Suite 5342 Oakland, CA 94612 phone: (510) 238-2972 fax: (510) 238-6431 email: <a href="mailto:sazimi@oaklandnet.com">sazimi@oaklandnet.com</a>

**TABLE 2: SUPER PCP  
DEPARTMENT**

	<b>GOAL Bilingual Staff</b>		<b>ACTUAL Bilingual Staff</b>		<b>Spanish Goals Met?</b>	<b>Chinese Goals Met?</b>
1. Revenue: Administration (08411)	1 SP	1 CH	6* SP	2 CH	YES	YES
2. Revenue: Audit/Compliance (08421)						
3. Revenue: Business Tax (08431)						
4. Collections/Mandatory Garbage						
5. Revenue: Parking Meter Collection (08931)	1 SP	1 CH	7* SP	3 CH	YES	YES
6. Revenue: Parking Citation Assistance Center (08921)						
7. Controller & Treasury**	0	0	1 SP	1 CH	N/A	N/A

*SP = Spanish, CH = Chinese*

**TABLE 3: DEPARTMENT ORGANIZATION STRUCTURE**

Revenue Management Administration
Audit / Compliance
Business Tax
Collection / Mandatory Garbage
Parking Meter Collection
Parking Citation Assistance Center
Controller & Treasury**

<b>TABLE 4: VITAL DOCUMENTS</b>	<b>Spanish</b>	<b>Chinese</b>	<b>Other Language(s)</b>
Administrative Review Request Form	Pending	Pending	
Parking Citations Promissory Note Procedures (this is the payment plan handout)	Pending	Pending	
Permit Placement Instructions	Pending	Pending	
Request for a Waiver of Deposit Prior to an Administrative Hearing	Pending	Pending	
RPP Application	Pending	Pending	
“Tow/Impound” Information	Pending	Pending	

<b>TABLE 5: RECORDED TELEPHONIC MESSAGES</b>	<b>Multilingual Lines</b>	<b>Status</b>
Business Tax	238-3704	Completed
Multi Space Parking Meter	238-4954	Completed
Collection / Mandatory Garbage	238-7474	Pending
Parking Citation	800-500-6484	Completed

**Percentage of public phone number with translated voice recording = 90%**

*\*Note: Parking Citation Assistance Center has seven (7) “ACTUAL” bilingual Spanish speaking staff and six (6) of the positions are Public Contact Positions (PCPs) and one (1) position is not a PCP. Parking Meter Collection has three (3) bilingual Spanish speaking staff and these positions are not PCPs.*

*\*\*Note: The Controller and Treasury departments have a total of fifty (58) FTEs. Since these departments do not provide direct public contact services, especially services to the LES communities; therefore, these positions are exempt from being Public Contact Positions.*

**PART III – QUALITATIVE ASSESSMENT (NARRATIVE)**  
**Finance Department (FINANCE)**  
**FISCAL YEAR 2013-2014**

**A. BILINGUAL PUBLIC CONTACT POSITIONS ASSESSMENT**

Please provide, in the table below, a summary assessment of public contact positions and the number of bilingual public contact position employees. In addition, department shall refer to Department staffing chart for comprehensive analysis.

ASSESSMENT		SPANISH PCP			CHINESE PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
74	50	6	9	YES	3	5	YES
58*	0	0	0	YES	0	0	YES

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

The Finance - Revenue Management Bureau has a total of seventy four (74) Full Time Employees (FTEs) which includes thirteen (13) bilingual Spanish speakers. Specifically among PCPs, nine (9) PCPs are bilingual Spanish speaking and five (5) PCPs are bilingual Chinese speaking. The department consists of the following divisions: Revenue Management Bureau Administration, Audit/Compliance, Business Tax, Collections/Mandatory Garbage, Parking Citation Assistance Center (PCAC) and Parking Meter Collections divisions.

\*The Controller and Treasury departments have a total of fifty (58) FTEs. Since these departments do not provide direct public contact services, especially services to the LES communities; therefore, these positions are exempt from being Public Contact Positions.

The Revenue Management Bureau has sufficient bilingual staff to provide services during business hours in threshold languages (Chinese & Spanish). Resources are being shared between divisions of the department as well as utilizing the Equal Access Office for additional support and services. At the end of 2013, staff from the Collections/Mandatory Garbage Section had faced some challenges in the process of setting up the multilingual telephone messages with collaboration of the City's Information Technology (IT) staff. The IT staff who was assigned for setting up this project had left the City and the project was postponed. Recently, the project has been re-assigned to another IT staff and it is anticipated to be completed by the end of August 2014. Overall, the Revenue Management Bureau has met most of the requirements set forth by the Equal Access Ordinance.

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

The Finance Department-Revenue Management Bureau uses the Human Resources Department for selective certification for positions with bi-lingual requirements. As a department we ensure that we meet the Bilingual Public Contact (PCP) goal set by the Equal Access. As vacancies arise, recruitment

efforts focus on obtaining highly qualified bilingual candidates to ensure greater access to Limited English Speaking (LES) Oakland residents. We regularly confer with the Equal Access Office to make certain the notices and postings pertaining to LES are current and to inform staff of any new changes.

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

In order to ensure that staff is aware of the various interpretation services available to City departments and to the LES population, in February 2014, the Revenue Management Bureau invited Silvia San Miguel from the Equal Access Office to our supervisory meeting to provide training and awareness of their available services. In addition to providing the training, the supervisors were provided with the notices to be posted at the key locations of our department where they would be visible to the public and LES population.

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

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

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

The Bureau will continue to communicate with the Equal Access Office on a regular basis to ensure the updated materials are shared with our departmental staff. In addition, we are working with IT staff to activate the telephonic messages in English, Spanish and Chinese for the Collections/Mandatory Garbage telephone lines. We will continue to evaluate this process and enhance our services to better help the LES population. Furthermore, we are planning to hire a Tax Auditor II in Fiscal Year 2014-15 which will have selective certification for Spanish speaking.

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

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

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

- Next to the phone at the entrance door of 150 Frank H. Ogawa Plaza Suite 5342.
- Audit/Compliance and Collections/Mandatory Garbage lobby at 150 Frank H. Ogawa Plaza, Suite 5342.
- Business Tax lobby at 250 Frank H. Ogawa Plaza, Suite 1320.
- Parking Citation Assistance Center’s lobby at 250 Frank H. Ogawa Plaza Suite, 6300.

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

*Equal Access Office had translated the vital documents into threshold languages last fiscal year.* However, due to system and some modification into the work process of the PCAC, these vital documents require updating. We are currently in the process of working with the Equal Access Office to get these updated documents translated into threshold language in this fiscal year for PCAC. Additionally, we are working with the Equal Access Office to get the vital documents translated into Spanish and Chinese for the Business Tax division.

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

The vital documents were translated into threshold languages last fiscal year. Since these documents have been updated with new/additional information, we are working with Equal Access to get them translated into threshold languages during this fiscal year 2014-15.

### **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). What is the corrective action plan and timeline in getting the rest of the telephone lines translated?

The Revenue Management Bureau is committed to providing equal access services to all Oakland residents. Our department has met the number of bilingual staffing required by the Equal Access Office to provide services to the LES community. As noted in response to question # A1, we are currently working with IT staff to update the Collections/Mandatory Garbage telephone lines with recorded telephonic messages to provide the basic and necessary information in English, Spanish and Chinese. This is expected to be completed by the end of August 2014.

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

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

The Revenue Management Bureau has sufficient bilingual staff to provide services during the business hours in threshold languages. Resources are being shared between the division of our Bureau as well as utilizing the Equal Access Office services offered to the City departments such as translation of documents, face-to-face and telephone interpretation.

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

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

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

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

4. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? Please describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.

The Bureau has not received any complaints regarding the bilingual oral and written services. Our department complies with the Compliant Procedures provided in the Equal Access Ordinance. However, in the past year, the PCAC Division has kept a log and documents of tier II bilingual assistance to demonstrate a need for such service.

### **E. Action Plan**

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

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

- To activate the multilingual telephone messages in threshold languages for the Collection/Mandatory Garbage telephone lines.
- To post the multilingual notices into Revenue Management Bureau's website.
- To have frequent communication with the Equal Access Office for any updated /new information.
- To hire one certified bilingual Spanish speaker Tax Auditor II.
- To get staff certified for tier II bilingual services.
- To translate the vital documents translated into threshold languages for the Business Tax and Parking Citation Assistance Center.
- Upon completion of the translation by the Equal Access we will post them at key customer locations in our department offices.

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

The Revenue & Management Bureau has posted the notices for the language translation services offered by the Equal Access Office by the customer service counter areas. We will be posting the instructions for the language services offered by our department upon the completion of the translated documents by Equal Access.

Additionally, to better serve the bilingual community, we will post the translated languages in our divisions' websites, we will activate our telephone messages in English, Spanish and Chinese for the Collections/Mandatory Garbage by the end of August 2014 and we will be hiring one Tax Audit II certified Spanish speaker in FY 2014-15 .

## FINANCE - REVENUE BUREAU

ORGANIZATION	ADDRESS		JOB_CLASS	HIRE_DATE	PCP	LANG
08411 - Revenue Administration Unit	150 Frank Ogawa Plaza	5th Floor	Account Clerk III	12-JUN-10	NO	
08411 - Revenue Administration Unit	150 Frank Ogawa Plaza	5th Floor	Revenue & Tax Administrator	08-MAR-10	NO	
08411 - Revenue Administration Unit	150 Frank Ogawa Plaza	5th Floor	Revenue Analyst	12-JAN-98	NO	
08411 - Revenue Administration Unit	150 Frank Ogawa Plaza	5th Floor	Revenue Analyst, Principal	19-AUG-13	NO	
08411 - Revenue Administration Unit	150 Frank Ogawa Plaza	5th Floor	Revenue Analyst, Principal	14-APR-14	NO	
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	5th Floor	Revenue Operations Supervisor	11-SEP-90	NO	
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	5th Floor	Tax Auditor II	05-JAN-98	YES	
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	5th Floor	Tax Auditor II	27-SEP-04	YES	
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	5th Floor	Tax Auditor II	05-NOV-07	YES	Chinese
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	5th Floor	Tax Auditor II	31-MAY-11	YES	
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	5th Floor	Tax Auditor III	29-AUG-84	YES	
08421 - Revenue Audit Unit	250 Frank Ogawa Plaza	1st Floor	Tax Enforcement Officer II	01-AUG-88	YES	
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	5th Floor	Tax Enforcement Officer II	18-OCT-99	YES	
08421 - Revenue Audit Unit	250 Frank Ogawa Plaza	1st Floor	Tax Enforcement Officer II	18-OCT-99	YES	
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	5th Floor	Tax Enforcement Officer II	22-NOV-99	YES	Spanish
08421 - Revenue Audit Unit	250 Frank Ogawa Plaza	1st Floor	Tax Enforcement Officer II	13-AUG-01	YES	
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	5th Floor	Tax Enforcement Officer II	29-OCT-01	YES	
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	5th Floor	Tax Enforcement Officer II	11-FEB-02	YES	
08431 - Business License Tax Unit	250 Frank Ogawa Plaza	1st Floor	Revenue Assistant	23-MAR-83	YES	
08431 - Business License Tax Unit	250 Frank Ogawa Plaza	1st Floor	Revenue Assistant	09-JUN-89	YES	
08431 - Business License Tax Unit	150 Frank Ogawa Plaza	5th Floor	Revenue Assistant	02-JUN-97	YES	
08431 - Business License Tax Unit	250 Frank Ogawa Plaza	1st Floor	Revenue Assistant	10-JUL-06	YES	
08431 - Business License Tax Unit	150 Frank Ogawa Plaza	5th Floor	Revenue Assistant	04-DEC-06	YES	
08431 - Business License Tax Unit	150 Frank Ogawa Plaza	5th Floor	Revenue Assistant	04-DEC-06	YES	
08431 - Business License Tax Unit	250 Frank Ogawa Plaza	1st Floor	Revenue Operations Supervisor	07-MAY-12	NO	
08431 - Business License Tax Unit	250 Frank Ogawa Plaza	1st Floor	Tax Enforcement Officer II	02-AUG-83	YES	
08431 - Business License Tax Unit	250 Frank Ogawa Plaza	1st Floor	Tax Enforcement Officer II	28-JAN-02	YES	Korean
08431 - Business License Tax Unit	250 Frank Ogawa Plaza	1st Floor	Tax Enforcement Officer II	28-JAN-02	YES	
08431 - Business License Tax Unit	250 Frank Ogawa Plaza	1st Floor	Tax Enforcement Officer II	30-DEC-02	YES	
08431 - Business License Tax Unit	250 Frank Ogawa Plaza	1st Floor	Tax Representative II	22-OCT-82	YES	Spanish
08431 - Business License Tax Unit	250 Frank Ogawa Plaza	1st Floor	Tax Representative II	22-AUG-88	YES	
08431 - Business License Tax Unit	150 Frank Ogawa Plaza	5th Floor	Tax Representative II	05-OCT-88	YES	Chinese
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	5th Floor	Collections Officer	29-APR-96	YES	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	5th Floor	Collections Officer	28-JAN-02	YES	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	5th Floor	Collections Officer	30-DEC-02	YES	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	5th Floor	Collections Officer	06-DEC-04	YES	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	5th Floor	Collections Officer	25-APR-05	YES	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	5th Floor	Collections Officer	12-SEP-05	YES	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	5th Floor	Revenue Assistant	30-NOV-87	YES	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	5th Floor	Revenue Assistant	24-JUL-95	YES	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	5th Floor	Revenue Operations Supervisor	18-DEC-00	NO	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	5th Floor	Tax Enforcement Officer II	31-OCT-88	YES	
08451 - Citywide Liens	250 Frank Ogawa Plaza	1st Floor	Cashier	02-APR-12	NO	
08451 - Citywide Liens	250 Frank Ogawa Plaza	1st Floor	Revenue Assistant	04-DEC-06	YES	
08451 - Citywide Liens	150 Frank Ogawa Plaza	5th Floor	Revenue Operations Supervisor	19-FEB-11	NO	Spanish

FINANCE - REVENUE BUREAU

ORGANIZATION	ADDRESS		JOB_CLASS	HIRE_DATE	PCP	LANG
08451 - Citywide Liens	150 Frank Ogawa Plaza	5th Floor	Tax Auditor II	13-JUN-11	YES	
08451 - Citywide Liens	150 Frank Ogawa Plaza	5th Floor	Tax Enforcement Officer II	01-DEC-87	NO	
08451 - Citywide Liens	150 Frank Ogawa Plaza	5th Floor	Tax Enforcement Officer II	04-DEC-06	NO	
08451 - Citywide Liens	150 Frank Ogawa Plaza	5th Floor	Tax Enforcement Officer II	04-DEC-06	YES	Spanish
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	1st Floor	Public Service Representative	05-NOV-94	YES	
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	1st Floor	Public Service Representative	29-SEP-97	YES	Spanish
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	1st Floor	Public Service Representative	29-SEP-97	YES	Spanish
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	1st Floor	Public Service Representative	29-SEP-97	YES	
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	1st Floor	Public Service Representative	29-SEP-97	YES	Chinese
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	1st Floor	Public Service Representative	22-DEC-97	YES	Thai
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	1st Floor	Public Service Representative	05-MAY-08	YES	Spanish
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	1st Floor	Public Service Representative	19-MAY-08	YES	Spanish
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	1st Floor	Public Service Representative	16-JUN-08	YES	Spanish
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	1st Floor	Public Service Representative	01-JUN-09	YES	Chinese
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	1st Floor	Public Service Representative	26-JUL-10	YES	Chinese
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	1st Floor	Public Service Representative	22-JAN-11	YES	Spanish
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	1st Floor	Public Service Representative	28-MAY-13	YES	
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	1st Floor	Revenue Operations Supervisor	20-OCT-97	NO	
08931 - Meter Operations	250 Frank Ogawa Plaza	1st Floor	Parking Meter Collector	03-OCT-94	NO	Spanish
08931 - Meter Operations	250 Frank Ogawa Plaza	1st Floor	Parking Meter Collector	10-OCT-94	NO	
08931 - Meter Operations	250 Frank Ogawa Plaza	1st Floor	Parking Meter Collector	10-OCT-94	NO	Spanish
08931 - Meter Operations	250 Frank Ogawa Plaza	1st Floor	Parking Meter Collector	16-APR-01	NO	
08931 - Meter Operations	250 Frank Ogawa Plaza	1st Floor	Parking Meter Collector	25-APR-05	NO	
08931 - Meter Operations	250 Frank Ogawa Plaza	1st Floor	Parking Meter Collector	03-APR-10	NO	Spanish
08931 - Meter Operations	250 Frank Ogawa Plaza	1st Floor	Parking Meter Collector	23-AUG-10	NO	
08931 - Meter Operations	250 Frank Ogawa Plaza	1st Floor	Parking Meter Collector Supervisor	28-JUN-93	NO	
08211 - Accounting Administration Unit	150 Frank H. Ogawa Plaza	Suite No. 6353	Controller	03-JAN-05	NO	
08222 - General Ledger	150 Frank H. Ogawa Plaza	Suite No. 6353	Accountant II	10-OCT-05	NO	

FINANCE DEPARTMENT, FY 2013-2014

Row Labels	Count of JOB_CLASS	Count of New Hire	Count of PCP	Count of Spanish	Count of Chinese	% SP	% CH
<b>08211 - Accounting Administration Unit</b>	<b>1</b>						
Controller	1						
<b>08222 - General Ledger</b>	<b>12</b>	<b>1</b>					
Accountant II	1						
Accountant III	8	1					
Accounting Technician	1						
Controller, Assistant	1						
Financial Analyst	1						
<b>08241 - Payables</b>	<b>5</b>	<b>1</b>					
Account Clerk III	1						
Accounting Technician	3						
Controller, Assistant	1	1					
<b>08242 - Stores Operations</b>	<b>2</b>						
Storekeeper II	1						
Storekeeper III	1						
<b>08243 - Purchasing</b>	<b>7</b>	<b>3</b>					
Buyer	4	2					
Office Assistant II	1						
Office Assistant II, PT	1	1					
Purchasing Supervisor	1						
<b>08261 - Budget Analysis &amp; Operations</b>	<b>5</b>	<b>1</b>					
Budget & Operations Analyst III	2						
City Administrator Analyst	1						
Exempt Limited Duration Employee	1	1					
Financial Analyst	1						
<b>08411 - Revenue Administration Unit</b>	<b>5</b>	<b>2</b>					
Account Clerk III	1						
Revenue & Tax Administrator	1						
Revenue Analyst	1						
Revenue Analyst, Principal	2	2					
<b>08421 - Revenue Audit Unit</b>	<b>13</b>		<b>12</b>	<b>1</b>	<b>1</b>	<b>8%</b>	<b>8%</b>
Revenue Operations Supervisor	1						
Tax Auditor II	4		4		1		
Tax Auditor III	1		1				
Tax Enforcement Officer II	7		7	1			
<b>08431 - Business License Tax Unit</b>	<b>14</b>		<b>13</b>	<b>1</b>	<b>1</b>	<b>8%</b>	<b>8%</b>
Revenue Assistant	6		6				
Revenue Operations Supervisor	1						
Tax Enforcement Officer II	4		4				
Tax Representative II	3		3	1	1		
<b>08441 - Revenue Collections Unit</b>	<b>10</b>		<b>9</b>			<b>0%</b>	<b>0%</b>
Collections Officer	6		6				
Revenue Assistant	2		2				
Revenue Operations Supervisor	1						

FINANCE DEPARTMENT, FY 2013-2014

Row Labels	Count of JOB_CLASS	Count of New Hire	Count of PCP	Count of Spanish	Count of Chinese	% SP	% CH
Tax Enforcement Officer II	1		1				
<b>08451 - Citywide Liens</b>	<b>7</b>		<b>3</b>	<b>1</b>		<b>33%</b>	<b>0%</b>
Cashier	1						
Revenue Assistant	1		1				
Revenue Operations Supervisor	1						
Tax Auditor II	1		1				
Tax Enforcement Officer II	3		1	1			
<b>08711 - Treasury Administration Unit</b>	<b>2</b>						
Administrative Assistant II	1						
Agency Director, Finance & Mgmt	1						
<b>08721 - Treasury Operations Unit</b>	<b>6</b>	<b>2</b>					
Financial Analyst	1						
Financial Analyst, Principal	1						
Temp Contract Svcs Employee, PT	2	2					
Treasury Analyst II	1						
Treasury Analyst III	1						
<b>08731 - Treasury Cashiering Unit</b>	<b>1</b>						
Cashier	1						
<b>08741 - Treasury Payroll</b>	<b>13</b>						
Accountant III	1						
Financial Analyst, Principal	1						
Human Res Operations Tech, Senior	3						
Human Res Operations Technician	1						
Human Res Systems Analyst, Senior	2						
Human Res Systems Analyst, Supv	1						
Human Resource Oper Supervisor	1						
Payroll Personnel Clerk II	2						
Payroll Personnel Clerk III	1						
<b>08751 - Retirement</b>	<b>4</b>						
Administrative Assistant II	1						
Benefits Representative	2						
Investment Officer	1						
<b>08921 - Parking Citation Assistance Center</b>	<b>14</b>		<b>13</b>	<b>6</b>	<b>3</b>	<b>46%</b>	<b>23%</b>
Public Service Representative	13		13	6	3		
Revenue Operations Supervisor	1						
<b>08931 - Meter Operations</b>	<b>8</b>						
Parking Meter Collector	7						
Parking Meter Collector Supervisor	1						
<b>Grand Total</b>	<b>129</b>	<b>10</b>	<b>50</b>	<b>9</b>	<b>5</b>	<b>18%</b>	<b>10%</b>



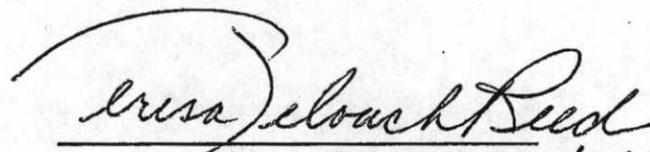
**EQUAL ACCESS ORDINANCE  
ANNUAL COMPLIANCE PLAN**

**PART I: DEPARTMENT HEAD CERTIFICATION**

DEPARTMENT NAME: Fire Department  
FISCAL YEAR: 2013-14

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

I, Teresa Deloach Reed, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Oakland Fire Department was submitted on 6/30/14.

  
Signature & Date 6-27-14

TERESA DELOACH REED  
Print Name & Title  
FIRE CHIEF

**FIRE DEPARTMENT (FIRE)**

**PART II Quantitative Assessment**

<b>TABLE 1: DEPARTMENT CONTACT</b>		
<i>Department Head</i>	<i>Language Access Coordinator</i>	<i>SPOC</i>
Teresa Deloach Reed Agency Director, Fire Services 150 Frank H. Ogawa Plaza, Suite 3354, Oakland, CA 94612 phone: (510) 238-4050 fax: (510) 238-7924 email: <a href="mailto:tdeloachreed@oaklandnet.com">tdeloachreed@oaklandnet.com</a>	Trinette Gist Skinner Fire Division Manager 150 Frank H. Ogawa Plaza, Suite 3354, Oakland, CA 94612 phone: (510) 238-4936 fax: (510) 238-7924 email: <a href="mailto:tgistskinner@oaklandnet.com">tgistskinner@oaklandnet.com</a>	Dara Wiseman Fire Personnel Operation Specialist 150 Frank H. Ogawa Plaza, Suite 3354, Oakland, CA 94612 phone: (510) 238-7803 fax: (510) 238-7924 email: <a href="mailto:dwiseman@oaklandnet.com">dwiseman@oaklandnet.com</a>

<b>TABLE 2: SUPER PCP UNIT</b>	<b>GOAL Bilingual Staff</b>		<b>ACTUAL Bilingual Staff</b>		<b>SP BPCP Goal Met?</b>	<b>CH BPCP Goal Met?</b>
1. Fire Communications Unit (20241)	4 SP	2 CH	2 SP	2 CH	No	Yes
2. Communications Emergency Dispatch Unit (20251)						

SP = Spanish, CH = Chinese

<b>TABLE 3: DEPARTMENT ORGANIZATION STRUCTURE</b>
Fire Chief Unit
Budget and Planning Administration
Budget Unit
Accounts Payable Unit
Payroll Unit
Time and Attendance Unit
Education and Training Administration Unit
In-Service Training Unit
Human Resources
Fire - Support & Services Unit
Measure N - Paramedic
EMS Training
Fire Communications Unit
Communications Emergency Dispatch Unit
Fire Marshal's Office Unit
Certified Unified Program Agency (CUPA)
Inspectional Services Unit
Arson Investigation Unit
Engineering Unit
Vegetation Management Unit

Emergency Service/Suppression
Airport
U.S.A.R.
Emergency Services Program Unit

<b>TABLE 4: VITAL DOCUMENTS</b>	<b>Spanish</b>	<b>Chinese</b>	<b>Other Language(s)</b>
OFD Programs Brochure	YES	YES	
911 Registry	YES	YES	
911 Registry FAQ	YES	YES	
CORE Fact Sheet	YES	YES	
CORE Flyers	YES	YES	
CORE Manuals	YES	YES	

**Percentage of vital documents translated into threshold language(s) = 100%**

<b>TABLE 5: RECORDED TELEPHONIC MESSAGES</b>	<b>Multilingual Lines</b>	<b>Status</b>
Administration	238-3856	Completed
EMS Division	238-6957	Completed
Fire Prevention	238-3851	Completed
Arson	238-4031	Completed
Vegetation Management	238-7388	Completed
Office of Emergency Services-CORE	238-6351	Completed
Office of Emergency Services	238-3938	Completed

**Percentage of public phone number with translated voice recording = 100%**

**PART III – QUALITATIVE ASSESSMENT (NARRATIVE)**

**OAKLAND FIRE DEPARTMENT (FIRE)  
 FISCAL YEAR 2013-2014**

**A. BILINGUAL PUBLIC CONTACT POSITIONS ASSESSMENT**

Please provide, in the table below, a summary assessment of public contact positions and the number of bilingual public contact position employees. In addition, department shall refer to Department staffing chart for comprehensive analysis.

ASSESSMENT		SPANISH PCP			CHINESE PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
596.95	449	51	40	No	25	7	No

1. Provide a summary narrative assessment and analysis 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 Oakland Fire Department (OFD) had a total of 449 PCPs this FY 2013-2014 to comply with the Ordinance.

In FY 2013-2014, the Oakland Fire Department (OFD) had a total of 596.95 authorized positions of which 449 positions were Public Contact Positions (PCP). The Equal Access Ordinance (EAO) goal for OFD Bilingual PCP (BPCP) for Spanish speaking was 51 and for Chinese speaking was 25. OFD had a total of 40 Spanish speaking and 7 Chinese speaking BPCP employees this FY.

Including both PCP and non-PCP positions, OFD has employees who speak Spanish (49); Chinese (12); Tagalog (2); and Italian (2). The language diversity does not stop there with OFD also having employees who speak Cambodian, German, Korean, Laotian, Russian, Vietnamese and Other.

Efforts made to achieve compliance with the EAO included:

- (1) placing Equal Access brochures at front counters;
- (2) publishing a list of BPCP staff who speak the threshold languages;
- (3) utilizing non-PCP staff that have the ability to translate and/or interpret languages other than English;
- (4) utilizing over-the phone interpretation services;
- (5) active recruitment and outreach efforts via Spanish and Chinese media such as newspapers and advertising;
- (6) referral of service needs to the Equal Access unit when OFD does not have the capability to serve.

Challenges we faced included:

Staff Assignment - The current labor agreement specifies assignments are based on seniority and personal preference, not language skills. For example, if a Chinese speaking Fire Fighter does not bid for a position in the Chinatown area, the department is hindered from assigning a bilingual employee to that area.

Promotion - Vacancies are filled by promotion in accordance with the Personnel Manual (Civil Service Rules). If the existing candidates don't have bilingual language skills, the department cannot go outside and recruit a bilingual candidate for a promotional position. Selection must be made from candidates on the promotional eligible list.

New Hire - For the Fire Prevention Bureau Inspector, Civilian classification, the last eligible list had one bilingual candidate. He speaks Chinese. Despite during two separate recruitments offering him an interview, he declined.

Analysis of BPCP in firehouses using the community based methodology

#	ADDRESS/LOCATION	ZIP	STAFF	SP BPCP		SP LES %	CH BPCP		CH LES %
1	1603 M. L. King Jr. Way	94612	9	1	11%	3.7%	1	11%	12.4%
3	1445 14th Street	94607	9	1	11%	5.5%	0	0%	16.0%
4	1235 E. 14th Street	94606	9	0	0%	7.4%	0	0%	13.0%
5	934 34th Street	94608	4	0	0%	3.3%	0	0%	1.6%
6	7080 Colton Boulevard	94611	4	0	0%	0.4%	0	0%	1.8%
7	1006 Amito Avenue	94605	4	0	0%	9.4%	0	0%	1.0%
8	462 51 <sup>st</sup> Street	94609	9	0	0%	2.5%	0	0%	1.5%
10	172 Santa Clara Avenue	94610	4	0	0%	0.8%	0	0%	2.7%
12	822 Alice Street	94607	4	1	25%	5.4%	0	0%	15.6%
13	1225 Derby Avenue	94601	4	3	75%	26.5%	1	25%	4.4%
15	455 27 <sup>th</sup> Street	94612	9	1	11%	3.7%	0	0%	12.4%
16	3600 13 <sup>th</sup> Avenue	94610	4	1	25%	0.8%	0	0%	2.7%
17	3344 High Street	94619	4	1	25%	5.0%	0	0%	4.8%
18	1700 50 <sup>th</sup> Avenue	94601	8	3	38%	26.5%	0	0%	4.4%
19	5776 Miles Avenue	94618	4	0	0%	0.4%	0	0%	0.7%
20	1401 98 <sup>th</sup> Avenue	94603	8	0	0%	24.2%	0	0%	1.1%
21	13150 Skyline Boulevard	94619	4	0	0%	5.0%	0	0%	4.8%
22	751 Air Cargo Road	94621	4	0	0%	24.5%	0	0%	0.6%
23	7100 Foothill Boulevard	94605	4	1	25%	9.4%	1	25%	1.0%
24	5921 Shepherd Canyon	94611	4	3	75%	0.4%	0	0%	1.8%
25	2795 Butters Drive	94602	4	0	0%	3.2%	0	0%	5.3%
26	2660 98 <sup>th</sup> Avenue	94603	4	1	25%	24.2%	0	0%	1.1%
27	8501 Pardee Drive	94621	4	0	0%	24.5%	0	0%	0.6%
29	1016 66 <sup>th</sup> Avenue	94621	4	1	25%	24.5%	0	0%	0.6%

129                      18    26%                      3    4%

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.

OFD strived to hire sufficient personnel who have bilingual skills to serve those who speak limited English. The recruitment of bilingual applicants was identified at public events and in recruitment publications. When an applicant stated that he/she speaks Spanish or Chinese, OFD submitted his/her

name to Human Resources Management (HRM), Equal Access Unit for bilingual testing. If the candidate passed the test, HRM certified the candidate for his/her language skill.

During FY 13-14, the continued efforts were successful as OFD hired nine (9) bilingual Fire Fighter Trainees; and hired one (1) bilingual Fire Communications Dispatcher. Additionally, a bilingual City employee was promoted to the position of Fire Communications Dispatcher.

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

OFD has recorded phone messages in Spanish and Chinese on all eight (8) of its public phone lines: Administration, Emergency Management Services, Fire Prevention Bureau, Fire Report, Arson, Vegetation Management, Communities of Oakland Respond to Emergencies (CORE) and the Office of Emergency Services. Additionally, OFD utilizes Equal Access staff to assist and facilitate the services.

Among the twenty-five (25) Fire Fighter Trainees in the 13-14 Fire Fighter Academy, there are nine (9) bilingual employees. Six (6) are Spanish speaking and three (3) are Chinese speaking. These employees will graduate the Academy and become Fire Fighters in July 2014. Of two (2) Fire Communications Dispatchers hired during the FY, both speak Chinese.

**Firefighter Trainee 2013-14**

Step	Date	Total		Bilingual Spanish		Bilingual Chinese	
Applications Received	11/16/2012	3409		548		44	
Invited to Written	2/4/2013	2662	78%	234	43%	16	36%
Invited to Oral Interview	3/4/2012	1112	42%	72	31%	14	88%
Referred to Department	5/14/2013	557	50%	63	88%	9	64%
Invited to Academy	3/24/14	25	4%	6	10%	3	33%
Academy Graduation	7/18/14						

*Note - 140 total bilingual applicants did not meet the minimum qualifications in order to be invited to the Written Exam.*

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

OFD continued to maintain a standing contract with an outside vendor to provide translation services for 911 emergency calls.

Front reception desks maintain the new Equal Assess Office 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.

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

As OFD continues to ensure all residents have access to services, efforts to recruit bilingual employees over the next 12 months will include:

- posting ads in local newspapers
- specifically announcing we are seeking bilingual applicants
- requesting a new recruitment for Fire Prevention Bureau Inspector, Civilian with hopes of attracting more bilingual candidates
- the FY 14-15 recruitment for a class of 26 Fire Fighter Trainees for the 2-14 Fire Fighter Academy has begun and among the 46 candidates invited to participate in the screening process, 14 were Spanish speaking and 4 were Chinese speaking

**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.
  - Fire Administration 150 Frank H. Ogawa Plaza Oakland, CA 94612
  - Fire Prevention Bureau 250 Frank H. Ogawa Plaza Oakland, Ca 94612
  - The translated documents for the 9-1-1 Registry are posted on the City website under the Oakland Fire Department and at the Emergency Management Services Division.
2. Please describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

100%
3. Did the Department translate any other written documents in the reporting period in an effort to serve the LES community?

No.

**C. Multilingual Telephone Messages Assessment**

1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s). What is the corrective action plan and timeline in getting the rest of the telephone lines translated?

OFD is 100% EAO compliant on all seven (7) public phone lines.

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

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

Information is made available at public events. The EAO is explained during community meetings.

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

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

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

Information is made available at public events. Also, the EAO is explained during community meetings.

4. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? Please describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.

No.

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

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

OFD will:

- continue to maintain and update our list of staff who speak threshold languages;
- actively recruit bilingual candidates as vacancies are filled;
- request assistance from the Equal Access unit when OFD does not have the capability to serve

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

Brochures are placed at front reception counters.

Language Services Reference Information is posted online at <http://oaknetnews/departments/Fire/Information/index.htm>.

FIRE DEPARTMENT, FY 2013-2014

ORGANIZATION	ADDRESS		JOB_CLASS	HIRE_DATE	PCP	LANG
20110 - Fire Chief Unit	150 Frank H Ogawa Plaza	Room 3354	Assistant to the Director	08-FEB-91	NO	
20110 - Fire Chief Unit	150 Frank H Ogawa Plaza	Room 3354	Chief of Fire	05-MAR-12	NO	
20110 - Fire Chief Unit	150 Frank H Ogawa Plaza	Room 3354	Exec Asst to Agency Director	16-SEP-92	NO	
20241 - Fire Communications Unit	1603 Martin Luther King Jr Way		Fire Communications Dispatcher, Sr	17-JUL-06	YES	
20241 - Fire Communications Unit	1603 Martin Luther King Jr Way		Fire Communications Dispatcher, Sr	03-APR-13	YES	
20241 - Fire Communications Unit	1603 Martin Luther King Jr Way		Fire Communications Dispatcher, Sr	18-APR-94	YES	
20241 - Fire Communications Unit	1603 Martin Luther King Jr Way		Fire Communications Dispatcher, Sr	18-APR-94	YES	
20241 - Fire Communications Unit	1603 Martin Luther King Jr Way		Fire Communications Supervisor	11-SEP-90	YES	
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way		Fire Communications Dispatcher	16-MAY-11	YES	Spanish
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way		Fire Communications Dispatcher	24-JAN-06	YES	
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way		Fire Communications Dispatcher	17-MAR-04	YES	Chinese
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way		Fire Communications Dispatcher	11-JAN-99	YES	
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way		Fire Communications Dispatcher	07-JAN-08	YES	
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way		Fire Communications Dispatcher	31-MAR-14	YES	Chinese
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way		Fire Communications Dispatcher	17-JUL-06	YES	
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way		Fire Communications Dispatcher	15-MAY-00	YES	
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way		Fire Communications Dispatcher	08-APR-06	YES	Spanish
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way		Fire Communications Dispatcher	18-APR-94	YES	
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way		Fire Communications Dispatcher	26-NOV-12	YES	
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way		Fire Communications Dispatcher	04-AUG-03	YES	
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way		Fire Communications Dispatcher	19-SEP-11	YES	
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way		Fire Communications Dispatcher	16-JUL-01	YES	
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way		Fire Communications Dispatcher	16-SEP-13	YES	
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way		Fire Communications Dispatcher	07-JAN-08	YES	
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way		Fire Communications Dispatcher	07-JAN-08	YES	
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr Way		Fire Communications Dispatcher	28-JUL-03	YES	
20311 - Fire Marshals Office Unit	250 Frank Ogawa Plaza	Suite 3341	Administrative Assistant I	06-OCT-03	YES	Tagalog
20311 - Fire Marshals Office Unit	250 Frank Ogawa Plaza	Suite 3341	Fire Safety Education Coordinator	06-JUL-04	YES	
20311 - Fire Marshals Office Unit	250 Frank Ogawa Plaza	Suite 3341	Management Assistant	14-MAY-84	YES	Spanish
20311 - Fire Marshals Office Unit	1 Frank Ogawa Plaza		Office Assistant II, PT	16-MAY-11	NO	
20311 - Fire Marshals Office Unit	1 Frank Ogawa Plaza		Office Assistant II, PT	29-OCT-12	NO	
20311 - Fire Marshals Office Unit	1 Frank Ogawa Plaza		Office Assistant II, PT	03-SEP-13	NO	
20311 - Fire Marshals Office Unit	1 Frank Ogawa Plaza		Office Assistant II, PT	03-SEP-13	NO	
20321 - Certified Unified Program Agency (CUPA)	1 Frank Ogawa Plaza		Administrative Assistant I	24-DEC-90	NO	
20321 - Certified Unified Program Agency (CUPA)	1 Frank Ogawa Plaza		Assistant Fire Marshal-Non Sworn	06-FEB-95	YES	
20321 - Certified Unified Program Agency (CUPA)	1 Frank Ogawa Plaza		Hazardous Materials Inspect, Senior	20-OCT-08	YES	
20321 - Certified Unified Program Agency (CUPA)	1 Frank Ogawa Plaza		Hazardous Materials Inspector II	17-OCT-05	YES	Spanish
20321 - Certified Unified Program Agency (CUPA)	1 Frank Ogawa Plaza		Hazardous Materials Inspector II	23-NOV-98	YES	
20331 - Inspectional Services Unit	250 Frank Ogawa Plaza	Suite 3341	Fire Prevent Bureau Inspect, Civil	30-JAN-95	YES	
20331 - Inspectional Services Unit	250 Frank Ogawa Plaza	Suite 3341	Fire Prevent Bureau Inspect, Civil	16-OCT-95	YES	
20331 - Inspectional Services Unit	1 Frank Ogawa Plaza		Fire Prevent Bureau Inspect, Civil	30-SEP-13	YES	
20331 - Inspectional Services Unit	250 Frank Ogawa Plaza	Suite 3341	Fire Prevent Bureau Inspect, Civil	17-OCT-05	YES	
20331 - Inspectional Services Unit	1 Frank Ogawa Plaza		Fire Prevent Bureau Inspect, Civil	19-MAY-14	YES	
20331 - Inspectional Services Unit	1 Frank Ogawa Plaza		Office Assistant II	29-APR-74	NO	Spanish
20341 - Arson Investigation Unit	250 Frank Ogawa Plaza	Suite 3341	Fire Investigator	17-NOV-97	YES	
20341 - Arson Investigation Unit	250 Frank Ogawa Plaza	Suite 3341	Fire Investigator	18-DEC-89	YES	
20351 - Engineering Unit	250 Frank Ogawa Plaza	Suite 3341	Fire Protection Engineer	14-OCT-91	YES	
20351 - Engineering Unit	1 Frank Ogawa Plaza		Fire Protection Engineer	08-JUL-13	YES	
20371 - Vegetation Management Unit	1 Frank Ogawa Plaza		Fire Suppression Dist Inspect PT	09-JUL-12	YES	
20371 - Vegetation Management Unit	250 Frank Ogawa Plaza	Suite 3341	Fire Suppression District Inspector	07-JUL-12	YES	

















FIRE DEPARTMENT, FY 2013-2014

ORGANIZATION	ADDRESS		JOB_CLASS	HIRE_DATE	PCP	LANG
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	26-JAN-98	YES	
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	10-SEP-07	YES	
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	12-SEP-83	YES	
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	16-DEC-91	YES	
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	26-JAN-98	YES	
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	16-DEC-91	YES	
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	17-NOV-97	YES	
20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	01-APR-96	YES	
20511 - Budget and Planning Administration	150 Frank H Ogawa Plaza	Room 3354	Accountant II	19-DEC-88	NO	
20521 - Budget Unit	150 Frank H Ogawa Plaza	Room 3354	Accountant III	28-SEP-05	NO	Chinese
20521 - Budget Unit	150 Frank H Ogawa Plaza	Room 3354	Fire Division Manager	31-JAN-05	NO	
20531 - Accounts Payable Unit	150 Frank H Ogawa Plaza	Room 3354	Accountant II	02-FEB-01	NO	Chinese
20541 - Payroll Unit	150 Frank H Ogawa Plaza	Room 3354	Office Manager	02-APR-01	NO	
20551 - Time and Attendance Unit	150 Frank H Ogawa Plaza	Room 3354	Payroll Personnel Clerk III	09-MAY-05	NO	
20611 - Education and Training Administration Unit	250 Victory Court		Administrative Assistant I	30-JAN-89	NO	
20611 - Education and Training Administration Unit	250 Victory Court		Fire Equipment Technician	16-JUN-06	NO	
20631 - In-Service Training Unit	250 Victory Court		Battalion Chief	17-NOV-97	NO	
20711 - Emergency Services Program Unit	250 Victory Court		Administrative Assistant II	08-DEC-86	NO	
20711 - Emergency Services Program Unit	250 Victory Court		Emer Serv Manager, Assistant	05-JUL-06	NO	
20711 - Emergency Services Program Unit	250 Victory Court		Emergency Planning Coordinator	02-SEP-13	YES	
20711 - Emergency Services Program Unit	250 Victory Court		Emergency Planning Coordinator	02-SEP-13	YES	
20711 - Emergency Services Program Unit	250 Victory Court		Emergency Planning Coordinator, Sr	19-JAN-95	NO	
20711 - Emergency Services Program Unit	250 Victory Court		Emergency Planning Coordinator, Sr	27-AUG-12	NO	
20711 - Emergency Services Program Unit	250 Victory Court		Management Intern, PT	14-MAY-07	YES	Chinese
20711 - Emergency Services Program Unit	250 Victory Court		Manager, Emergency Services	15-MAY-89	YES	Spanish
20711 - Emergency Services Program Unit	250 Victory Court		Office Manager	01-SEP-88	NO	Tagalog
20711 - Emergency Services Program Unit	250 Victory Court		Student Trainee, PT	03-JUN-13	NO	
20711 - Emergency Services Program Unit	250 Victory Court		Student Trainee, PT	01-OCT-12	NO	
20711 - Emergency Services Program Unit	250 Victory Court		Student Trainee, PT	03-JUN-13	NO	
20711 - Emergency Services Program Unit	250 Victory Court		Temp Contract Svcs Employee, PT	15-MAR-06	NO	
20711 - Emergency Services Program Unit	250 Victory Court		Temp Contract Svcs Employee, PT	04-APR-11	NO	
20711 - Emergency Services Program Unit	250 Victory Court		Temp Contract Svcs Employee, PT	04-APR-11	NO	
20711 - Emergency Services Program Unit	250 Victory Court		Temp Contract Svcs Employee, PT	18-AUG-08	NO	
20811 - Human Resources	150 Frank Ogawa Plaza	Suite 3354	Administrative Analyst II	08-FEB-01	NO	
20811 - Human Resources	150 Frank Ogawa Plaza	Suite 3354	Fire Personnel Operations Spec	07-JUL-97	NO	
20811 - Human Resources	150 Frank Ogawa Plaza	Suite 3354	Office Assistant II	24-AUG-09	NO	
20813 - Fire Boat	150 Frank Ogawa Plaza	Suite 3354	Temp Contract Svcs Employee, PT	17-OCT-05	NO	
20814 - Airport	150 Frank Ogawa Plaza	Suite 3354	Battalion Chief	18-JUN-86	NO	
20814 - Airport	150 Frank H Ogawa Plaza	Room 3354	Captain of Fire Department	18-DEC-89	YES	
20814 - Airport	150 Frank Ogawa Plaza	Suite 3354	Fire Fighter	11-FEB-80	YES	
20814 - Airport	150 Frank H Ogawa Plaza	Room 3354	Fire Fighter	08-JUL-02	YES	
20814 - Airport	150 Frank H Ogawa Plaza	Room 3354	Fire Fighter	27-SEP-04	YES	
20814 - Airport	150 Frank H Ogawa Plaza	Room 3354	Fire Fighter	16-DEC-91	YES	
20814 - Airport	150 Frank H Ogawa Plaza	Room 3354	Fire Fighter	08-JUL-02	YES	
20814 - Airport	150 Frank Ogawa Plaza	Suite 3354	Fire Fighter	14-MAY-90	YES	
20815 - U.S.A.R	150 Frank Ogawa Plaza	Suite 3354	Battalion Chief	14-MAY-90	NO	
20815 - U.S.A.R	150 Frank Ogawa Plaza	Suite 3354	Management Intern, PT	11-MAY-09	NO	
20815 - U.S.A.R	150 Frank Ogawa Plaza	Suite 3354	Management Intern, PT	08-SEP-08	NO	
20815 - U.S.A.R	150 Frank Ogawa Plaza	Suite 3354	Student Trainee, PT	19-AUG-13	NO	
20815 - U.S.A.R	150 Frank Ogawa Plaza	Suite 3354	Student Trainee, PT	19-AUG-13	NO	

FIRE DEPARTMENT, FY 2013-2014

ORGANIZATION	ADDRESS		JOB_CLASS	HIRE_DATE	PCP	LANG
20815 - U.S.A.R	150 Frank Ogawa Plaza	Suite 3354	Student Trainee, PT	04-APR-11	NO	
20815 - U.S.A.R	150 Frank Ogawa Plaza	Suite 3354	Student Trainee, PT	19-AUG-13	NO	
20815 - U.S.A.R	150 Frank Ogawa Plaza	Suite 3354	Student Trainee, PT	03-SEP-13	NO	
20815 - U.S.A.R	150 Frank Ogawa Plaza	Suite 3354	Student Trainee, PT	04-APR-11	NO	
20815 - U.S.A.R	150 Frank Ogawa Plaza	Suite 3354	Student Trainee, PT	19-AUG-13	NO	
20815 - U.S.A.R	150 Frank Ogawa Plaza	Suite 3354	Student Trainee, PT	18-APR-11	NO	
20815 - U.S.A.R	150 Frank Ogawa Plaza	Suite 3354	Student Trainee, PT	16-SEP-13	NO	
20815 - U.S.A.R	150 Frank Ogawa Plaza	Suite 3354	Temp Contract Svcs Employee, PT	24-JAN-05	NO	
20816 - Fire - Support & Services Unit	150 Frank Ogawa Plaza	Suite 3354	Captain of Fire Department	16-DEC-91	YES	
20816 - Fire - Support & Services Unit	150 Frank Ogawa Plaza	Suite 3354	Fire Equipment Technician	03-SEP-96	NO	Spanish
20912 - Measure N - Paramedic	250 Victory Court		Administrative Assistant II	02-NOV-87	NO	Spanish
20912 - Measure N - Paramedic	150 Frank Ogawa Plaza	Suite 3354	Emer Medical Svcs Coordinator	31-JAN-05	NO	
20912 - Measure N - Paramedic	150 Frank Ogawa Plaza	Suite 3354	Emer Medical Svcs Coordinator	02-SEP-10	NO	
20912 - Measure N - Paramedic	150 Frank Ogawa Plaza	Suite 3354	Emer Medical Svcs Coordinator	26-SEP-05	NO	
20912 - Measure N - Paramedic	150 Frank Ogawa Plaza	Suite 3354	Emer Medical Svcs Coordinator	04-AUG-08	NO	
20912 - Measure N - Paramedic	150 Frank Ogawa Plaza	Suite 3354	Emergency Medical Svcs Instructor, PT	28-JUN-10	NO	
20912 - Measure N - Paramedic	150 Frank Ogawa Plaza	Suite 3354	Emergency Medical Svcs Instructor, PT	28-JUN-10	NO	
20912 - Measure N - Paramedic	250 Victory Court		Fire Division Manager	19-FEB-13	NO	
New hires have hire date shown in grey						

FIRE DEPARTMENT, FY 2013-2014							
Row Labels	Count of JOB_CLASS	Count of New Hire	Count of PCP	Count of Spanish	Count of Chinese	% SP	% CH
<b>20110 - Fire Chief Unit</b>	<b>3</b>						
Assistant to the Director	1						
Chief of Fire	1						
Exec Asst to Agency Director	1						
<b>20241 - Fire Communications Unit</b>	<b>5</b>		<b>5</b>			<b>0%</b>	<b>0%</b>
Fire Communications Dispatcher, Sr	4		4				
Fire Communications Supervisor	1		1				
<b>20251 - Communications Emergency Dispatch Unit</b>	<b>18</b>	<b>2</b>	<b>18</b>	<b>2</b>	<b>2</b>	<b>11%</b>	<b>11%</b>
Fire Communications Dispatcher	18	2	18	2	2		
<b>20311 - Fire Marshals Office Unit</b>	<b>7</b>	<b>2</b>	<b>3</b>	<b>1</b>		<b>33%</b>	<b>0%</b>
Administrative Assistant I	1		1				
Fire Safety Education Coordinator	1		1				
Management Assistant	1		1	1			
Office Assistant II, PT	4	2					
<b>20321 - Certified Unified Program Agency (CUPA)</b>	<b>5</b>		<b>4</b>	<b>1</b>		<b>25%</b>	<b>0%</b>
Administrative Assistant I	1						
Assistant Fire Marshal-Non Sworn	1		1				
Hazardous Materials Inspect, Senior	1		1				
Hazardous Materials Inspector II	2		2	1			
<b>20331 - Inspectional Services Unit</b>	<b>6</b>	<b>2</b>	<b>5</b>			<b>0%</b>	<b>0%</b>
Fire Prevent Bureau Inspect, Civil	5	2	5				
Office Assistant II	1						
<b>20341 - Arson Investigation Unit</b>	<b>2</b>		<b>2</b>			<b>0%</b>	<b>0%</b>
Fire Investigator	2		2				
<b>20351 - Engineering Unit</b>	<b>2</b>	<b>1</b>	<b>2</b>			<b>0%</b>	<b>0%</b>
Fire Protection Engineer	2	1	2				
<b>20371 - Vegetation Management Unit</b>	<b>3</b>		<b>3</b>			<b>0%</b>	<b>0%</b>
Fire Suppression Dist Inspect PT	1		1				
Fire Suppression District Inspector	1		1				
Vegetation Management Supervisor	1		1				
<b>20411 - Emergency Service/Suppression</b>	<b>407</b>	<b>22</b>	<b>395</b>	<b>41</b>	<b>7</b>	<b>10%</b>	<b>2%</b>
Administrative Assistant II	1						
Battalion Chief	10						
Captain of Fire Department	39		39	3			
Deputy Chief of Fire Department	1						
Engineer of Fire Department	70		70	2	2		
Fire Fighter	123		123	16	1		
Fire Fighter Paramedic	81		81	8	1		
Fire Fighter Trainee	25	22	25	6	3		
Lieutenant of Fire Department	57		57	6			
<b>20511 - Budget and Planning Administration</b>	<b>1</b>						
Accountant II	1						
<b>20521 - Budget Unit</b>	<b>2</b>						
Accountant III	1						
Fire Division Manager	1						

FIRE DEPARTMENT, FY 2013-2014														
Row Labels	Count of JOB_CLASS	Count of New Hire	Count of PCP	Count of Spanish	Count of Chinese	% SP	% CH							
<b>20531 - Accounts Payable Unit</b>	1													
Accountant II	1													
<b>20541 - Payroll Unit</b>	1													
Office Manager	1													
<b>20551 - Time and Attendance Unit</b>	1													
Payroll Personnel Clerk III	1													
<b>20611 - Education and Training Administration Unit</b>	2													
Administrative Assistant I	1													
Fire Equipment Technician	1													
<b>20631 - In-Service Training Unit</b>	1													
Battalion Chief	1													
<b>20711 - Emergency Services Program Unit</b>	16	2	4	1	1	25%	25%							
Administrative Assistant II	1													
Emer Serv Manager, Assistant	1													
Emergency Planning Coordinator	2	2	2											
Emergency Planning Coordinator, Sr	2													
Management Intern, PT	1		1		1									
Manager, Emergency Services	1		1	1										
Office Manager	1													
Student Trainee, PT	3													
Temp Contract Svcs Employee, PT	4													
<b>20811 - Human Resources</b>	3													
Administrative Analyst II	1													
Fire Personnel Operations Spec	1													
Office Assistant II	1													
<b>20813 - Fire Boat</b>	1													
Temp Contract Svcs Employee, PT	1													
<b>20814 - Airport</b>	8		7			0%	0%							
Battalion Chief	1													
Captain of Fire Department	1		1											
Fire Fighter	6		6											
<b>20815 - U.S.A.R</b>	13	6												
Battalion Chief	1													
Management Intern, PT	2													
Student Trainee, PT	9	6												
Temp Contract Svcs Employee, PT	1													
<b>20816 - Fire - Support &amp; Services Unit</b>	2		1			0%	0%							
Captain of Fire Department	1		1											
Fire Equipment Technician	1													
<b>20912 - Measure N - Paramedic</b>	8													
Administrative Assistant II	1													
Emer Medical Svcs Coordinator	4													
Emergency Medical Svcs Instructor, PT	2													
Fire Division Manager	1													
<b>Grand Total</b>	<b>518</b>	<b>37</b>	<b>449</b>	<b>46</b>	<b>10</b>	<b>10%</b>	<b>2%</b>							



**EQUAL ACCESS ORDINANCE  
ANNUAL COMPLIANCE PLAN**

**PART I: DEPARTMENT HEAD CERTIFICATION**

**DEPARTMENT NAME:** Housing and Community Development  
**FISCAL YEAR:** 2013-2014

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

**I, Michele A. Byrd, hereby certify that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Department of Housing & Community Development was submitted on 6/30/2014.**

Signature & Date

**Michele A. Byrd, Director**  
Print Name & Title

**HOUSING & COMMUNITY DEVELOPMENT DEPARTMENT (HCD)**

**PART II Quantitative Assessment**

<b>TABLE 1: DEPARTMENT CONTACT</b>		
<i>Department Head</i>	<i>Language Access Coordinator</i>	<i>SPOC</i>
Michele Byrd Director, Housing 250 Frank H. Ogawa Plaza, 5 <sup>th</sup> Floor, Oakland, CA 94612 phone: (510) 238-3716 fax: (510) 238-3691 email: <a href="mailto:mbyrd@oaklandnet.com">mbyrd@oaklandnet.com</a>	Sylvia Shannon Administrative Analyst I 250 Frank H. Ogawa Plaza, 5 <sup>th</sup> Floor, Oakland, CA 94612 phone: (510) 238-3715 fax: (510) 238-3691 email: <a href="mailto:sshannon@oaklandnet.com">sshannon@oaklandnet.com</a>	Sylvia Shannon Administrative Analyst I 250 Frank H. Ogawa Plaza, 5 <sup>th</sup> Floor, Oakland, CA 94612 phone: (510) 238-3715 fax: (510) 238-3691 email: <a href="mailto:sshannon@oaklandnet.com">sshannon@oaklandnet.com</a>

<b>TABLE 2: SUPER PCP UNIT</b>	<b>GOAL</b>		<b>ACTUAL</b>		<b>SP PCP</b>	<b>CH PCP</b>
	<b>Bilingual Staff</b>		<b>Bilingual Staff</b>		<b>Goal Met?</b>	<b>Goal Met?</b>
Municipal Lending (89939)	1 SP	1 CH	1 SP	0 CH	YES	NO
Residential Rent Arbitration (88969)	1 SP	1 CH	1 SP	1 CH	YES	YES

*SP = Spanish, CH = Chinese*

<b>TABLE 3: DEPARTMENT ORGANIZATION STRUCTURE</b>
Admin: Housing & Community Development
Housing Development
CDBG Coordination
Homeownership Programs
Municipal Lending
Residential Rent Arbitration

<b>TABLE 4: VITAL DOCUMENTS</b>	<b>Spanish</b>	<b>Chinese</b>	<b>Other Language(s)</b>
Foreclosure Brochure	YES	YES	Vietnamese
Income Limits & Partners (Insert)	YES	YES	Vietnamese
Short Letter to Accompany the Foreclosure Brochures When Mailed	YES	YES	Vietnamese
Informational Brochure	YES	YES	Vietnamese
Just Cause Information	YES	YES	Vietnamese
Just Cause Ordinance	YES	YES	Vietnamese
Notice to Tenants	YES	YES	Vietnamese
Outreach Postcard	YES	YES	Vietnamese
Rent Adjustment Ordinance Brochure	YES	YES	Vietnamese
Homeownership Loan Programs Brochure	YES	YES	Vietnamese

**Percentage of vital documents translated into threshold language(s) = 100%**

<b>TABLE 5: RECORDED TELEPHONIC MESSAGES</b>	<b>Multilingual Lines</b>	<b>Status</b>
Real Estate Services Division	238-3541	Completed
Redevelopment and Housing	238-3015	Completed
Rent Adjustment	238-3721	Completed

**Percentage of public phone number with translated voice recording = 100%**

**PART III – QUALITATIVE ASSESSMENT (NARRATIVE)**

**Housing and Community Development (HCD)  
 FISCAL YEAR 2013-2014**

**A. BILINGUAL PUBLIC CONTACT POSITIONS ASSESSMENT**

Please provide, in the table below, a summary assessment of public contact positions and the number of bilingual public contact position employees. In addition, department shall refer to Department staffing chart for comprehensive analysis.

ASSESSMENT		SPANISH PCP			CHINESE PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
46.75	10	1	3	Yes	1	0	NO

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

The Department of Housing and Community Development is complying with the Equal Access to Services Ordinance (EAO). During the reporting period, HCD revised and updated many of the program vital documents including translations into Spanish, Chinese and Vietnamese languages. The program websites have been improved to provide more information to the public. Housing is serving the LES population as required by Equal Access Ordinance. All our program brochures are translated into Chinese, Spanish and Vietnamese.

The City's Residential Lending and Rehabilitation programs is commonly refer to as Municipal Lending. The Rehabilitation programs offer home maintenance loans up to \$75,000 including construction project management for the purpose of completing health and safety repairs and correction of code violations. Programs are available only to very-low to I-income Oakland homeowners. Priority is given to physically disabled and/or senior citizens. Staff also manages, monitors, and services all housing rehabilitation and homeownership loans. These program brochures are translated into Chinese, Spanish and Vietnamese.

The Homeownership programs provide financial assistance in the form of secured, deferred, and/or interest bearing loans to very low and low-income persons to purchase homes in Oakland as well as home purchase counseling and education to Oakland residents. The program works with lenders to expand opportunity for all home buyers and to thwart predatory lending. The homeownership program offers homebuyer loans to low and moderate income first time homebuyers. There is a monthly workshop that is offered at city hall in English. LES clients are referred to counseling programs that can provide service in their native language. Borrowers submit applications to our office through participating lenders. Partner lenders provide staff that speaks a multitude of language and specific language capacity is noted on our list of trained loan consultants. Program staff has limited contact with potential homebuyer because development of a relationship could affect the underwriter's ability to make an objective decision regarding income eligibility and financial capacity. Brochures are translated in Spanish and Chinese. Staff is available to provide service in Spanish if necessary. A translator is requested to assist LES client in Chinese. Homebuyer programs do not track the number of clients that speak Chinese or Spanish, however, our application forms provide

the buyer the opportunity to indicate their primary language. This enables loan servicing with the ability to contact the owner with the appropriate language, if necessary.

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.

Even though most of the positions we filled during the reporting period were not designated as PCP positions, we did hire two Chinese and one Spanish speaking candidate. HCD goal is to hire bilingual employee who can assist the department in providing services to the public. Currently, HCD has multiple bilingual employees that can provide assistance to LES persons. In FY 14-15, we will be hiring an intake specialist for the Housing Assistance Center who is proficient in Mandarin, Cantonese and also speaks Spanish.

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

The Residential Rent Arbitration Unit made substantial changes to the program's brochure, including the translation of the brochure into Spanish, Chinese and Vietnamese. Materials for door to door outreach of homeowners and tenants in low-income flatland neighborhoods have all been translated into Spanish, Chinese and Vietnamese.

The Homeownership Programs brochure was recently revised to reflect the program current services. The revised brochure has also been translated into Mandarin, Cantonese, Spanish and Vietnamese.

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

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.

During the reporting period, Rent Arbitration Program (RAP) Unit distributed over 25,000 inserts through 350 outlets and events in Oakland. The RAP program also mailed 15,000 notices that included inserts to the Oakland landlords.

Occasionally, HCD do bilingual public service announcements on KTOP with translations in Spanish, Cantonese, Mandarin and Vietnamese. Our outreach is designed to let LES persons in Oakland know the services available and their rights under the various services we provide. HCD takes proactive measures to ensure that our client's language access needs are met. We're compliant with the City's Equal Access to Services Ordinance and AI 145.

Residential Lending Services unit has relied on English speaking family member of applicants to assist when necessary

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

In the next 12 months, HCD plans to expand outreach services to LES persons living in Oakland. The current emphasis has been Spanish and Chinese speaking residents. The HCD's goal is to ensure that all Oakland residents have equal and fair access to our program services regardless of the languages spoken. We're also using outside agencies such as International Contacts, Inc. to assist our clients.

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

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

HCD has consistently displayed our program notices in the reception areas of the 5<sup>th</sup> and 6<sup>th</sup> floors of 250 Frank H. Ogawa Plaza, Suites 5313 and 6301. The Municipal Lending Unit has a bookshelf in their area where the brochures are kept. The Rent Adjustment Program unit also has bookshelves for their brochures, one on the 5<sup>th</sup> floor and the other on the 6<sup>th</sup> floor. In addition, some of these brochures are distributed at Street Fairs, Community events, Church events, Homebuyer fairs, many other events at City plaza.

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

With the exception of the recently modified Homeownership Programs brochure, all other vital documents have been translated into Spanish, Chinese, and Vietnamese. We have translated all our vital documents into the threshold languages required by EAO.

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

Yes. In addition to Spanish, Mandarin and Cantonese, we have also translated all our program brochures into Vietnamese. We're willing to translate into other languages if the need for it arises.

## **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). What is the corrective action plan and timeline in getting the rest of the telephone lines translated?

HCD is providing multilingual telephone messages in the threshold languages required by EAO. The languages are English, Spanish, Mandarin and Cantonese. In addition, we're currently working with ITD to modify and expand our telephone setups to include other languages. We hope to complete this modification before the next reporting period.

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

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

The results of the last EAO Language Survey did not show any negative findings on HCD programs.

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

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

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

Our program staff attended several community events during the reporting period to promote our services and distribute our brochures and inserts. Other Limited English speaking residence of Oakland were given information on how to use our services

4. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? Please describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.

During the reporting period, HCD did not receive any complaints regarding our provision of bilingual oral or written services.

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

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

In the next 12 months we plan to expand our community outreach, review and improve our program brochures, and maintain a list of LES persons served.

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

All of our program brochures contain the links to the Department's websites. The public may access the Department's Annual Compliance plan via City website.

HOUSING COMMUNITY DEVELOPMENT DEPARTMENT, FY 2013-2014

ORGANIZATION	ADDRESS_LINE_1	ADDRESS_LINE	JOB_CLASS	HIRE_DATE	PCP	LANG
89919 - Admin: Housing & Community Development	250 Frank Ogawa Plaza	5th Floor	Accountant II	05-DEC-05	NO	Chinese
89919 - Admin: Housing & Community Development	250 Frank Ogawa Plaza	Suite 3330	Administrative Analyst I	15-OCT-90	NO	
89919 - Admin: Housing & Community Development	250 Frank Ogawa Plaza	5th Floor	Administrative Services Manager I	28-OCT-85	NO	
89919 - Admin: Housing & Community Development	250 Frank Ogawa Plaza	5th Floor	Community Dev Prgm Coordinator	27-MAR-06	NO	Spanish
89919 - Admin: Housing & Community Development	250 Frank Ogawa Plaza	5th Floor	Director of Housing & Comm Dev	10-SEP-02	NO	
89919 - Admin: Housing & Community Development	250 Frank Ogawa Plaza	Suite 3330	Housing Development Coordinator III	11-SEP-07	NO	
89919 - Admin: Housing & Community Development	250 Frank Ogawa Plaza	5th Floor	Program Analyst III	21-DEC-09	NO	Chinese
89919 - Admin: Housing & Community Development	250 Frank Ogawa Plaza	5th Floor	Project Manager III	06-APR-10	NO	Chinese
89919 - Admin: Housing & Community Development	250 Frank Ogawa Plaza	5th Floor	Temp Contract Svcs Employee, PT	17-MAR-14	NO	
89929 - Housing Development	250 Frank Ogawa Plaza	5th Floor	Development/Redevelopment Prgm MGR	17-MAY-10	NO	
89929 - Housing Development	250 Frank Ogawa Plaza	Suite 3330	Housing Development Coordinator III	11-FEB-08	NO	
89929 - Housing Development	250 Frank Ogawa Plaza	5th Floor	Housing Development Coordinator IV	08-DEC-05	NO	
89929 - Housing Development	250 Frank Ogawa Plaza	Suite 3330	Housing Development Coordinator IV	29-APR-02	NO	Spanish
89929 - Housing Development	250 Frank Ogawa Plaza	Suite 3330	Housing Development Coordinator IV	18-JUN-01	NO	
89929 - Housing Development	250 Frank Ogawa Plaza	5th Floor	Office Assistant II, PT	14-JAN-14	NO	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Suite 3330	Administrative Assistant I	09-FEB-04	NO	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Suite 3330	Administrative Assistant I	22-JUL-89	NO	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Suite 3330	Administrative Assistant II	22-AUG-03	NO	
89939 - Municipal Lending	250 Frank Ogawa Plaza	5th Floor	Development/Redevelopment Prgm MGR	27-OCT-88	NO	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Suite 3330	Loan Servicing Administrator	03-JUN-91	NO	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Suite 3330	Loan Servicing Specialist	25-JUN-90	YES	Tagalog
89939 - Municipal Lending	250 Frank Ogawa Plaza	5th Floor	Management Assistant	01-OCT-89	NO	
89939 - Municipal Lending	250 Frank Ogawa Plaza	2nd Floor	Mortgage Advisor	10-AUG-09	YES	
89939 - Municipal Lending	250 Frank Ogawa Plaza	2nd Floor	Mortgage Advisor	09-FEB-09	YES	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Suite 3330	Rehabilitation Advisor III	30-MAY-07	YES	Korean
89939 - Municipal Lending	250 Frank Ogawa Plaza	2nd Floor	Rehabilitation Advisor III	24-JUL-06	YES	Spanish
89939 - Municipal Lending	250 Frank Ogawa Plaza	2nd Floor	Rehabilitation Advisor III	06-JUN-05	YES	
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Suite 3330	Administrative Assistant II	06-SEP-05	NO	
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Suite 3330	Administrative Assistant II	20-NOV-95	NO	
89949 - CDBG Coordination	250 Frank Ogawa Plaza	5th Floor	Community Dev Prgm Coordinator	14-JUN-94	NO	
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Suite 3330	Community Dev Prgm Coordinator	19-JUN-89	NO	
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Suite 3330	Community Dev Prgm Coordinator	26-OCT-73	NO	
89949 - CDBG Coordination	250 Frank Ogawa Plaza	5th Floor	Development/Redevelopment Prgm MGR	25-SEP-85	NO	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Suite 3330	Administrative Assistant I	06-AUG-01	NO	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Suite 5313	Administrative Assistant I	02-OCT-85	NO	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Suite 5313	Hearing Officer	01-OCT-12	NO	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Suite 5313	Hearing Officer	13-AUG-02	NO	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Suite 5313	Program Analyst II	22-JUL-13	YES	Spanish
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Suite 5313	Program Analyst II	13-MAR-12	YES	Spanish
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Suite 3330	Program Analyst III	31-JAN-01	YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Suite 5313	Project Manager II	13-MAY-02	NO	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	5th Floor	Senior Hearing Officer	02-OCT-06	NO	Chinese
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Suite 5313	Temp Contract Svcs Employee, PT	25-FEB-08	NO	
89979 - Commercial Lending	250 Frank Ogawa Plaza	5th Floor	Account Clerk I	16-NOV-09	NO	Chinese
89979 - Commercial Lending	250 Frank Ogawa Plaza	5th Floor	Administrative Analyst I	20-DEC-99	NO	
89979 - Commercial Lending	250 Frank Ogawa Plaza	5th Floor	Loan Servicing Specialist	28-SEP-77	NO	
89989 - Homeownership Programs	250 Frank Ogawa Plaza	Suite 3330	Home Management Counselor III	25-JUN-12	YES	
New hires have hire date shown in grey.						

HOUSING & COMMUNITY DEVELOPMENT, FY2013-2014							
Row Labels	Count of JOB_CLASS	Count of New Hire	Count of PCP	Count of Spanish	Count of Chinese	% SP	% CH
<b>89919 - Admin: Housing &amp; Community Development</b>	<b>9</b>	<b>1</b>					
Accountant II	1						
Administrative Analyst I	1						
Administrative Services Manager I	1						
Community Dev Prgm Coordinator	1						
Director of Housing & Comm Dev	1						
Housing Development Coordinator III	1						
Program Analyst III	1						
Project Manager III	1						
Temp Contract Svcs Employee, PT	1	1					
<b>89929 - Housing Development</b>	<b>6</b>	<b>1</b>					
Development/Redevelopment Pgrm MGR	1						
Housing Development Coordinator III	1						
Housing Development Coordinator IV	3						
Office Assistant II, PT	1	1					
<b>89939 - Municipal Lending</b>	<b>12</b>		<b>6</b>	<b>1</b>		<b>17%</b>	<b>0%</b>
Administrative Assistant I	2						
Administrative Assistant II	1						
Development/Redevelopment Pgrm MGR	1						
Loan Servicing Administrator	1						
Loan Servicing Specialist	1		1				
Management Assistant	1						
Mortgage Advisor	2		2				
Rehabilitation Advisor III	3		3	1			
<b>89949 - CDBG Coordination</b>	<b>6</b>						
Administrative Assistant II	2						
Community Dev Prgm Coordinator	3						
Development/Redevelopment Pgrm MGR	1						
<b>89969 - Residential Rent Arbitration</b>	<b>10</b>	<b>1</b>	<b>3</b>	<b>2</b>		<b>67%</b>	<b>0%</b>
Administrative Assistant I	2						
Hearing Officer	2						
Program Analyst II	2	1	2	2			
Program Analyst III	1		1				
Project Manager II	1						
Senior Hearing Officer	1						
Temp Contract Svcs Employee, PT	1						
<b>89979 - Commercial Lending</b>	<b>3</b>						
Account Clerk I	1						
Administrative Analyst I	1						
Loan Servicing Specialist	1						
<b>89989 - Homeownership Programs</b>	<b>1</b>		<b>1</b>			<b>0%</b>	<b>0%</b>
Home Management Counselor III	1		1				
<b>Grand Total</b>	<b>47</b>	<b>3</b>	<b>10</b>	<b>3</b>		<b>30%</b>	<b>0%</b>



**EQUAL ACCESS ORDINANCE  
ANNUAL COMPLIANCE PLAN**

**PART I: DEPARTMENT HEAD CERTIFICATION**

**DEPARTMENT NAME: HUMAN RESOURCES MANAGEMENT**  
**FISCAL YEAR: 2013-2014**

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

I, ANIL COMELO, hereby certify that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for HUMAN RESOURCES MANAGEMENT DEPARTMENT was submitted on 6.30.2014.

  
\_\_\_\_\_  
Signature

Anil Comelo,  
Director of Human Resources

**HUMAN RESOURCES MANAGEMENT DEPARTMENT (HR)**

**PART II Quantitative Assessment**

<b>TABLE 1: DEPARTMENT CONTACT</b>		
<i>Department Head</i>	<i>Language Access Coordinator</i>	<i>SPOC</i>
Anil Comelo Director of Human Resources Management 150 Frank H. Ogawa Plaza, Suite 3332, Oakland, CA 94612 phone: (510) 238-6450 fax: (510) 238-4482 email: <a href="mailto:acomelo@oaklandnet.com">acomelo@oaklandnet.com</a>	Kip Walsh Human Resource Manager 150 Frank H. Ogawa Plaza, 2nd Floor, Oakland, CA 94612 phone: (510) 238-7334 fax: (510) 238-2059 email: <a href="mailto:kwalsh@oaklandnet.com">kwalsh@oaklandnet.com</a>	Kip Walsh Human Resource Manager 150 Frank H. Ogawa Plaza, 2nd Floor, Oakland, CA 94612 phone: (510) 238-7334 fax: (510) 238-2059 email: <a href="mailto:kwalsh@oaklandnet.com">kwalsh@oaklandnet.com</a>

<b>TABLE 2: SUPER PCP UNIT</b>	<b>GOAL Bilingual Staff</b>		<b>ACTUAL Bilingual Staff</b>		<b>Spanish Goals Met?</b>	<b>Chinese Goals Met?</b>
Equal Access Unit (05221)	1 SP	1 CH	1 SP	1 CH	YES	YES

*SP = Spanish, CH = Chinese*

<b>TABLE 3: DEPARTMENT ORGANIZATION STRUCTURE</b>
Administration
Risk & Benefits
Recruitment & Classification
Equal Access

<b>TABLE 4: VITAL DOCUMENTS</b>	<b>Spanish</b>	<b>Chinese</b>	<b>Other Language(s)</b>
Employment Information Pamphlet	YES	YES	Vietnamese
Equal Access Ordinance	YES	YES	
Equal Access Complaint Form	YES	YES	Vietnamese
Interpretation Equipment Signage and Form	YES	YES	Vietnamese
Equal Access Brochure	YES	YES	
Equal Access Poster	YES	YES	

**Percentage of vital documents translated into threshold language(s) = 100%**

<b>TABLE 5: RECORDED TELEPHONIC MESSAGES</b>	<b>Multilingual Lines</b>	<b>Status</b>
Human Resources -Front Desk	238-3112	Completed

**Percentage of public phone number with translated voice recording = 100%**

**PART III – QUALITATIVE ASSESSMENT (NARRATIVE)**

**HUMAN RESOURCES MANAGEMENT DEPARTMENT (HRM)  
 FISCAL YEAR 2013-2014**

**A. BILINGUAL PUBLIC CONTACT POSITIONS ASSESSMENT**

Please provide, in the table below, a summary assessment of public contact positions and the number of bilingual public contact position employees. In addition, department shall refer to Department staffing chart for comprehensive analysis.

ASSESSMENT		SPANISH PCP			CHINESE PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
42	5	1	1	YES	0	1	YES

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

The Human Resources Management (HRM) Department is fully committed to provide equal access to services and is in compliance with bilingual staffing goals. The department has one Spanish-speaking PCP and one Chinese-speaking PCP. In addition to the bilingual PCP staff, the department has three Spanish-speaking non-PCP staff, and one Chinese-speaking non-PCP that are available to assist customers with language needs. A poster notifying customers that service is available in other languages is displayed prominently at the HRM front counter at 150 Frank Ogawa Plaza, 2<sup>nd</sup> floor. The Employment Information Pamphlet, Equal Access Program Brochure, and the City’s Helpful Phone Numbers Brochure are provided in English, Spanish and Chinese in the lobby area. Training was provided this reporting year to front counter staff on how to better serve limited-English speaking clients.

HRM’s Equal Access Unit reviews and monitors bilingual public contact position recruitments. All recruitment requests are routed to the Equal Access Unit to analyze whether the position is a public contact position or not and whether the department has sufficient bilingual employees to serve limited-English speaking populations. HR Technicians and HR Analysts work closely with Equal Access Unit staff in the recruitment process. Candidates recruited under Selective Certification in Language are tested and certified by HRM prior to employment.

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

The Employment Information Pamphlet is available in English, Spanish, Chinese and Vietnamese. HRM works with departments in determining whether Selective Certification in Language (Spanish/ Chinese) is required for any open recruitment. Based on department operational need, a number of recruitment flyers, brochures, and postcards were translated into various languages and distributed

widely to the community. HRM hosted Employment Information Tables at a number of venues to promote City positions and HRM strives to provide bilingual staff and/or translated materials on city services whenever requested to do so.

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

Staff in the Equal Access Unit of HRM conducted several activities this year to increase awareness throughout the City organization and to visiting members of the public. Equal Access materials and logos have been revamped, redesigned and updated. Posters and brochures are printed in vibrant colors to make them easily identifiable. A thousand (1000) copies of color posters (11"X17") and three thousand (3000) copies of Language Line stickers were printed and disseminated widely to city departments.

Staff also developed a brochure that lists the public service locations and phone numbers in downtown city offices to be used at building lobby desks. Six thousand (6000) copies – two thousand (2000) each in English, Spanish and Chinese – are being printed and will be available in the first quarter of FY 2014-15.

HRM's Equal Access Unit hosted mid-year discussions with staff in each city department to review compliance requirements. It has fostered a positive dialogue on language access to services among city representatives. In addition, 14 sessions of training were conducted with over 130 city employees. As a result, we have seen an increase in the usage of the Language Line among city departments (emergency numbers such as Fire & Police are not included here). Total usage minutes increased from 1,620 minutes (FY2012-13) to 4,157 minutes (FY 2013-14). Usage increased 157% over the two years. In addition, face-to-face interpretation request went up 19% as compared to last fiscal year. Our office strives to make services easily accessible to all city departments.

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

As mentioned in an earlier section of this report, HRM offered training, print materials, recruitment outreach and bilingual testing in regards to improving access to city services. Bilingual test certifications were conducted at HRM to evaluate language proficiency for bilingual city employees. Fifty-nine candidates were tested in the reporting year.

In addition, HRM partnered with SEIU Local 1021 in a Bilingual Committee this year with a focus of reviewing existing Bilingual Testing Procedures. A new Level II Bilingual (Written) Test was successfully created and tested in the reporting year. To facilitate implementation, HRM updated Administrative Instruction 558 related to bilingual pay and testing. The Administrative Instruction is currently under review. To ensure LES persons receive quality services from bilingual employees in PCP positions, HRM utilizes standard testing procedures to assess language proficiency and certifies the bilingual skills of City staff.

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

- HRM plans to review its vital documents and make necessary updates and/or develop new materials. For instance, the downtown public service location brochure (in English, Spanish and Chinese) has been created this year to better guide LES persons in reaching downtown Oakland City offices. Copies are being printed and will be available in the first quarter of FY 2014-15. The Employment Information Pamphlet is scheduled to be updated in the next 12 months.
- Additional trainings will be coordinated between HRM, EAO and City departments to better equip City employees with knowledge and tools in providing language assistance services.
- The Equal Access Intra-Net Page (online resources for City employees) will be reviewed and updated to provide better access to resources and information.

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

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

Front counter, 150<sup>th</sup> Frank H Ogawa Plaza 2nd Floor Oakland, CA 94612

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

100%

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

- Recruitment flyers, for example: Neighborhood Services Coordinator, Police Officer Trainee and Parking Control Technicians.
- Certain recruitment advertisement, for example for Sing Tao and El Mundo newspaper
- Downtown public service location brochure
- Equal Access Public notice
- Bilingual (Written) Test
- Periodic review of news article related to City of Oakland

**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). What is the corrective action plan and timeline in getting the rest of the telephone lines translated?

We have outgoing phone message translated into Spanish and Chinese and the employees have access to the Language Line Services and can provide assistance in many languages.

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

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

In response to citywide survey results, our department created a new poster which was made available and visible in every public counter within the City informing the community that we provide services in Spanish and Chinese plus many other languages via the Language Line Services. A new Complaint Form was also created and distributed to all the public contact counters and made available to customers. We have also offered trainings to city employees to promote the use of Language Line Over-the-Phone interpretation services in meeting the needs of LES clients.

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

The Equal Access Unit, staffed with bilingual employees and volunteers, is stationed at 150 Frank Ogawa Plaza, 2<sup>nd</sup> floor, where the HRM Front Counter is located. Non-PCP bilingual employee (three Spanish and one Chinese) are also located on the same floor. Bilingual staff is readily available to assist LES clients with their needs. Front Counter staff is provided with tools to facilitate communication with LES persons. HRM follows Administrative Instruction 145 in our implementation of language access services.

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

The HRM Front Counter is a public contact location and gets a lot of foot traffic. Posters are displayed prominently at our public counter letting constituents know language service is available. The Equal Access Unit attends community meetings, such as Neighborhood Crime Prevention Council, Mayor's Toy Drive, Town hall Meetings, etc. and recruitment events as ways to outreach to LES populations.

4. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? Please describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.

No.

**E. Action Plan**

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

- HRM plans to review its vital documents and make necessary updates and/or develop new materials. For instance, the Employment Information Pamphlet is scheduled to be updated in the next 12 months.

- Additional trainings will be coordinated between HRM, EAO and City departments to better equip City employees with knowledge and tools in providing language assistance services.
- Equal Access Intra-Net Page (online resources for City employees) will be reviewed and updated to provide better access to resources and information.

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

A poster notifying customers that service is available in other languages is displayed prominently at the HRM front counter located at 150 Frank Ogawa Plaza, 2nd floor. The Employment Information Pamphlet, Equal Access Program Brochure, and the City's Helpful Phone Numbers Brochure are provided in English, Spanish and Chinese in the lobby area. Our Equal Access Compliance Plan will be available on line and hard copy is available upon request.

HUMAN RESOURCES MANAGEMENT, FY 2013-2014

ORGANIZATION	ADDRESS		JOB_CLASS	HIRE_DATE	PCP	LANG
05111 - Personnel Admin/Human Resource Info	150 Frank Ogawa Plaza	Suite 3332	Administrative Analyst II	10-APR-06	NO	
05111 - Personnel Admin/Human Resource Info	150 Frank Ogawa Plaza	Suite 3332	Director of Human Resources Mgmt	09-DEC-13	NO	
05111 - Personnel Admin/Human Resource Info	150 Frank Ogawa Plaza	Suite 3332	Exempt Limited Duration Employee	10-DEC-12	NO	
05111 - Personnel Admin/Human Resource Info	150 Frank Ogawa Plaza	Suite 3332	Office Assistant II	24-AUG-09	NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	2nd Floor	Exempt Limited Duration Employee	12-MAY-14	NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	2nd Floor	Human Resource Analyst (CONF)	11-APR-05	NO	Chinese
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	2nd Floor	Human Resource Analyst (CONF)	13-MAR-06	NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	2nd Floor	Human Resource Analyst (CONF)	28-AUG-06	NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	2nd Floor	Human Resource Analyst (CONF)	05-AUG-13	NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	2nd Floor	Human Resource Analyst, Assistant	26-NOV-12	NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	2nd Floor	Human Resource Analyst, Assistant	31-MAR-14	NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	2nd Floor	Human Resource Analyst, Assistant	31-MAR-14	NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	2nd Floor	Human Resource Analyst, Principal	17-AUG-98	NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	2nd Floor	Human Resource Analyst, Principal	31-JAN-00	NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	2nd Floor	Human Resource Analyst, Senior	10-OCT-05	NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	2nd Floor	Human Resource Analyst, Senior	28-AUG-06	NO	Spanish
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	2nd Floor	Human Resource Clerk	25-NOV-13	YES	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	2nd Floor	Human Resource Clerk	31-MAR-14	YES	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	2nd Floor	Human Resource Oper Supervisor	05-MAR-90	NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	2nd Floor	Human Resource Technician	23-OCT-04	NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	2nd Floor	Human Resource Technician	26-JUL-10	NO	Spanish
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Suite 2214	Human Resource Technician	06-AUG-12	NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	2nd Floor	Human Resource Technician	08-APR-13	NO	Spanish
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	2nd Floor	Human Resource Technician	13-MAY-13	NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	2nd Floor	Human Resource Technician	03-MAR-14	NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	2nd Floor	Human Resources Manager	18-DEC-00	NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	2nd Floor	Office Assistant II	22-OCT-79	YES	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	2nd Floor	Temp Contract Svcs Employee, PT	04-FEB-13	NO	
05221 - Equal Access	150 Frank Ogawa Plaza	Suite 2214	Program Analyst I	07-MAR-05	YES	Spanish
05221 - Equal Access	150 Frank Ogawa Plaza	Suite 2214	Program Analyst III	08-SEP-08	YES	Chinese
05611 - Employee Benefits Services	150 Frank Ogawa Plaza	Suite 3332	Benefits Analyst	06-AUG-84	NO	
05611 - Employee Benefits Services	150 Frank Ogawa Plaza	Suite 3332	Benefits Representative	05-NOV-07	NO	
05621 - Risk Management	150 Frank Ogawa Plaza	5th Floor	Benefits Technician	21-MAY-12	NO	
05621 - Risk Management	150 Frank Ogawa Plaza	5th Floor	Benefits Technician	27-MAY-14	NO	
05621 - Risk Management	150 Frank Ogawa Plaza	5th Floor	Claims & Risk Manager	14-SEP-92	NO	
05621 - Risk Management	150 Frank Ogawa Plaza	5th Floor	Disability Benefits Coordinator	21-OCT-91	NO	
05621 - Risk Management	150 Frank Ogawa Plaza	5th Floor	Employee Fleet & Safety Coordinator	12-JAN-99	NO	
05621 - Risk Management	150 Frank Ogawa Plaza	5th Floor	Exempt Limited Duration Employee	22-JUL-13	NO	
05621 - Risk Management	150 Frank Ogawa Plaza	5th Floor	Exempt Limited Duration Employee	22-OCT-13	NO	
05621 - Risk Management	150 Frank Ogawa Plaza	5th Floor	Exempt Limited Duration Employee	09-DEC-13	NO	
05621 - Risk Management	150 Frank Ogawa Plaza	5th Floor	Human Resource Clerk	09-DEC-13	NO	
05621 - Risk Management	150 Frank Ogawa Plaza	5th Floor	Safety & Loss Control Specialist	24-OCT-05	NO	
New hires have hire date shown in grey						

HUMAN RESOURCES MANAGEMENT, FY 2013-2014							
Row Labels	Count of JOB_CLASS	Count of HIRE_DATE	Count of PCP	Count of Spanish	Count of Chinese	% SP	% CH
<b>05111 - Personnel Admin/Human Resource Info Services Unit</b>	<b>4</b>	<b>1</b>					
Administrative Analyst II	1						
Director of Human Resources Mgmt	1	1					
Exempt Limited Duration Employee	1						
Office Assistant II	1						
<b>05211 - Employment and Classification Unit</b>	<b>24</b>	<b>7</b>	<b>3</b>			<b>0%</b>	<b>0%</b>
Exempt Limited Duration Employee	1	1					
Human Resource Analyst (CONF)	4	1					
Human Resource Analyst, Assistant	3	2					
Human Resource Analyst, Principal	2						
Human Resource Analyst, Senior	2						
Human Resource Clerk	2	2	2				
Human Resource Oper Supervisor	1						
Human Resource Technician	6	1					
Human Resources Manager	1						
Office Assistant II	1		1				
Temp Contract Svcs Employee, PT	1						
<b>05221 - Equal Access</b>	<b>2</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>50%</b>	<b>50%</b>
Program Analyst I	1		1	1			
Program Analyst III	1		1		1		
<b>05611 - Employee Benefits Services</b>	<b>2</b>						
Benefits Analyst	1						
Benefits Representative	1						
<b>05621 - Risk Management</b>	<b>10</b>	<b>5</b>					
Benefits Technician	2	1					
Claims & Risk Manager	1						
Disability Benefits Coordinator	1						
Employee Fleet & Safety Coordinator	1						
Exempt Limited Duration Employee	3	3					
Human Resource Clerk	1	1					
Safety & Loss Control Specialist	1						
<b>Grand Total</b>	<b>42</b>	<b>13</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>50%</b>	<b>50%</b>



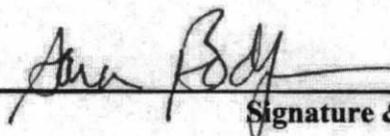
**EQUAL ACCESS ORDINANCE  
ANNUAL COMPLIANCE PLAN**

**PART I: DEPARTMENT HEAD CERTIFICATION**

DEPARTMENT NAME: Human Services  
FISCAL YEAR: 2013-14

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

I, Sara Bedford, Director, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Human Services was submitted on July 1, 2014.

  
\_\_\_\_\_  
Signature & Date

Sara Bedford, Director  
\_\_\_\_\_  
Print Name & Title

**PART II Quantitative Assessment**

**HUMAN SERVICES DEPARTMENT (HSD)**

<b>TABLE 1: DEPARTMENT CONTACT</b>		
<b>Department Head</b>	<b>Language Access Coordinator</b>	<b>SPOC</b>
Sara Bedford Director of Human Services 150 Frank H. Ogawa Plaza, 4th Floor, Oakland, CA 94612 phone: (510) 238-6794 fax: (510) 238-2157 email: <a href="mailto:sbedford@oaklandnet.com">sbedford@oaklandnet.com</a>	Dana Perez Assistant to the Director 150 Frank H. Ogawa Plaza, 4th Floor, Oakland, CA 94612 phone: (510) 238-3247 fax: (510) 238-2157 email: <a href="mailto:dperez@oaklandnet.com">dperez@oaklandnet.com</a>	Dana Perez Assistant to the Director 150 Frank H. Ogawa Plaza, 4th Floor, Oakland, CA 94612 phone: (510) 238-3247 fax: (510) 238-2157 email: <a href="mailto:dperez@oaklandnet.com">dperez@oaklandnet.com</a>  Sytara Ellis Headstart Program Coordinator 150 Frank H. Ogawa Plaza, 5th Floor, Oakland, CA 94612 phone: (510) 238-6803 fax: (510) 238-2157 email: <a href="mailto:sellis@oaklandnet.com">sellis@oaklandnet.com</a>

<b>TABLE 2: SUPER PCP UNIT</b>	<b>GOAL Bilingual Staff</b>		<b>ACTUAL Bilingual Staff</b>		<b>SP BPCP Goal Met?</b>	<b>CH BPCP Goal Met?</b>
Multipurpose Senior Service Program Unit (75231)	1 SP	1 CH	2 SP	2 CH	YES	YES

SP = Spanish, CH = Chinese

<b>TABLE 3: DEPARTMENT ORGANIZATION STRUCTURE</b>
Linkages Program Unit
Senior Companion Program Unit
Outreach Program Unit
Oakland Paratransit for the Elderly and Disabled Unit
Senior Aide Program Unit
Multipurpose Senior Service Program
Senior Center Unit
* Senior Center (Citywide)
* Senior Center (Downtown Oakland)
* Senior Center (East Oakland)
* Senior Center (North Oakland)
* Senior Center (west Oakland)
DHS Administration Unit
Policy & Planning
Community Housing Services
Head Start Unit
* Head Start - Service Area I (City Towers - F/D)
* Head Start - Service Area I (Fannie Wall - F/D)
* Head Start - Service Area I (West Grand - F/D)
* Head Start - Service Area I (Eastmont - P/D)
* Head Start - Service Area I (Franklin - P/D)
* Head Start - Service Area I (Frank G. Mar - P/D)

* Head Start - Service Area I (San Antonio Park - P/D)
* Head Start - Service Area I (Virginia Ave - P/D)
* Head Start - Service Area II (Arroyo Viejo - P/D)
* Head Start - Service Area II (Tassafaronga - P/D)
* Head Start - Service Area II (Lion Creek Crossing - P/D)
* Head Start - Service Area II (Sun Gate - P/D)
* Head Start - Service Area II (San Antonio CDC - P/D)
* Head Start - Service Area II (Brookfield - P/D)
* Head Start - Service Area II (85th Ave - F/D)
* Head Start - Service Area II (Manzanita - P/D)
* Head Start - Service Area II (92nd Ave - P/D)
* Head Start - Family Child Care
* Head Start - Home Base Program @ Franklin
* Head Start - Site
* Head Start - Central Kitchen
* Head Start - Central Office
Early Childhood and Family Services
Year Round Lunch Program Unit
Youth Services
Children & Youth Services and Policy & Planning

<b>TABLE 4: VITAL DOCUMENTS</b>	<b>Spanish</b>	<b>Chinese</b>	<b>Other Language(s)</b>
Oakland Unite Brochure	YES	YES	
Sr. Companion Foster Grandparent Program Brochure	YES	YES	Vietnamese
ASSETS Program for Employees Brochure	YES	YES	Vietnamese
ASSETS Program for Employers Brochure	YES	YES	Vietnamese
Oakland Paratransit for Elderly and Disabled Brochure	YES	YES	Vietnamese
Older Americans Celebration Flyers	YES	YES	
Older Americans Public Service Announcement	YES	YES	
Safe Walk to School Brochure	YES	YES	Vietnamese
Multipurpose Senior Services Program Brochure	YES	YES	Vietnamese
Senior Centers Brochure	YES	YES	Vietnamese
Homeless Program Brochure	YES	YES	Vietnamese
Hunger Program Brochure	YES	YES	Vietnamese
Summer Food Service Program Brochure	YES	YES	Vietnamese
Early Head Start Brochure	YES	YES	Vietnamese
Head Start Brochure	YES	YES	Vietnamese
Head Start Flyers	YES	YES	Vietnamese
Head Start Public Service Announcement	YES	YES	
Oakland Fund for Children & Youth Brochure	YES	YES	Vietnamese

**Percentage of vital documents translated into threshold language(s) = 100%**

<b>TABLE 5: RECORDED TELEPHONIC MESSAGES</b>	<b>Multilingual Lines</b>	<b>Status</b>
HSD Front Desk	238-3121	Completed
Head Start	238-3165	Completed

**Percentage of public phone number with translated voice recording = 100%**

**PART III – QUALITATIVE ASSESSMENT (NARRATIVE)  
 HUMAN SERVICES DEPARTMENT (HSD)  
 FISCAL YEAR 2013-2014**

**A. BILINGUAL PUBLIC CONTACT POSITIONS ASSESSMENT**

Please provide, in the table below, a summary assessment of public contact positions and the number of bilingual public contact position employees. In addition, department shall refer to Department staffing chart for comprehensive analysis.

ASSESSMENT		SPANISH PCP			CHINESE PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
306	154	17.5	33	YES	8.7	17	YES

Human Services Department - Head Start Center & Senior Center Analysis								
	Center	Address	Zip Code	PCP	Spanish		Chinese	
					Goal	Actual	Goal	Actual
1	FANNIE WALL	647 55th Street	94609	4.00	0.10	0.00	0.06	0.00
2	FRANK G. MAR	274 12th Street	94607	4.00	0.22	0.00	0.62	2.00
3	FRANKLIN	1010 E15th Street	94606	3.00	0.22	0.00	0.40	2.00
4	MANZANITA	2701 22nd Ave	94606	3.00	0.22	1.00	0.40	0.00
5	SAN ANTONIO CDC	2228 E15th Street	94606	6.00	0.44	1.00	0.80	1.00
6	SAN ANTONIO PARK	1701 E19th Street	94606	5.00	0.37	1.00	0.67	2.00
7	VIRGINIA	4335 Virginia Ave	94619	6.00	0.30	1.00	0.29	0.00
8	ARROYO VIEJO	7701 Krause Ave	94605	3.00	0.28	1.00	0.03	0.00
9	BROOKFIELD	9600 Edes Ave	94603	6.00	1.45	0.00	0.06	0.00
10	EASTMONT	7200 Bancroft Ave	94605	10.00	0.94	3.00	0.10	1.00
11	LION CREEK CROSSINGS	6818 Lions Way#110	94621	6.00	1.47	1.00	0.04	1.00
12	SUN GATE	2563 International	94601	6.00	1.59	1.00	0.26	1.00
13	TASSAFARONGA	975 85th Ave	94621	3.00	0.74	1.00	0.02	0.00
14	WEST GRAND	1058 W Grand Ave	94607	7.00	0.38	1.00	1.09	0.00
15	85TH AVENUE	8501 International	94621	8.00	1.96	1.00	0.05	1.00
16	92ND AVENUE	9202 International	94603	8.00	1.94	6.00	0.09	1.00
17	FAME (Early Head Start EHS)	3717 Telegraph Ave	94606	6.00	0.44	2.00	0.80	0.00
18	FIRST PRESBYTERIAN (EHS)	2619 Broadway	94612	5.00	0.18	1.00	0.62	0.00
19	EAST OAKLAND SR. CENTER	9255 Edes Ave	94621	3.00	0.74	1.00	0.02	0.00
20	WEST OAKLAND SR. CENTER	1724 Adeline Street	94607	2.50	0.14	0.00	0.39	0.00
21	DOWNTOWN OAKLAND SR. CENTER	200 Grand Ave	94612	2.50	0.09	1.00	0.31	0.00
22	NORTH OAKLAND SR. CENTER	5714 MLK, Jr Way	94609	2.50	0.06	0.00	0.04	0.00

\*City Towers Head Start Center is closed.

1. Provide a summary narrative assessment and analysis 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.

HSD has been successful in hiring bilingual candidates into PCP positions in 13-14 and continues to strive to achieve full compliance. Additionally, the department meets federal grant mandates around language access in our Head Start Program. It is mandated that staff be able to speak in the families' served first language and that all documents be translated as such.

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

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

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

(c) Communication with families.

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

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

➤ 1304.21 Education and early childhood development.

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

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

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

➤ 1306.20 regarding classroom staffing.

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

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

The Human Services Department conducts several Language Certification recruitments per year. We partner with HRMD and Equal Access when recruitments are for Public Contact Positions and especially for satellite locations that are targeted to serve limited English speaking populations. Chinese and Spanish speakers are highly desirable for all recruitments.

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

Equal Access conducted a very successful training with our department's reception staff to ensure that all staff understands how to effectively serve (LES) clients that require assistance. Each station has a complete list of bilingual staff contacts and in addition they have the interpretation phone line access that can be used. Signs have been posted in multiple languages as to language access assistance.

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

HSD ensures that all brochures and materials describing services are translated into Spanish and Chinese. HSD performs targeted outreach in LES geographical areas for Head Start open enrollment periods and all events.

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

The Department plans to continue its written and verbal outreach approach to the Oakland community to ensure that HSD clients are connected to resources and receive services needed.

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

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

Notices are posted at all satellite locations throughout the City and at our reception areas on the 4<sup>th</sup> 5<sup>th</sup> floors of 150 Frank Ogawa Plaza.

<p><i>Senior Center Unit</i></p> <ul style="list-style-type: none"> <li><i>Senior Center (Downtown Oakland)</i></li> <li><i>Senior Center (East Oakland)</i></li> <li><i>Senior Center (North Oakland)</i></li> <li><i>Senior Center (west Oakland)</i></li> </ul>
<p><i>Head Start Unit</i></p> <ul style="list-style-type: none"> <li><i>Head Start - Service Area I (City Towers)</i></li> <li><i>Head Start - Service Area I (Fannie Wall)</i></li> <li><i>Head Start - Service Area I (West Grand)</i></li> <li><i>Head Start - Service Area I (Eastmont)</i></li> <li><i>Head Start - Service Area I (Franklin)</i></li> <li><i>Head Start - Service Area I (Frank G. Mar)</i></li> <li><i>Head Start - Service Area I (San Antonio Park)</i></li> <li><i>Head Start - Service Area I (Virginia Ave)</i></li> <li><i>Head Start - Service Area II (Arroyo Viejo)</i></li> <li><i>Head Start - Service Area II (Tassafaronga)</i></li> <li><i>Head Start - Service Area II (Lion Creek Crossing)</i></li> <li><i>Head Start - Service Area II (Sun Gate)</i></li> <li><i>Head Start - Service Area II (San Antonio CDC)</i></li> <li><i>Head Start - Service Area II (Brookfield)</i></li> <li><i>Head Start - Service Area II (85th Ave)</i></li> <li><i>Head Start - Service Area II (Manzanita)</i></li> <li><i>Head Start - Service Area II (92nd Ave)</i></li> <li><i>Head Start - Family Child Care</i></li> <li><i>Head Start - Home Base Program @ Franklin</i></li> <li><i>Early Head Start – FAME</i></li> <li><i>Early Head Start – First Presbyterian</i></li> </ul>

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

100% of our vital documents are translated into threshold languages.

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

Oakland Unite Program Brochure.

### **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). What is the corrective action plan and timeline in getting the rest of the telephone lines translated?

100% completed.

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

1. Please respond to the last EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?  
The timing of the survey was during the summer. Our Head Start program does not operate in the summer; therefore, the survey did not reflect a majority of HSD's client contact.

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

The City has written into its MOUs with the Unions, a bilingual award structure for both spoken and written skills. The written structure has recently been revamped and will allow staff with expanded language proficiencies to become certified. HSD bilingual staff will be certified in this procedure to better serve the community at large.

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

The department has simplified the Website URL for Head Start clients to utilize ([www.oaklandheadstart.com](http://www.oaklandheadstart.com)) and we have incorporated social media into our outreach efforts thus reaching more community members than ever before. Additionally the department advertises events and enrollment opportunities through language appropriate media, etc.

4. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? Please describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.

The Department did not receive any complaints over this period. The complaints would be routed to the Assistant to the Director who would then take action to resolve the particular issue and determine any policy/procedural changes that would need to occur, if appropriate. Records of complaints would be maintained in that office.

### **E. Action Plan**

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

The Department shall continue to recruit for bilingual staff and provide service to community members in their native languages as needed. The department will proactively provide strategic outreach as it pertains to language access. The department will ensure that all vital documents are translated into threshold languages.

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

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

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

HUMAN SERVICES DEPARTMENT, FY 2013-2014

ORGANIZATION	ADDRESS	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
75221 - Linkages Program Unit	150 Frank Ogawa Plaza	4th Floor	Case Manager, Supervising	12-NOV-09	YES	
75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	4th Floor	Case Manager I	19-MAR-07	YES	Spanish
75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	4th Floor	Case Manager I	06-AUG-12	YES	
75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	4th Floor	Case Manager II	05-SEP-95	YES	
75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	4th Floor	Case Manager II	06-MAR-07	YES	Spanish
75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	4th Floor	Case Manager, Supervising	15-JUL-02	YES	
75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	4th Floor	Nurse Case Manager	25-APR-11	YES	Chinese
75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	4th Floor	Office Assistant II	09-APR-01	YES	
75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	4th Floor	Senior Services Supervisor	02-DEC-09	YES	
75241 - Senior Companion Program Unit	150 Frank Ogawa Plaza	4th Floor	Senior Services Prgm Assistant, PPT	05-JAN-05	YES	
75241 - Senior Companion Program Unit	150 Frank Ogawa Plaza	4th Floor	Senior Services Supervisor	12-SEP-85	YES	
75251 - Outreach Program Unit	150 Frank Ogawa Plaza	4th Floor	Outreach Worker, PT	17-JAN-07	YES	
75251 - Outreach Program Unit	150 Frank Ogawa Plaza	4th Floor	Outreach Worker, PT	27-AUG-07	YES	
75621 - Oakland Paratransit for the Elderly and Disable	150 Frank Ogawa Plaza	4th Floor	Accountant II	22-MAY-00	NO	Tagalog
75621 - Oakland Paratransit for the Elderly and Disable	150 Frank Ogawa Plaza	4th Floor	Administrative Assistant I, PT	27-AUG-12	YES	
75621 - Oakland Paratransit for the Elderly and Disable	150 Frank Ogawa Plaza	4th Floor	Senior Aide, PT	30-APR-02	YES	
75621 - Oakland Paratransit for the Elderly and Disable	150 Frank Ogawa Plaza	4th Floor	Senior Aide, PT	17-JUN-02	YES	Chinese
75621 - Oakland Paratransit for the Elderly and Disable	150 Frank Ogawa Plaza	4th Floor	Senior Aide, PT	04-MAY-10	YES	
75621 - Oakland Paratransit for the Elderly and Disable	150 Frank Ogawa Plaza	4th Floor	Senior Aide, PT	25-OCT-10	YES	
75621 - Oakland Paratransit for the Elderly and Disable	150 Frank Ogawa Plaza	4th Floor	Senior Services Prgm Assistant	13-MAY-00	YES	
75621 - Oakland Paratransit for the Elderly and Disable	150 Frank Ogawa Plaza	4th Floor	Senior Services Supervisor	02-FEB-09	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Administrative Assistant I	28-JUL-07	YES	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Administrative Assistant I	02-SEP-08	YES	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Administrative Assistant I	14-MAR-11	YES	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Custodian	01-NOV-95	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Custodian	18-AUG-01	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Custodian	22-MAY-04	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Custodian	05-OCT-07	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Custodian, PT	06-DEC-96	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Custodian, PT	15-APR-02	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Custodian, PT	14-JUN-06	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Custodian, PT	09-FEB-07	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Custodian, PT	20-MAR-08	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Custodian, PT	25-JUL-09	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Custodian, PT	14-SEP-09	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Custodian, PT	04-APR-11	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Custodian, PT	24-SEP-12	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Custodian, PT	24-SEP-12	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Custodian, PT	26-AUG-13	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Custodian, PT	26-AUG-13	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Custodian, PT	31-MAR-14	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Custodian, PT	31-MAR-14	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Manager, Human Services	16-JUL-01	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Office Assistant II	19-MAR-03	YES	Spanish
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Outreach Worker, PT	20-JUL-07	YES	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Program Analyst II, PPT	17-JUL-00	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Senior Aide, PT	17-FEB-05	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Senior Aide, PT	15-SEP-06	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Senior Center Director	21-JAN-97	YES	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Senior Center Director	23-JAN-98	YES	









HUMAN SERVICES DEPARTMENT, FY 2013-2014

ORGANIZATION	ADDRESS	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	4th Floor	Program Analyst I	23-SEP-13	NO	
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	4th Floor	Program Analyst II, PPT	19-AUG-13	NO	
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	4th Floor	Senior Aide, PT	22-DEC-08	NO	
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	4th Floor	Student Trainee, PT	31-MAY-10	NO	Chinese
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	4th Floor	Student Trainee, PT	06-DEC-10	NO	
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	4th Floor	Temp Contract Svcs Employee, PT	20-MAY-13	NO	
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	4th Floor	Temp Contract Svcs Employee, PT	01-JUL-13	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Accountant I	15-MAR-99	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Accountant III	15-MAY-89	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Administrative Assistant II	03-OCT-09	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Administrative Assistant II	25-JUN-12	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Child Education Coordinator	15-AUG-92	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Cook III	13-SEP-00	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Custodian	16-MAY-98	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Data Entry Operator	01-MAY-96	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Data Entry Operator	22-APR-02	NO	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Data Entry Operator, Senior	01-MAR-05	NO	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	26-APR-82	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	17-APR-83	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	13-FEB-89	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	04-NOV-89	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	01-DEC-90	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	28-AUG-95	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	28-AUG-95	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	19-AUG-97	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	11-OCT-99	YES	Vietnamese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	13-AUG-01	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	01-MAR-04	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	01-MAR-04	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	18-JAN-05	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	11-AUG-08	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	27-OCT-08	YES	Chinese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	03-MAY-10	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	20-JUN-12	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	19-AUG-13	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Instructor	14-APR-90	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Instructor	03-NOV-90	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Instructor	15-AUG-92	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Instructor	06-MAY-96	YES	Chinese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Instructor	25-NOV-96	YES	Chinese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Instructor	06-MAR-98	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Instructor	06-MAR-98	YES	Vietnamese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Instructor	06-MAR-98	YES	Chinese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Instructor	16-MAR-98	YES	Chinese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Instructor	28-SEP-98	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Instructor	07-DEC-98	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Instructor	14-JAN-99	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Instructor	15-MAR-99	YES	Vietnamese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Instructor	11-OCT-99	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Instructor	11-OCT-99	YES	Spanish



HUMAN SERVICES DEPARTMENT, FY 2013-2014

ORGANIZATION	ADDRESS	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Instructor	21-NOV-11	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Instructor	09-JUN-12	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Instructor	16-JUL-12	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Instructor	29-AUG-12	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Instructor	17-SEP-12	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Instructor	17-SEP-12	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Instructor	25-MAR-13	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Instructor	22-MAY-13	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Instructor	28-MAY-13	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Instructor	10-SEP-13	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Instructor	14-APR-14	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Family Advocate	25-MAR-87	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Family Advocate	03-AUG-91	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Family Advocate	07-DEC-91	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Family Advocate	06-JUN-92	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Family Advocate	15-AUG-92	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Family Advocate	05-JUL-94	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Family Advocate	05-JUL-94	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Family Advocate	03-APR-95	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Family Advocate	13-FEB-96	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Family Advocate	13-MAY-96	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Family Advocate	19-AUG-97	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Family Advocate	17-MAR-03	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Family Advocate	11-FEB-06	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Family Advocate	17-OCT-06	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Family Advocate	26-JAN-09	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Family Advocate	23-MAR-09	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Family Advocate	18-OCT-10	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Food Service Worker	06-SEP-84	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Food Service Worker	04-OCT-01	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Food Service Worker	25-SEP-02	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Food Service Worker	18-APR-11	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Food Service Worker	02-MAY-11	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Food Service Worker	07-MAY-12	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start Driver Courier	04-JUN-88	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start Driver Courier	30-MAR-91	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start Driver Courier	14-SEP-91	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start Driver Courier	20-AUG-01	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start Facilities Coordinator	13-DEC-99	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start Nutrition Coordinator	16-JAN-93	NO	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start Nutrition Coordinator	07-JUN-10	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start Supervisor	25-AUG-03	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start Supervisor	16-AUG-04	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start Supervisor	17-SEP-13	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Headstart Program Coordinator	08-SEP-88		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Headstart Program Coordinator	06-JUN-92	YES	Other
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Headstart Program Coordinator	06-JUN-94	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Headstart Program Coordinator	19-AUG-97	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Headstart Program Coordinator	15-APR-05	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Headstart Program Coordinator	24-SEP-07	YES	

HUMAN SERVICES DEPARTMENT, FY 2013-2014

ORGANIZATION	ADDRESS	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Headstart Program Coordinator	23-JUN-08	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Headstart Program Coordinator	08-FEB-10	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Headstart Program Coordinator	14-JUN-10	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Health & Human Svcs Prgm Planner	07-AUG-01	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Maintenance Mechanic, PPT	23-FEB-98	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Maintenance Mechanic, PPT	27-JUL-00	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Maintenance Mechanic, PT	20-OCT-97	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Manager, Youth Services	15-AUG-92	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Office Assistant II	16-FEB-89	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Office Assistant II	18-JUL-92	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Senior Aide, PT	07-JAN-08		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	14-NOV-00	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	17-SEP-01	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	22-OCT-01	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	08-SEP-03	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	12-OCT-04	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	15-OCT-04	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	25-APR-05	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	08-MAY-06	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	23-APR-07	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	14-JAN-08	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	26-JAN-09	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	26-JAN-09	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	13-MAY-09	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	13-MAY-09	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	25-FEB-10	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	01-APR-10	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	13-DEC-10	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	03-JAN-11	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	10-JAN-11	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	02-MAY-11	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	13-JUN-11	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	27-JUN-11	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	15-AUG-11	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	24-OCT-11	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	24-OCT-11	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	31-OCT-11	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	09-JAN-12	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	07-JUL-12	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	29-OCT-12	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	26-NOV-12	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	26-NOV-12	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	26-NOV-12	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	26-NOV-12	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	03-DEC-12	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	08-APR-13	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	03-SEP-13	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	03-SEP-13	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	05-SEP-13	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	11-SEP-13	NO	

HUMAN SERVICES DEPARTMENT, FY 2013-2014

ORGANIZATION	ADDRESS	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	01-OCT-13	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	14-OCT-13	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	14-OCT-13	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	28-OCT-13	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	27-JAN-14	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	17-MAR-14	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	17-MAR-14	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	17-MAR-14	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	17-MAR-14	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	17-MAR-14	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	28-APR-14	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Student Trainee, PT	12-MAY-14	NO	
78232 - Head Start - Central Office Program	150 Frank Ogawa Plaza	5th Floor	Temp Contract Svcs Employee, PT	12-NOV-13		
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	5th Floor	Food Program Driver, PT	05-JUN-93	NO	
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	5th Floor	Food Program Driver, PT	24-JUN-98	NO	
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	5th Floor	Food Program Driver, PT	18-JUN-01	NO	
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	5th Floor	Food Program Driver, PT	30-JUN-03	NO	
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	5th Floor	Food Program Driver, PT	25-AUG-03	NO	
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	5th Floor	Food Program Driver, PT	18-JUN-12	NO	
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	5th Floor	Food Program Driver, PT	02-JUL-12	NO	
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	5th Floor	Food Program Driver, PT	30-JUL-12	NO	
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	5th Floor	Food Program Driver, PT	17-JUN-13	NO	
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	5th Floor	Food Program Driver, PT	20-JUN-13	NO	
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	5th Floor	Food Program Monitor, PT	15-JUN-96	NO	
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	5th Floor	Food Program Monitor, PT	02-DEC-96	NO	
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	5th Floor	Food Program Monitor, PT	13-JUL-98	NO	
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	5th Floor	Food Program Monitor, PT	25-AUG-03	NO	
78241 - Year Round Lunch Program Unit	One Frank Ogawa Plaza	3rd Floor	Food Program Monitor, PT	21-JUN-10	NO	
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	5th Floor	Food Program Monitor, PT	23-MAY-11	NO	
78251 - Youth Sevices	150 Frank Ogawa Plaza	Suite 5352	Administrative Assistant II	11-SEP-93	NO	
78251 - Youth Sevices	150 Frank Ogawa Plaza	Suite 5352	Health & Human Svcs Prgm Planner	15-MAR-10	NO	
78251 - Youth Sevices	150 Frank Ogawa Plaza	Suite 5352	Manager, Human Services	23-MAR-98	NO	
78251 - Youth Sevices	150 Frank Ogawa Plaza	Suite 5352	Program Analyst I	13-JUL-96	NO	
78251 - Youth Sevices	150 Frank Ogawa Plaza	Suite 5352	Program Analyst I	02-JUL-12	YES	
78251 - Youth Sevices	150 Frank Ogawa Plaza	Suite 5352	Program Analyst II	08-JAN-07	NO	
78251 - Youth Sevices	150 Frank Ogawa Plaza	Suite 5352	Program Analyst II	18-FEB-08	NO	
78251 - Youth Sevices	150 Frank Ogawa Plaza	Suite 5352	Program Analyst II	02-APR-12	NO	
78311 - Policy & Planning	250 Frank Ogawa Plaza	4th Floor	Health & Human Svcs Prgm Planner	10-JAN-05	NO	
78311 - Policy & Planning	250 Frank Ogawa Plaza	4th Floor	Health & Human Svcs Prgm Planner	01-OCT-07	NO	
78311 - Policy & Planning	250 Frank Ogawa Plaza	4th Floor	Health & Human Svcs Prgm Planner	01-OCT-12	NO	
78311 - Policy & Planning	250 Frank Ogawa Plaza	4th Floor	Manager, Human Services	01-MAR-14	NO	
78311 - Policy & Planning	250 Frank Ogawa Plaza	4th Floor	Program Analyst I	04-FEB-13	NO	
78311 - Policy & Planning	250 Frank Ogawa Plaza	4th Floor	Program Analyst II	27-NOV-06	NO	
78311 - Policy & Planning	250 Frank Ogawa Plaza	4th Floor	Program Analyst II	09-JUL-07	NO	
78311 - Policy & Planning	250 Frank Ogawa Plaza	4th Floor	Program Analyst II	24-JAN-11	NO	Spanish
78311 - Policy & Planning	250 Frank Ogawa Plaza	4th Floor	Program Analyst III	20-FEB-07	NO	
78311 - Policy & Planning	250 Frank Ogawa Plaza	4th Floor	Temp Contract Svcs Employee, PT	10-FEB-14	NO	
78411 - Community Housing Services	150 Frank Ogawa Plaza	4th Floor	Accountant II	15-OCT-01	NO	Spanish
78411 - Community Housing Services	250 Frank Ogawa Plaza	4th Floor	Community Housing Services Manager	07-OCT-85	NO	
78411 - Community Housing Services	250 Frank Ogawa Plaza	4th Floor	Health & Human Svcs Prgm Planner	26-AUG-13	NO	

HUMAN SERVICES DEPARTMENT, FY 2013-2014

ORGANIZATION	ADDRESS	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
78411 - Community Housing Services	150 Frank Ogawa Plaza	4th Floor	Housing Development Coordinator III	15-MAY-06	NO	
78411 - Community Housing Services	150 Frank Ogawa Plaza	4th Floor	Program Analyst II	02-JAN-96	NO	
78411 - Community Housing Services	150 Frank Ogawa Plaza	4th Floor	Program Analyst II	15-MAR-07	NO	

HUMAN SERVICES DEPARTMENT, FY 2013-2014							
Row Labels	Count of JOB_CLASS	Count of NEW HIRE	Count of PCP	Count of Spanish	Count of Chinese	% SP	% CH
<b>75221 - Linkages Program Unit</b>	1		1				
Case Manager, Supervising	1		1				
<b>75231 - Multipurpose Senior Service Program Unit</b>	8		8	2	1	25%	13%
Case Manager I	2		2	1			
Case Manager II	2		2	1			
Case Manager, Supervising	1		1				
Nurse Case Manager	1		1		1		
Office Assistant II	1		1				
Senior Services Supervisor	1		1				
<b>75241 - Senior Companion Program Unit</b>	2		2			0%	0%
Senior Services Prgm Assistant, PPT	1		1				
Senior Services Supervisor	1		1				
<b>75251 - Outreach Program Unit</b>	2		2			0%	0%
Outreach Worker, PT	2		2				
<b>75621 - Oakland Paratransit for the Elderly and Disabled</b>	8		6		1	0%	17%
Accountant II	1						
Administrative Assistant I, PT	1		1				
Senior Aide, PT	4		4		1		
Senior Services Prgm Assistant	1		1				
Senior Services Supervisor	1						
<b>75631 - Senior Center Unit</b>	31	4	9	1		11%	0%
Administrative Assistant I	3		3				
Custodian	4						
Custodian, PT	14	4					
Manager, Human Services	1						
Office Assistant II	1		1	1			
Outreach Worker, PT	1		1				
Program Analyst II, PPT	1						
Senior Aide, PT	2						
Senior Center Director	4		4				
<b>75651 - Senior Aide Program Unit</b>	184	44	3	1	1	33%	33%
Outreach Developer, Ppt	1		1	1			
Senior Aide, PT	181	43					
Senior Services Prgm Assistant	1		1		1		
Senior Services Supervisor	1	1	1				
<b>78111 - DHS Administration Unit</b>	21	3	4	1		25%	0%
Accountant II	1						
Administrative Assistant I	2						
Administrative Assistant II	1						
Administrative Services Manager II	1						
Assistant to the Director	1						
Crossing Guard, PT	3		3				
Director of Human Services	1						
Health & Human Svcs Prgm Planner	1						
Outreach Developer	1		1	1			
Payroll Personnel Clerk III	1						
Program Analyst I	2	1					
Program Analyst II, PPT	1	1					
Senior Aide, PT	1						
Student Trainee, PT	2						
Temp Contract Svcs Employee, PT	2	1					
<b>78231 - HS Classroom &amp; Seasonal</b>	205	20	119	23	12	19%	10%
Accountant I	1						
Accountant III	1						
Administrative Assistant II	2						
Child Education Coordinator	1						
Cook III	1						
Custodian	1						
Data Entry Operator	2						
Data Entry Operator, Senior	1						

HUMAN SERVICES DEPARTMENT, FY 2013-2014							
Row Labels	Count of JOB_CLASS	Count of NEW HIRE	Count of PCP	Count of Spanish	Count of Chinese	% SP	% CH
Early Childhood Center Director	18	1	18	3	1		
Early Childhood Instructor	76	2	76	14	11		
Family Advocate	17		17	5			
Food Service Worker	6						
Head Start Driver Courier	4						
Head Start Facilities Coordinator	1						
Head Start Nutrition Coordinator	2						
Head Start Supervisor	3	1					
Headstart Program Coordinator	9		8	1			
Health & Human Svcs Prgm Planner	1						
Maintenance Mechanic, PPT	2						
Maintenance Mechanic, PT	1						
Manager, Youth Services	1						
Office Assistant II	2						
Senior Aide, PT	1						
Student Trainee, PT	51	16					
<b>78232 - Head Start - Central Office Program</b>	<b>1</b>	<b>1</b>					
Temp Contract Svcs Employee, PT	1	1					
<b>78241 - Year Round Lunch Program Unit</b>	<b>16</b>						
Food Program Driver, PT	10						
Food Program Monitor, PT	6						
<b>78251 - Youth Svcs</b>	<b>8</b>		<b>1</b>			<b>0%</b>	<b>0%</b>
Administrative Assistant II	1						
Health & Human Svcs Prgm Planner	1						
Manager, Human Services	1						
Program Analyst I	2		1				
Program Analyst II	3						
<b>78311 - Policy &amp; Planning</b>	<b>10</b>	<b>2</b>					
Health & Human Svcs Prgm Planner	3						
Manager, Human Services	1	1					
Program Analyst I	1						
Program Analyst II	3						
Program Analyst III	1						
Temp Contract Svcs Employee, PT	1	1					
<b>78411 - Community Housing Services</b>	<b>6</b>	<b>1</b>					
Accountant II	1						
Community Housing Services Manager	1						
Health & Human Svcs Prgm Planner	1	1					
Housing Development Coordinator III	1						
Program Analyst II	2						
<b>Grand Total</b>	<b>503</b>	<b>75</b>	<b>155</b>	<b>28</b>	<b>15</b>	<b>18%</b>	<b>10%</b>



**EQUAL ACCESS ORDINANCE  
ANNUAL COMPLIANCE PLAN**

**PART I: DEPARTMENT HEAD CERTIFICATION**

**DEPARTMENT NAME: Information Technology Department**  
**FISCAL YEAR: FY 2013-14**

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

I, Bryan Sastokas, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Information Technology Department was submitted on 6/30/14.

Bryan Sastokas 6-30-14  
Signature & Date

Bryan Sastokas CTO  
Print Name & Title

**INFORMATION & TECHNOLOGY DEPARTMENT (ITD)**

**PART II Quantitative Assessment**

<b>TABLE 1: DEPARTMENT CONTACT</b>		
<i>Department Head</i>	<i>Language Access Coordinator</i>	<i>SPOC</i>
Bryan Sastokas Chief Information Officer Information Technology 150 Frank H. Ogawa Plaza Oakland, CA 94612 phone: (510) 238-6741 fax: (510) 986-2800 email: bsastokas@oaklandnet.com	Tyehimba Jelani Administrative Analyst II 150 Frank H. Ogawa Plaza Oakland, CA 94612 phone: (510) 238-3035 fax: (510) 238-3555 email: tjelani@oaklandnet.com	Annie To Administrative Services Manager II 150 Frank H. Ogawa Plaza Oakland, CA 94612 phone: (510) 238-7494 fax: (510) 238-2223 email: ato@oaklandnet.com

<b>TABLE 2: SUPER PCP UNIT</b>
No Super PCP units in Information & Technology Department <i>SP = Spanish, CH = Chinese</i>

<b>TABLE 3: DEPARTMENT ORGANIZATION STRUCTURE</b>
Administration
Reprographic Services
Help Desk
Desktop Support
Service Maintenance & Support
Telecommunications
System & Database Administration
Application Development
Project Coordination
Network Communication
Public Safety

<b>TABLE 4: VITAL DOCUMENTS</b>	<b>Spanish</b>	<b>Chinese</b>	<b>Other Language(s)</b>
No vital public documents			

<b>TABLE 5: RECORDED TELEPHONIC MESSAGES</b>	<b>Multilingual Lines</b>	<b>Status</b>
No public phone numbers		

**PART III – QUALITATIVE ASSESSMENT (NARRATIVE)**

**INFORMATION TECHNOLOGY DEPARTMENT (ITD)  
FISCAL YEAR 2013-2014**

**NARRATIVE ASSESSMENT:**

The Information Technology Department (ITD) services internal City employees and does not offer services to the general public. ITD does not have any public contact positions. Our department is committed to support the Equal Access Ordinance by providing the necessary infrastructure and technology that are needed to achieve the compliance goals. During FY 2013-14, ITD staff worked collaboratively with the Equal Access Office to integrate PCP and language information into the Oracle HR and Payroll System. ITD also worked collaboratively with other agencies throughout the City to set up the Shoretel Phone System phone tree to allow multiple voice messages that have been recorded in different languages, to be recorded in many City public phone numbers throughout the City.

INFORMATION TECHNOLOGY DEPARTMENT, FY 2013-2014

ORGANIZATION	LOCATION	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
46111 - Administrative Service	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Accountant II	02-JAN-01	NO	
46111 - Administrative Service	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Administrative Analyst II	09-FEB-04	NO	
46111 - Administrative Service	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Administrative Services Manager II	07-AUG-00	NO	
46111 - Administrative Service	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Director of Info Technology	20-JAN-14	NO	
46121 - Reprographic Service	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Reproduction Assistant	04-JUN-02	NO	
46121 - Reprographic Service	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Reproduction Offset Operator	30-MAY-02	NO	
46121 - Reprographic Service	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Reproduction Offset Operator	05-MAR-07	NO	
46121 - Reprographic Service	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Reproduction Offset Operator	04-JUN-07	NO	
46121 - Reprographic Service	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Reprograhpic Shop Supervisor	02-MAY-05	NO	
46211 - Help Desk	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Operations Support Specialist	09-JAN-12	NO	
46211 - Help Desk	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Operations Support Specialist	14-OCT-13	NO	
46211 - Help Desk	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Operations Support Specialist	03-MAR-14	NO	
46251 - Desktop Support	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Information System Administrator	15-AUG-05	NO	
46251 - Desktop Support	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Microcomputer Systems Specialist II	19-FEB-85	NO	
46251 - Desktop Support	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Microcomputer Systems Specialist II	16-DEC-89	NO	
46251 - Desktop Support	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Microcomputer Systems Specialist II	13-NOV-98	NO	
46251 - Desktop Support	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Microcomputer Systems Specialist II	01-FEB-99	NO	
46251 - Desktop Support	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Microcomputer Systems Specialist II	27-MAR-06	NO	
46251 - Desktop Support	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Microcomputer Systems Specialist II	09-OCT-06	NO	
46251 - Desktop Support	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Microcomputer Systems Specialist II	07-MAR-11	NO	
46251 - Desktop Support	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Microcomputer Systems Specialist II	14-NOV-11	NO	
46261 - Server Maintenance	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Microcomputer Systems Specialist II	14-JUL-03	NO	
46261 - Server Maintenance	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Microcomputer Systems Specialist II	06-OCT-03	NO	
46271 - Telecommunications	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Telecommunications Electrician, Sr	16-DEC-91	NO	
46271 - Telecommunications	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Telephone Services Specialist	17-DEC-91	NO	
46271 - Telecommunications	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Telephone Services Specialist	20-SEP-00	NO	
46321 - Systems & Database	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Database Administrator	18-DEC-91	NO	
46321 - Systems & Database	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Database Administrator	23-JUN-03	NO	
46321 - Systems & Database	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Database Analyst III	26-APR-99	NO	
46321 - Systems & Database	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Manager, Oracle Operations	16-APR-01	NO	
46321 - Systems & Database	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Manager, Oracle Operations	23-APR-01	NO	
46321 - Systems & Database	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Systems Programmer III	23-JUL-90	NO	
46321 - Systems & Database	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Systems Programmer III	24-MAY-04	NO	

INFORMATION TECHNOLOGY DEPARTMENT, FY 2013-2014

ORGANIZATION	LOCATION	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
46341 - Application Developer	FMA - ACCOUNTING	150 Frank H. Ogawa Plaza	Information Systems Supervisor	24-NOV-03	NO	
46341 - Application Developer	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Spatial Data Analyst III	13-NOV-02	NO	
46341 - Application Developer	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Spatial Data Analyst III	18-NOV-02	NO	
46341 - Application Developer	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Spatial Data Analyst III	23-JUL-12	NO	
46341 - Application Developer	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Spatial Data Analyst III	18-MAR-13	NO	
46341 - Application Developer	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Systems Programmer II	05-JUN-93	NO	
46341 - Application Developer	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Systems Programmer II	10-MAR-08	NO	
46341 - Application Developer	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Systems Programmer III	23-APR-07	NO	
46341 - Application Developer	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Systems Programmer III	05-NOV-07	NO	
46341 - Application Developer	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Systems Programmer III	31-MAR-08	NO	
46461 - Project Coordination	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Information Systems Supervisor	06-AUG-12	NO	
46461 - Project Coordination	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Manager, Information Systems	06-NOV-01	NO	
46471 - Network Security & M	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Manager, Information Systems	13-FEB-01	NO	
46471 - Network Security & M	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Network Architect	31-MAR-03	NO	
46521 - Public Safety Mainte	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Electronics Technician	15-SEP-97	NO	
46521 - Public Safety Mainte	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Electronics Technician	12-APR-04	NO	
46521 - Public Safety Mainte	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Electronics Technician	24-SEP-07	NO	
46521 - Public Safety Mainte	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Electronics Technician	20-OCT-08	NO	
46521 - Public Safety Mainte	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	09-DEC-13	NO	
46521 - Public Safety Mainte	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Information Systems Supervisor	18-JUL-94	NO	
46521 - Public Safety Mainte	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Microcomputer Systems Specialist II	14-JUN-99	NO	
46521 - Public Safety Mainte	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Microcomputer Systems Specialist II	07-FEB-11	NO	
46531 - Public Safety Applicat	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Information Systems Supervisor	04-MAR-13	NO	
46531 - Public Safety Applicat	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Manager, Information Systems	29-DEC-03	NO	
46531 - Public Safety Applicat	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Microcomputer Systems Spec III	26-MAR-01	NO	
46531 - Public Safety Applicat	LJ Wilson Bldg 7th Floor	150 Frank Ogawa Plaza	Microcomputer Systems Spec III	31-MAR-14	NO	

\*New hires have hire date shown in grey.

INFORMATION TECHNOLOGY DEPARTMENT, FY2013-2014							
Row Labels	Count of JOB_CLASS	Count of NEW HIRE	Count of PCP	Count of Spanish	Count of Chinese	% SP	% CH
<b>46111 - Administrative Services</b>	<b>4</b>	<b>1</b>					
Accountant II	1						
Administrative Analyst II	1						
Administrative Services Manager II	1						
Director of Info Technology	1	1					
<b>46121 - Reprographic Services</b>	<b>5</b>						
Reproduction Assistant	1						
Reproduction Offset Operator	3						
Reprograhpic Shop Supervisor	1						
<b>46211 - Help Desk</b>	<b>3</b>	<b>2</b>					
Operations Support Specialist	3	2					
<b>46251 - Desktop Support</b>	<b>9</b>						
Information System Administrator	1						
Microcomputer Systems Specialist II	8						
<b>46261 - Server Maintenance &amp; Support</b>	<b>2</b>						
Microcomputer Systems Specialist II	2						
<b>46271 - Telecommunications</b>	<b>3</b>						
Telecommunications Electrician, Sr	1						
Telephone Services Specialist	2						
<b>46321 - Systems &amp; Database Administration</b>	<b>7</b>						
Database Administrator	2						
Database Analyst III	1						
Manager, Oracle Operations	2						
Systems Programmer III	2						
<b>46341 - Application Development</b>	<b>10</b>						
Information Systems Supervisor	1						
Spatial Data Analyst III	4						
Systems Programmer II	2						
Systems Programmer III	3						
<b>46461 - Project Coordination</b>	<b>2</b>						
Information Systems Supervisor	1						
Manager, Information Systems	1						
<b>46471 - Network Security &amp; Maintenance</b>	<b>2</b>						
Manager, Information Systems	1						
Network Architect	1						
<b>46521 - Public Safety Maintenance &amp; Installation</b>	<b>8</b>	<b>1</b>					
Electronics Technician	4						
Exempt Limited Duration Employee	1	1					
Information Systems Supervisor	1						
Microcomputer Systems Specialist II	2						
<b>46531 - Public Safety Applications</b>	<b>4</b>	<b>1</b>					
Information Systems Supervisor	1						
Manager, Information Systems	1						
Microcomputer Systems Spec III	2	1					
<b>Grand Total</b>	<b>59</b>	<b>5</b>					



**EQUAL ACCESS ORDINANCE  
ANNUAL COMPLIANCE PLAN**

**PART I: DEPARTMENT HEAD CERTIFICATION**

DEPARTMENT NAME: Mayor's Office  
FISCAL YEAR: 2013-2014

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

I, Richard Cowan, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Mayor's Office was submitted on 7/15/14.

Richard Cowan 7/15/2014  
Signature & Date

Richard Cowan, CHIEF OF STAFF  
Print Name & Title

**OFFICE OF THE MAYOR (MAYOR)**

**PART II Quantitative Assessment**

<b>TABLE 1: DEPARTMENT CONTACT</b>		
<i>Department Head</i>	<i>Language Access Coordinator</i>	<i>SPOC</i>
Jean Quan Mayor 1 Frank H. Ogawa Plaza, 3rd Floor Oakland, CA 94612 phone: (510) 238-3141 fax: (510) 238-4731 email: <a href="mailto:jquan@oaklandnet.com">jquan@oaklandnet.com</a>	Ellen L. Dillard Special Assistant 1 Frank H. Ogawa Plaza, 3rd Floor Oakland, CA 94612 phone: (510) 238-6514 fax: (510) 238-4731 email: <a href="mailto:edillard@oaklandnet.com">edillard@oaklandnet.com</a>	Debbie Comeaux Accountant III 1 Frank H. Ogawa Plaza, 3rd Floor Oakland, CA 94612 phone: (510) 238-7662 fax: (510) 238-2223 Email: <a href="mailto:dcomeaux@oaklandnet.com">dcomeaux@oaklandnet.com</a>

<b>TABLE 2: SUPER PCP UNIT</b>	<b>GOAL Bilingual Staff</b>		<b>ACTUAL Bilingual Staff</b>		<b>SP Goal Met?</b>	<b>CH Goal Met?</b>
Oaklanders' Assistance Center (02111)	1 SP	1 CH	1 SP	0 CH	YES	NO

*SP = Spanish, CH = Chinese*

<b>TABLE 3: DEPARTMENT ORGANIZATION STRUCTURE</b>
Mayor's Administration
Oaklanders Assistance Center

<b>TABLE 4: VITAL DOCUMENTS</b>	<b>Spanish</b>	<b>Chinese</b>	<b>Other Language(s)</b>
Program Flyers	YES	YES	
Helpful Phone Numbers	YES	YES	

**Percentage of vital documents translated into threshold language(s) = 100%**

<b>TABLE 5: RECORDED TELEPHONIC MESSAGES</b>	<b>Multilingual Lines</b>	<b>Status</b>
Office of the Mayor Front Desk	238-3141	Completed
Mayor's Toy Drive Hotline	777-8697	Completed
Oaklanders' Assistance Center	444-2489	Completed

**Percentage of public phone number with translated voice recording = 100%**

**PART III – QUALITATIVE ASSESSMENT (NARRATIVE)**

**MAYOR'S OFFICE (MAYOR)  
 FISCAL YEAR 2013-2014**

**A. BILINGUAL PUBLIC CONTACT POSITIONS ASSESSMENT**

Please provide, in the table below, a summary assessment of public contact positions and the number of bilingual public contact position employees. In addition, department shall refer to Department staffing chart for comprehensive analysis.

ASSESSMENT		SPANISH PCP			CHINESE PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
14	13	1	4	YES	1	0	NO

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

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

The Mayor's office had a total of 13 PCPs this FY 2013-2014. 4 PCPs were Spanish speaking and 0 were Chinese speaking.

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

The Mayor's office includes its interest in bilingual candidates when recruiting applicants and will assess the level of the proficiency. The Mayor's office has attracted a large pool of applicants that included bilingual applicants. It's most recent hire was a Spanish-speaking PCP. However, the department was unable to fill the Chinese PCP position due to budget cuts from the previous fiscal year.

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

The Mayor's office has volunteers who assist in language translation. The Mayor's office coordinates with the Equal Access Office when needed. Implementation of the Equal Access Language Line has been very helpful to staff and callers.

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

The Mayor's Office coordinates with the Equal Access Office where appropriate to assess language skills.

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

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

The Mayor's Office consistently translates its materials into Spanish and Chinese, takes advantage of the Equal Access Office's language interpretation services, and recruits volunteers who can regularly assist with additional language requirements. The Mayor's Office adopts and implements Language Access Policies including ensuring that each PCP is trained in the use of interim measures to assist LES persons.

The Mayor's Office continues to respond to media requests from news outlets that provide information to LES communities. If the reporter specifies that the interview needs to be conducted in another language, the Mayor's Office does its best to accommodate with another staff member who does speak the language.

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

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

The public notice is posted both on the 1st floor in the Oaklanders Assistance Center at the front desk and on the 3rd floor also at the front desk. The Mayor's Office policy is that the front desk receptionist volunteers alert the Language Access Coordinator when a new sign needs to be posted.

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

The Mayor's Office Administration Unit had a total of 1 vital document FY 2013-2014, of which 1 or 100% were translated into Spanish and 1 or 100% were translated into Chinese. The Oaklanders Assistance Center had a total of 1 vital document FY 2013-2014, of which 1 - 100% was translated into Spanish and 1 - 100% was translated into Chinese.

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

The Mayor's office translated the following documents in Spanish and Chinese.

Public Safety fliers, announcements, town hall fliers

### **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). What is the corrective action plan and timeline in getting the rest of the telephone lines translated?

The Mayor's Office maintains a recorded telephonic message in English, Spanish and Chinese with the basic information about the Mayor's Office operation including business hours and location.

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

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

The Mayor's Office consistently translates its materials into Spanish and Chinese, takes advantage of the Equal Access Office's language interpretation services, and recruits volunteers who can regularly assist with additional language requirements. The Mayor's Office adopts and implements Language Access Policies including ensuring that each PCP is trained in the use of interim measures to assist LES persons.

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

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

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

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

4. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? Please describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.

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

**E. Action Plan**

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

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

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

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

MAYOR'S OFFICE, FY 2013-2014

ORGANIZATION	LOCATION	ADDRESS_LINE_1		JOB_CLASS	HIRE_DATE	PCP	LANG
01111 - Mayor	City Hall	One Frank Ogawa Plaza	3rd Floor	Mayor	06-JAN-03	NO	
01111 - Mayor	City Hall	One Frank Ogawa Plaza	3rd Floor	Special Assistant to the Mayor I	25-JUN-08	YES	Tagalog
01111 - Mayor	City Hall	One Frank Ogawa Plaza	3rd Floor	Special Assistant to the Mayor I	03-FEB-14	YES	
01111 - Mayor	City Hall	One Frank Ogawa Plaza	3rd Floor	Special Assistant to the Mayor II	17-NOV-10	YES	
01111 - Mayor	City Hall	One Frank Ogawa Plaza	3rd Floor	Special Assistant to the Mayor II	23-MAR-11	YES	Spanish
01111 - Mayor	City Hall	One Frank Ogawa Plaza	3rd Floor	Special Assistant to the Mayor II		YES	Spanish
01111 - Mayor	City Hall	One Frank Ogawa Plaza	3rd Floor	Special Assistant to the Mayor II	25-SEP-12	YES	
01111 - Mayor	City Hall	One Frank Ogawa Plaza	3rd Floor	Special Assistant to the Mayor II	05-AUG-13	YES	
01111 - Mayor	City Hall	One Frank Ogawa Plaza	3rd Floor	Special Assistant to the Mayor II, PT	12-MAY-14	YES	Spanish
01111 - Mayor	City Hall	One Frank Ogawa Plaza	3rd Floor	Special Assistant to the Mayor III	03-DEC-12	YES	
01111 - Mayor	City Hall	One Frank Ogawa Plaza	3rd Floor	Temp Contract Svcs Employee, PT	18-NOV-13	YES	
01111 - Mayor	City Hall	One Frank Ogawa Plaza	3rd Floor	Temp Contract Svcs Employee, PT	27-JAN-14	YES	
01111 - Mayor	City Hall	One Frank Ogawa Plaza	3rd Floor	Temp Contract Svcs Employee, PT	24-MAR-14	YES	
02111 - Mayor	City Hall	One Frank Ogawa Plaza	1st Floor	Mayor's PSE 14		YES	Spanish
02111 - Mayor	City Hall	One Frank Ogawa Plaza	1st Floor	Mayor's PSE 12		YES	
New hires have hire date shown in grey							

MAYOR'S OFFICE, FY 2013-2014							
Row Labels	Count of JOB_CLASS	Count of New hire	Count of PCP	Count of Spanish	Count of Chinese	% SP	% CH
<b>01111 - Mayor - Administration Unit</b>	<b>13</b>	<b>6</b>	<b>12</b>	<b>3</b>		<b>25%</b>	<b>0%</b>
Mayor	1						
Special Assistant to the Mayor I	2	1	2				
Special Assistant to the Mayor II	5	1	5	2			
Special Assistant to the Mayor II, PT	1	1	1	1			
Special Assistant to the Mayor III	1		1				
Temp Contract Svcs Employee, PT	3	3	3				
<b>02111 - Mayor - Administration Unit</b>	<b>2</b>		<b>2</b>	<b>1</b>		<b>50%</b>	<b>0%</b>
Mayor's PSE 12	1		1				
Mayor's PSE 14	1		1	1			
<b>Grand Total</b>	<b>15</b>	<b>6</b>	<b>14</b>	<b>4</b>		<b>29%</b>	<b>0%</b>



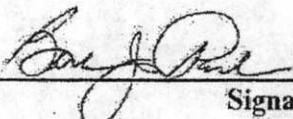
**EQUAL ACCESS ORDINANCE  
ANNUAL COMPLIANCE PLAN**

**PART I: DEPARTMENT HEAD CERTIFICATION**

**DEPARTMENT NAME:** City Attorney  
**FISCAL YEAR:** 2013-2014

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

I, Barbara J. Parker, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Office of the City Attorney was submitted on 7/2/14.

 7/2/14  
Signature & Date

Barbara J. Parker, City Attorney

Print Name & Title

**OFFICE OF THE CITY ATTORNEY (OCA)**

**PART II Quantitative Assessment**

<b>TABLE 1: DEPARTMENT CONTACT</b>		
<i>Department Head</i>	<i>Language Access Coordinator</i>	<i>SPOC</i>
Barbara Parker City Attorney 1 Frank H. Ogawa Plaza, 6th Floor Oakland, CA 94612 phone: (510) 238-3815 fax: (510) 238-6500 email: bparker@oaklandcityattorney.org	Yvonne Hudson-Harmon Legal Admin Services Manager 1 Frank H. Ogawa Plaza, 6th Floor Oakland, CA 94612 phone: (510) 238-2913 fax: (510) 238-6500 email: yhudson@oaklandcityattorney.org	Yvonne Hudson-Harmon Legal Admin Services Manager 1 Frank H. Ogawa Plaza, 6th Floor Oakland, CA 94612 phone: (510) 238-2913 fax: (510) 238-6500 email: yhudson@oaklandcityattorney.org

<b>TABLE 2: SUPER PCP DEPARTMENT</b>	<b>GOAL Bilingual Staff</b>	<b>ACTUAL Bilingual Staff</b>		
No Super PCP units in the Office of the City Attorney				

<b>TABLE 3: DEPARTMENT ORGANIZATION STRUCTURE</b>
City Attorney Administration Unit
Litigation Unit
Advisory Unit

<b>TABLE 4: VITAL DOCUMENTS</b>	<b>Spanish</b>	<b>Chinese</b>	<b>Other Language(s)</b>
Claims Procedures	YES	YES	Vietnamese
Foreclosure/Lending Flyers	YES	YES	Vietnamese
Neighborhood Law Corps Material	YES	YES	Vietnamese
Open Government Guide	YES	YES	Vietnamese

**Percentage of vital documents translated into threshold language(s) = 100%**

<b>TABLE 5: RECORDED TELEPHONIC MESSAGES</b>	<b>Multilingual Lines</b>	<b>Status</b>
<i>Administration &amp; Divisions</i>		
Office of the City Attorney -Front Desk	238-3601	Completed

**Percentage of public phone number with translated voice recording = 100%**

**PART III – QUALITATIVE ASSESSMENT (NARRATIVE)**

**OFFICE OF CITY ATTORNEY (OCA)  
 FISCAL YEAR 2013-2014**

**A. BILINGUAL PUBLIC CONTACT POSITIONS ASSESSMENT**

Please provide, in the table below, a summary assessment of public contact positions and the number of bilingual public contact position employees. In addition, department shall refer to Department staffing chart for comprehensive analysis.

ASSESSMENT		SPANISH PCP			CHINESE PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
65	9	1	1	Yes	1	1	Yes

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

The City Attorney’s Office had a total of 65 FTEs during this fiscal year. The total positions identified as PCPs was nine (9). The goal of bilingual PCPs based on last fiscal year’s assessment was 11.39% Spanish speaking and 5.63% Chinese speaking. All of the positions were filled during the year, one of which was filled with a Spanish speaking employee (Open Government Coordinator). There was one new hire Neighborhood Law Corp Attorney who speaks Chinese (Mandarin and Cantonese). As a result, the City Attorney’s Office met its goal in both Spanish and Chinese. The remaining 7 PCP positions were not filled by Spanish or Chinese speaking employees, however, the City Attorney’s Office had two (2) Chinese speaking employees and four (4) Spanish speaking employees in non-PCP positions that were available to assist the public when needed.

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

The City Attorney’s Office filled three (3) PCP positions during the FY; all of them were Neighborhood Law Corps Attorney positions. One was filled with a Chinese speaking person who is fluent in both Mandarin and Cantonese. During the recruitment, the job announcement was prepared with a specific call for Spanish and/or Chinese speaking applicants. The job announcement was also posted on sites determined to be visited frequently by Spanish speaking and Chinese speaking users. The other PCP positions, that are not staff with bilingual employees, Public Service Representative and Claims Investigator III, have been filled with long-time employees who were hired many years ago prior to the implementation of the Equal Access Ordinance.

One of the two Public Service Representatives retired on June 20, giving our office an opportunity to focus on recruiting a bilingual employee. Efforts are already underway to conduct a targeted recruitment for Spanish and Chinese speaking applicants.

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

The City Attorney's Office successfully recruited a Chinese speaking Neighborhood Law Corp Attorney who is fluent in both Mandarin and Cantonese during this reporting period. As described above in #2, we will continue to emphasize the need for bilingual staff during future recruitment processes and will continue to utilize the non-PCP bilingual employees to provide any language services needed as a way to insure that LES persons receive equal and fair access to the City services provided by this office. If the need extends beyond what we can provide, assistance will be requested through the Equal Access Office.

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

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

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

Over the next twelve months, the City Attorney's Office will continue to focus on identifying target language applicants during its recruitments to fill PCP positions.

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

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

The required notices are posted in the City Attorney 6<sup>th</sup> floor reception area, 1 Frank H. Ogawa Plaza on the wall and on the counter. Notice will also be posted on the City Attorney's website.

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

The City Attorney has four (4) vital documents. All four are translated into Spanish Chinese and available to the public in the 6<sup>th</sup> floor reception area at 1 Frank H. Ogawa Plaza.

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

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

### **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). What is the corrective action plan and timeline in getting the rest of the telephone lines translated?

Our front desk phone line is equipped with a multilingual telephone message. The plan for next twelve months is to further develop the message system with options to push a number to be directed to the message in either Spanish or Chinese. The plan is to have the Chinese option available in both Mandarin and Cantonese. The project is a priority to be completed in 2014.

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

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

The City Attorney's Office currently meets the Spanish speaking goal. As a result of hiring a Chinese speaking Neighborhood Law Corp Attorney during this reporting period, the City Attorney's Office now meeting the Chinese speaking goal. Additionally, we will continue to utilize the non-PCP bilingually certified employees to assist when the need arises for Chinese and/or Spanish speaking assistance.

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

The requirements detailed in AI 145 and the Equal Access Ordinance are used to determine what is expected. To facilitate communication with the LES Spanish and Chinese populations, the City Attorney's Offices utilizes the services of its bilingual employees and communicates with the Department of Human Resources Equal Access Office for assistance with services we are not adequately equipped to provide. The Equal Access Reference Guide is also used.

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

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

4. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? Please describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.

There were no complaints received regarding the City Attorney's provision of bilingual oral and written services. The procedure used for documenting actions taken to resolve complaints is the procedure provided in the Equal Access Ordinance.

### **E. Action Plan**

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

In an effort to ensure that all Oakland residents have equal and fair access to City Services, the City Attorney's Office plans to

- Conduct an exam for Public Service Representative using a selective certification in Spanish and Chinese to try and identify a qualified, bilingual candidate to fill the current vacancy. Over the next 12 months, continue to emphasize the need for Chinese and Spanish speaking applicants on the job announcement for any Neighborhood Law Corp Attorney vacancy that we recruit for and identify any additional publications we can use to post announcements for the position where Spanish and Chinese speaking people are frequent users.
  - Finalize the Multilanguage message on the main public access telephone line.
  - Make modifications to the City Attorney website to enhance the Spanish information and add the Chinese information.
2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

The notice of availability of language access has been posted prominently on the reception counter on the 6<sup>th</sup> floor at 1 Frank Ogawa Plaza and will be posted on the front page of the City Attorney website:

<http://www.oaklandcityattorney.org/home.html>

Already available on the website in Spanish is information on how to file a claim, the claim form; the Open Government Guide and information on other resources available in the City Attorney's Office. Information on how to file a claim and the claim form are also available on the website in Chinese.

## OFFICE OF CITY ATTORNEY, FY 2013-2014

ORGANIZATION	LOCATION	JOB_CLASS	HIRE_DATE	PCP	LANG
04111 - City Attorney Administration Unit	City Hall - 6th Floor	Accountant II	11-MAY-89	NO	Chinese
04111 - City Attorney Administration Unit	City Hall - 6th Floor	City Attorney	29-APR-91	NO	
04111 - City Attorney Administration Unit	City Hall - 6th Floor	Claims Investigator III	28-APR-97	YES	
04111 - City Attorney Administration Unit	City Hall - 6th Floor	Exec Asst to City Attorney	28-SEP-12	NO	
04111 - City Attorney Administration Unit	City Hall - 6th Floor	Information System Administrator	08-MAR-99	NO	
04111 - City Attorney Administration Unit	City Hall - 6th Floor	Legal Admin Assistant, Supervising	06-NOV-95	NO	
04111 - City Attorney Administration Unit	City Hall - 6th Floor	Legal Administrative Assistant	16-JUN-97	NO	
04111 - City Attorney Administration Unit	City Hall - 6th Floor	Legal Administrative Assistant	08-SEP-97	NO	
04111 - City Attorney Administration Unit	City Hall - 6th Floor	Legal Administrative Assistant	06-JUL-98	NO	
04111 - City Attorney Administration Unit	City Hall - 6th Floor	Legal Administrative Assistant	16-AUG-99	NO	
04111 - City Attorney Administration Unit	City Hall - 6th Floor	Legal Administrative Assistant	11-SEP-01	NO	
04111 - City Attorney Administration Unit	City Hall - 6th Floor	Legal Administrative Assistant	05-NOV-01	NO	
04111 - City Attorney Administration Unit	City Hall - 6th Floor	Legal Administrative Assistant	28-MAY-02	NO	
04111 - City Attorney Administration Unit	City Hall - 6th Floor	Legal Administrative Assistant	23-DEC-02	NO	
04111 - City Attorney Administration Unit	City Hall - 6th Floor	Legal Administrative Assistant	26-AUG-13	NO	
04111 - City Attorney Administration Unit	City Hall - 6th Floor	Manager, Agency Administrative	06-AUG-07	NO	
04111 - City Attorney Administration Unit	City Hall - 6th Floor	Manager, Legal Admin Services	31-JAN-05	NO	
04111 - City Attorney Administration Unit	City Hall - 6th Floor	Microcomputer Systems Specialist II	14-AUG-04	NO	
04111 - City Attorney Administration Unit	City Hall - 6th Floor	Open Government Coordinator	08-NOV-10	YES	Spanish
04111 - City Attorney Administration Unit	City Hall - 6th Floor	Paralegal	04-DEC-89	NO	
04111 - City Attorney Administration Unit	City Hall - 6th Floor	Paralegal	03-JUN-96	NO	
04111 - City Attorney Administration Unit	City Hall - 6th Floor	Paralegal	08-JUL-97	NO	
04111 - City Attorney Administration Unit	City Hall - 6th Floor	Paralegal	22-FEB-99	NO	
04111 - City Attorney Administration Unit	City Hall - 6th Floor	Paralegal	02-APR-01	NO	
04111 - City Attorney Administration Unit	City Hall - 6th Floor	Paralegal	18-FEB-14	NO	
04111 - City Attorney Administration Unit	City Hall - 6th Floor	Public Service Representative	23-APR-84	YES	
04111 - City Attorney Administration Unit	City Hall - 6th Floor	Public Service Representative		YES	
04211 - Litigation Unit	City Hall - 6th Floor	City Attorney, Assistant	10-JUN-85	NO	
04211 - Litigation Unit	City Hall - 6th Floor	Deputy City Attorney II	19-AUG-13	NO	Spanish
04211 - Litigation Unit	City Hall - 6th Floor	Deputy City Attorney IV	14-MAY-12	NO	
04211 - Litigation Unit	City Hall - 6th Floor	Deputy City Attorney IV	03-DEC-90	NO	
04211 - Litigation Unit	City Hall - 6th Floor	Deputy City Attorney IV	16-JUL-01	NO	
04211 - Litigation Unit	City Hall - 6th Floor	Deputy City Attorney IV	22-MAY-12	NO	

## OFFICE OF CITY ATTORNEY, FY 2013-2014

ORGANIZATION	LOCATION	JOB_CLASS	HIRE_DATE	PCP	LANG
04211 - Litigation Unit	City Hall - 6th Floor	Deputy City Attorney V	3-Jun-14	NO	
04211 - Litigation Unit	City Hall - 6th Floor	Deputy City Attorney V	24-JUL-01	NO	
04211 - Litigation Unit	City Hall - 6th Floor	Exec Asst to Asst City Attorney	01-JUL-93	NO	Chinese
04211 - Litigation Unit	City Hall - 6th Floor	Neighborhood Law Corps Attorney		YES	
04211 - Litigation Unit	City Hall - 6th Floor	Neighborhood Law Corps Attorney	30-JUL-12	YES	
04211 - Litigation Unit	City Hall - 6th Floor	Neighborhood Law Corps Attorney	21-JAN-14	YES	
04211 - Litigation Unit	City Hall - 6th Floor	Neighborhood Law Corps Attorney	21-JAN-14	YES	
04211 - Litigation Unit	City Hall - 6th Floor	Neighborhood Law Corps Attorney	04-FEB-14	YES	Chinese
04211 - Litigation Unit	City Hall - 6th Floor	Special Counsel	15-APR-14	NO	
04311 - Advisory Unit	City Hall - 6th Floor	City Attorney, Assistant	01-NOV-88	NO	
04311 - Advisory Unit	City Hall - 6th Floor	Deputy City Attorney II	17-SEP-08	NO	
04311 - Advisory Unit	City Hall - 6th Floor	Deputy City Attorney II	14-JUN-10	NO	Spanish
04311 - Advisory Unit	City Hall - 6th Floor	Deputy City Attorney II	20-AUG-12	NO	
04311 - Advisory Unit	City Hall - 6th Floor	Deputy City Attorney III	07-NOV-05	NO	
04311 - Advisory Unit	City Hall - 6th Floor	Deputy City Attorney III	21-AUG-06	NO	
04311 - Advisory Unit	City Hall - 6th Floor	Deputy City Attorney III	02-SEP-08	NO	
04311 - Advisory Unit	City Hall - 6th Floor	Deputy City Attorney III	29-MAY-12	NO	
04311 - Advisory Unit	City Hall - 6th Floor	Deputy City Attorney III	06-AUG-12	NO	
04311 - Advisory Unit	City Hall - 6th Floor	Deputy City Attorney III	23-SEP-13	NO	
04311 - Advisory Unit	City Hall - 6th Floor	Deputy City Attorney III	19-MAY-14	NO	
04311 - Advisory Unit	City Hall - 6th Floor	Deputy City Attorney IV	05-SEP-89	NO	
04311 - Advisory Unit	City Hall - 6th Floor	Deputy City Attorney IV	02-DEC-96	NO	
04311 - Advisory Unit	City Hall - 6th Floor	Deputy City Attorney IV	13-MAR-00	NO	
04311 - Advisory Unit	City Hall - 6th Floor	Deputy City Attorney IV	06-AUG-01	NO	Spanish
04311 - Advisory Unit	City Hall - 6th Floor	Deputy City Attorney IV	03-DEC-07	NO	
04311 - Advisory Unit	City Hall - 6th Floor	Deputy City Attorney V	04-JAN-89	NO	Spanish
04311 - Advisory Unit	City Hall - 6th Floor	Deputy City Attorney V	19-NOV-90	NO	
04311 - Advisory Unit	City Hall - 6th Floor	Deputy City Attorney V	23-AUG-99	NO	
04311 - Advisory Unit	City Hall - 6th Floor	Deputy City Attorney V	08-OCT-01	NO	
04311 - Advisory Unit	City Hall - 6th Floor	Deputy City Attorney V	15-APR-13	NO	
04311 - Advisory Unit	City Hall - 6th Floor	Exec Asst to Asst City Attorney	11-DEC-95	NO	
04311 - Advisory Unit	City Hall - 6th Floor	Special Counsel	30-NOV-00	NO	
*New hires have hire date shown in grey					

OFFICE OF CITY ATTORNEY, FY 2013-2014							
Row Labels	Count of JOB_CLASS	Count of New Hire	Count of PCP	Count of Spanish	Count of Chinese	% SP	% CH
<b>04111 - City Attorney Administration Unit</b>	<b>27</b>	<b>2</b>	<b>4</b>	<b>1</b>		<b>25%</b>	<b>0%</b>
Accountant II	1						
City Attorney	1						
Claims Investigator III	1		1				
Exec Asst to City Attorney	1						
Information System Administrator	1						
Legal Admin Assistant, Supervising	1						
Legal Administrative Assistant	9	1					
Manager, Agency Administrative	1						
Manager, Legal Admin Services	1						
Microcomputer Systems Specialist II	1						
Open Government Coordinator	1		1	1			
Paralegal	6	1					
Public Service Representative	2		2				
<b>04211 - Litigation Unit</b>	<b>15</b>	<b>6</b>	<b>5</b>		<b>1</b>	<b>0%</b>	<b>20%</b>
City Attorney, Assistant	1						
Deputy City Attorney II	1	1					
Deputy City Attorney IV	4						
Deputy City Attorney V	2	1					
Exec Asst to Asst City Attorney	1						
Neighborhood Law Corps Attorney	5	3	5		1		
Special Counsel	1	1					
<b>04311 - Advisory Unit</b>	<b>23</b>	<b>2</b>					
City Attorney, Assistant	1						
Deputy City Attorney II	3						
Deputy City Attorney III	7	2					
Deputy City Attorney IV	5						
Deputy City Attorney V	5						
Exec Asst to Asst City Attorney	1						
Special Counsel	1						
<b>Grand Total</b>	<b>65</b>	<b>10</b>	<b>9</b>	<b>1</b>	<b>1</b>	<b>11%</b>	<b>11%</b>



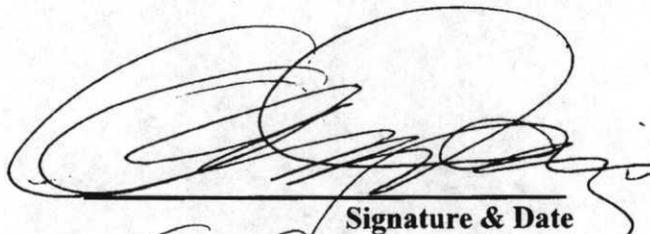
**EQUAL ACCESS ORDINANCE  
ANNUAL COMPLIANCE PLAN**

**PART I: DEPARTMENT HEAD CERTIFICATION**

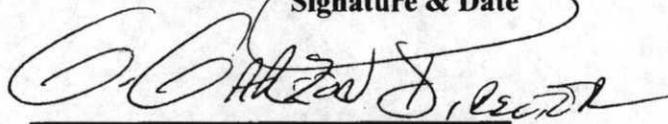
**DEPARTMENT NAME: OAKLAND PUBLIC LIBRARY  
FISCAL YEAR: 2013-2014**

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

**I, GERRY GARZON, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the OAKLAND PUBLIC LIBRARY was submitted on JULY 2, 2014.**



**Signature & Date**



**Print Name & Title**

**OAKLAND PUBLIC LIBRARY (OPL)**

**PART II Quantitative Assessment**

**TABLE 1: DEPARTMENT CONTACT**

<i>Department Head</i>	<i>Language Access Coordinator</i>	<i>SPOC</i>
Gerard Garzon Director of Library Services 125 14th Street, 1 <sup>st</sup> Floor Oakland, CA 94612 phone: (510) 238-6720 fax: (510) 238-2232 email: <a href="mailto:ggarzon@oaklandnet.com">ggarzon@oaklandnet.com</a>	Crystal Ramie-Adams Management Assistant 125 14th Street, 1 <sup>st</sup> Floor Oakland, CA 94612 phone: (510) 238-6716 fax: (510) 238-2232 email: <a href="mailto:cramie-adams@oaklandnet.com">cramie-adams@oaklandnet.com</a>	Crystal Ramie-Adams Management Assistant 125 14th Street, 1 <sup>st</sup> Floor Oakland, CA 94612 phone: (510) 238-6716 fax: (510) 238-2232 email: <a href="mailto:cramie-adams@oaklandnet.com">cramie-adams@oaklandnet.com</a>

<b>TABLE 2: SUPER PCP</b>	<b>GOAL</b>		<b>ACTUAL</b>		<b>Spanish</b>	<b>Chinese</b>
	<b>Bilingual Staff</b>		<b>Bilingual Staff</b>		<b>Goals</b>	<b>Goals</b>
					<b>Met?</b>	<b>Met?</b>
1. Administrative Unit (61211)	1 SP	1 CH	7.51	3.85	YES	YES
2. Main Library Administration (31221)						
3. Art/History/Literature (61231)						
4. Magazines and Newspapers (61235)						
5. Science Business and Sociology (61236)						
6. Children's Room (61237)						
7. Circulation/Automation (61243)						
8. Asian Branch (61341)	--	2 CH	0	6.51	---	YES
9. Latin American Branch (a.k.a. Cesar Chavez) (61345)	1 SP	--	3.47	0	YES	---
			SP	CH		

SP = Spanish, CH = Chinese

**TABLE 3: DEPARTMENT ORGANIZATION STRUCTURE**

Director Unit
Departmental Operation Unit
Automation (Computer Services)
Children Services/Youth Room (Cataloging/Processing)
Community Relations
Acquisitions
On-Call Public Services
Literacy
Children's Services/Youth
Support Services Unit (Teen Services)
Administrative Unit
Main Library Administration
Art/History/Literature

Magazines and Newspapers
Science Business and Sociology
Children's Room
Circulation/Automation
Branch Administration
Brookfield Village Branch
Dimond Branch
Eastmont Branch
Elmhurst Branch
M.L. King Jr. Branch
Montclair Branch
Rockridge Branch
Temescal Branch
District I Administration (81st Ave Branch)
Golden Gate Branch
Lakeview Branch
Melrose Branch
Piedmont Branch
West Oakland Branch
African-American Museum & Library
Asian Branch
Latin American Branch (Cesar Chavez Branch)

<b>TABLE 4: VITAL DOCUMENTS</b>	<b>Spanish</b>	<b>Chinese</b>	<b>Other Language(s)</b>
Comment Forms	YES	YES	
Collection Development Policy	YES	YES	
Current Calendar Link (Web) – some events	YES	YES	
Guidelines for Library Behavior	YES	YES	
Internet Policy	YES	YES	
Library Card Registration Form	YES	YES	Korean Vietnamese
Library Fines & Fees	YES	YES	
Library Privacy Policy	YES	YES	
Library Services/Extended Library Services to Disabled	YES	YES	Vietnamese
Main Library Map	YES	YES	
Meeting Room Policy	YES	YES	
Web Pages	YES	YES	
Welcome to Oakland Public Library Brochure	YES	YES	
Welcome to Oakland Public Library DVD	YES	YES	Korean Vietnamese
Wireless Internet Policy	YES	YES	
Your Library Card Handout (borrowing rules, etc.)	YES	YES	Vietnamese
Public Surveys	YES	YES	

Percentage of vital documents translated into threshold language(s) = 100%

<b>TABLE 5: RECORDED TELEPHONIC MESSAGES</b>	<b>Multilingual Lines</b>	<b>Status</b>
Main Library-Information Desk	238-3134	Completed
Main Library-Reference Desk	238-3138	Completed
Melrose Branch Library	535-5623	Completed (EN/CH)
81st Avenue Branch Library	615-5812	Completed (EN/SP)
Remaining Branch Library	Various	In progress
Asian Branch Library	238-3400	Completed (EN/CH)
Latin American 'Cesar Chavez' Library	535-5620	Completed (EN/SP)

**Percentage of public phone number with translated voice recording = 86%**

**PART III – QUALITATIVE ASSESSMENT (NARRATIVE)**

**THE OAKLAND PUBLIC LIBRARY (OPL)  
FISCAL YEAR 2013-2014**

**A. BILINGUAL PUBLIC CONTACT POSITIONS ASSESSMENT**

Please provide, in the table below, a summary assessment of public contact positions and the number of bilingual public contact position employees. In addition, department shall refer to Department staffing chart for comprehensive analysis.

ASSESSMENT		SPANISH PCP			CHINESE PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
215.62	164.69	18.76 FTE	27.2 FTE	YES	9.27 FTE	12.4 FTE	YES

Library Analysis by Branch Locations							
Library Facilities	Address	Zip Code	PCP	Spanish		Chinese	
				Goal	Actual	Goal	Actual
81st Avenue	1021 81st Avenue	94621	6.60	1.62	3.59	0.04	0.00
Asian	388 9th Street #190	94607	10.40	0.57	0.00	1.62	6.51
Brookfield	9255 Edes Avenue	94603	4.17	1.01	0.40	0.04	1.00
Cesar Chavez	3301 East 12th Street #271	94601	7.17	1.90	3.47	0.31	0.00
Dimond	3565 Fruitvale Avenue	94602	9.17	0.29	1.00	0.48	0.40
Eastmont	7200 Bancroft Ave #211	94605	6.56	0.62	1.36	0.06	0.00
Elmhurst	1427 88th Avenue	94621	4.00	0.98	1.40	0.03	0.00
Golden Gate	5606 San Pablo	94608	4.72	0.16	1.00	0.07	0.00
Lakeview	550 El Embarcadero	94610	5.30	0.04	0.13	0.14	0.00
Martin Luther King Jr.	6833 International Blvd	94621	4.00	0.98	0.40	0.03	0.00
Melrose	4805 Foothill Blvd	94601	4.00	1.06	0.80	0.17	0.00
Montclair	1687 Mountain Blvd	94611	5.39	0.02	1.82	0.10	0.00
Piedmont	80 Echo Avenue	94611	4.88	0.02	0.00	0.09	0.00
Rockridge	5366 College Avenue	94618	10.33	0.04	0.39	0.07	1.00
Temescal	5208 Telegraph Avenue	94609	6.94	0.17	0.00	0.11	0.00
West Oakland	1801 Adeline Street	94607	4.27	0.23	0.00	0.66	0.00
Main Library (includes On-Call, Teen & Children's Svc, Branch Admin)	125 14th Street	CITIWIDE	102.30	11.65	11.33	5.76	3.50
African American Museum	659 14th Street	94607	4.90	0.27	0.00	0.76	0.00

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

The Oakland Public Library is in compliance with the Equal Access to Services Ordinance to members of the Limited English Speaking Spanish and Chinese populations. The Oakland Public Library has bilingual

staff that account for 55.6 FTE of our 215.62 FTE budgeted positions, and which include both public and non-public contact positions.

For decades the Oakland Public Library has implemented equal access through services designed to serve the Limited English Speaker (LES). These services are embedded in the Library's Strategic Plan, Mission Statement, materials, programs, and other public services offered every day in Oakland Public Libraries throughout the city. The provision of bilingual services is a strong value that the Oakland Public Library communicates to our staff and patrons.

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

We also remain dedicated to extending all available library services to all of our patrons, including the LES population, by hiring qualified employees to accomplish this goal.

Some of the challenges that the Oakland Public Library continue to face are budgetary constraints, Public Contact Positions (PCP) vacancies which remain unfilled, as well as positions which are presently being under-filled or backfilled in order to provide minimal staffing levels.

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

As our available budget allows, the Oakland Public Library continues to be a presence at respective local, state, and national library conferences, as well as an active recruiter at the School of Library and Information Science at SJSU. Outreach, recruitment and hiring are on-going processes that we work towards vigorously in order to provide the best service that we can to our patrons.

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

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

The Oakland Public Library also sends job announcements to various library listservs, which have been established to provide information to library paraprofessionals and professionals from various

cultural/ethnic populations, in order to assist with recruiting qualified candidates who may have bilingual skills.

With current budgetary constraints within the Oakland Public Library, adding additional PCPs has financial consequences for which the Library only has minimal budgeting as identified in the FY13-15 budget cycle. We view this challenge as an area that can and may improve as the economic state of the City of Oakland steadily improves, and continue to recommend reassessing possible additional budgetary measures at a later time.

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

Over the 2013-2014 fiscal years the Oakland Public Library has had the following successes in the provision of services to our LES Spanish and Chinese populations:

- Expanded our bilingual story times and other children’s programs;
- Trained and provided materials to all eighteen locations regarding the phone interpretation services;
- Held weekly bilingual storytimes that were offered in Spanish and Mandarin to families, toddlers and pre-school age children;
- Children’s bilingual programs offered such as Dia events in April and May and various performers for Summer Reading programs;
- Volunteer youth computer docents with Ready, Set, Connect! tutor patrons in Spanish and Chinese;
- Lawyers in the Library in Spanish;
- Bi-weekly Spanish Conversation Groups at the Dimond Branch Library
- AT&T phone translations at all of our locations.

The Oakland Public Library’s “best practices” approach to implementing the Equal Access Office and providing bilingual services to library patrons is:

- a. To have a daily commitment to serving the diverse needs of our library users and non-users equally every day, at all of our library locations.
- b. To proactively recruit for qualified bilingual candidates for our exempt part-time at-will positions in addition to our permanent vacancies.
- c. To budget for bilingual services (collections, printing of translated materials, bilingual premiums).
- d. To comply with the City of Oakland’s Administrative Instruction #145

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

In addition to providing bilingual staff at the Oakland Public Library, we continue to review, update, and provide staff with available tools (i.e. cheat sheet of common Spanish and Chinese words and

phrases for staff to reference) and resources to have readily available and reference in order to facilitate communication with LES Spanish and Chinese populations.

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

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

- a. Identify and translate 10% more brochures, and other pertinent documents for our library patrons;
- b. Continue working with DIT and the Equal Access Office on funding assistance so that all of the Oakland Public Library branches and Main can have Voice-Over IP Shortel telephones to assist in the effort of providing recorded telephonic messages in multiple languages;
- c. Proactively recruit and hire more qualified bilingual/bicultural candidates in the threshold languages at the professional Librarian classification level by targeting our outreach efforts to more diverse populations for our temporary part-time at-will positions in addition to our permanent vacancies.
- d. Budget for bilingual services (collections, printing of translated materials, bilingual premiums).
- e. Perform more relevant outreach services to non-English speaking library users.

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

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

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

- 81<sup>st</sup> Avenue Branch Library
- Asian Branch Library
- Brookfield Branch Library
- Cesar Chavez Branch Library
- Dimond Branch Library
- Eastmont Branch Library
- Elmhurst Branch Library
- Golden Gate Branch Library
- Lakeview Branch Library
- Martin Luther King Jr. Branch Library
- Melrose Branch Library
- Montclair Branch Library

Piedmont Branch Library  
Rockridge Branch Library  
Temescal Branch Library  
Temescal Tool Lending Library  
West Oakland Branch Library  
Main Library, Information Desk  
Main Library, Circulation Desk  
Main Library, Computer Lab  
Main Library, Children's Room  
Main Library, Teen Zone  
Main Library, Magazines & Newspaper  
Main Library, Financial & Administrative Services Office  
Main Library, Adult Reference Services  
Main Library, Second Start Adult Literacy  
Main Library, Oakland History Room  
African American Museum & Library

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

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

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

The Oakland Public Library translates many of our programming materials in the threshold languages as appropriate.

### **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). What is the corrective action plan and timeline in getting the rest of the telephone lines translated?

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

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

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

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

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

The Library plans to address the concerns and service gaps identified by the EAO Language Access Survey results through 1) continued staff training, 2) increased visible signage for the LES Spanish and Chinese populations utilizing Library services, and 3) continued outreach efforts for qualified bilingual candidates to hire.

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

The Oakland Public Library presently has numerous policies and procedures on providing services to our patrons, inclusive of the LES Spanish and Chinese populations (i.e. Collection Development policy, Circulation policy). Additionally, the Library also complies with all respective and applicable city, state and federal guidelines.

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

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

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

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

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

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

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

4. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? Please describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.

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

### **E. Action Plan**

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

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

- f. Identify and translate 10% more brochures, and other pertinent documents for our library patrons;
- g. Continue working with DIT and the Equal Access Office on funding assistance so that all of the Oakland Public Library branches and Main can have Voice-Over IP Shortel telephones to assist in the effort of providing recorded telephonic messages in multiple languages;
- h. Proactively recruit and hire more qualified bilingual/bicultural candidates in the threshold languages at the professional Librarian classification level by targeting our outreach efforts to more diverse populations for our temporary part-time at-will positions in addition to our permanent vacancies.
- i. Budget for bilingual services (collections, printing of translated materials, bilingual premiums).
- j. Perform more relevant outreach services to non-English speaking library users.

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

The Oakland Public Library has 11x14 size notices posted at the information/circulation/check-out areas of every branch, and in the Main Library informing patrons of materials and staff availability who speak the threshold languages available.

We also have a notice posted at each of our 18 sites which informs our patrons that they can access the Library's and City's Annual Compliance Plan on the City's website.

## OAKLAND PUBLIC LIBRARY, FY 2013-2014

ORG#	LOCATION	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
61339	OPL - 81ST AVENUE LIBRARY	1021 81st Avenue	Librarian I	25-AUG-07	YES	
61339	OPL - 81ST AVENUE LIBRARY	1021 81st Avenue	Librarian II	26-JUN-10	YES	
61339	OPL - 81ST AVENUE LIBRARY	1021 81st Avenue	Librarian, Senior	17-JAN-04	YES	Spanish
61339	OPL - 81ST AVENUE LIBRARY	1021 81st Avenue	Library Aide, PT	26-APR-14	YES	
61339	OPL - 81ST AVENUE LIBRARY	1021 81st Avenue	Library Aide, PT	26-APR-14	YES	
61339	OPL - 81ST AVENUE LIBRARY	1021 81st Avenue	Library Aide, PT	07-DEC-13	YES	Spanish
61339	OPL - 81ST AVENUE LIBRARY	1021 81st Avenue	Library Aide, PT	31-AUG-13	YES	
61339	OPL - 81ST AVENUE LIBRARY	1021 81st Avenue	Library Aide, PT	13-DEC-10	YES	Spanish
61339	OPL - 81ST AVENUE LIBRARY	1021 81st Avenue	Library Aide, PT	09-JAN-10	YES	Spanish
61339	OPL - 81ST AVENUE LIBRARY	1021 81st Avenue	Library Assistant, Senior	26-MAR-05	YES	Spanish
61339	OPL - 81ST AVENUE LIBRARY	1021 81st Avenue	Library Asst, PPT	29-OCT-11	YES	Spanish
61511	OPL - AFRICAN AMERICAN MUSEUM & LIBRARY	659 14th Street	Archivist	12-JAN-13	YES	
61511	OPL - AFRICAN AMERICAN MUSEUM & LIBRARY	659 14th Street	Curator of History, Chief	26-MAY-01	YES	
61511	OPL - AFRICAN AMERICAN MUSEUM & LIBRARY	659 14th Street	Library Assistant, PT	20-JUL-02	YES	
61511	OPL - AFRICAN AMERICAN MUSEUM & LIBRARY	659 14th Street	Library Assistant, PT	10-NOV-01	YES	
61511	OPL - AFRICAN AMERICAN MUSEUM & LIBRARY	659 14th Street	Museum Project Coordinator	12-OCT-02	YES	
61511	OPL - AFRICAN AMERICAN MUSEUM & LIBRARY	659 14th Street	Temp Contract Svcs Employee, PT	28-NOV-09	NO	Other
61341	OPL - ASIAN LIBRARY	388 9th Street	Librarian I	08-JUN-13	YES	
61341	OPL - ASIAN LIBRARY	388 9th Street	Librarian II	22-APR-06	YES	Chinese
61341	OPL - ASIAN LIBRARY	388 9th Street	Librarian II	25-MAR-85	YES	Chinese
61341	OPL - ASIAN LIBRARY	388 9th Street	Librarian, Senior	19-FEB-11	YES	Chinese
61341	OPL - ASIAN LIBRARY	388 9th Street	Library Aide, PT	26-APR-14	YES	
61341	OPL - ASIAN LIBRARY	388 9th Street	Library Aide, PT	31-AUG-13	YES	
61341	OPL - ASIAN LIBRARY	388 9th Street	Library Aide, PT	31-AUG-13	YES	
61341	OPL - ASIAN LIBRARY	388 9th Street	Library Aide, PT	31-AUG-13	YES	
61341	OPL - ASIAN LIBRARY	388 9th Street	Library Aide, PT	29-OCT-11	YES	Chinese
61341	OPL - ASIAN LIBRARY	388 9th Street	Library Aide, PT	29-OCT-11	YES	Chinese
61341	OPL - ASIAN LIBRARY	388 9th Street	Library Aide, PT	29-OCT-11	YES	Vietnamese
61341	OPL - ASIAN LIBRARY	388 9th Street	Library Aide, PT	29-OCT-11	YES	Chinese
61341	OPL - ASIAN LIBRARY	388 9th Street	Library Aide, PT	21-APR-07	YES	Chinese
61341	OPL - ASIAN LIBRARY	388 9th Street	Library Aide, PT	09-SEP-06	YES	
61341	OPL - ASIAN LIBRARY	388 9th Street	Library Assistant	08-APR-95	YES	Chinese
61341	OPL - ASIAN LIBRARY	388 9th Street	Library Assistant, PT	10-MAR-07	YES	
61341	OPL - ASIAN LIBRARY	388 9th Street	Library Assistant, PT	28-AUG-04	YES	Chinese
61341	OPL - ASIAN LIBRARY	388 9th Street	Library Assistant, PT	31-JUL-04	YES	Chinese
61341	OPL - ASIAN LIBRARY	388 9th Street	Library Assistant, PT	28-DEC-96	YES	Vietnamese
61341	OPL - ASIAN LIBRARY	388 9th Street	Library Assistant, PT	24-AUG-96	YES	Japanese
61341	OPL - ASIAN LIBRARY	388 9th Street	Library Assistant, PT	09-MAR-87	YES	Cambodian
61341	OPL - ASIAN LIBRARY	388 9th Street	Library Assistant, Senior	13-JUN-88	YES	Chinese
61331	OPL - BROOKFIELD BRANCH	9255 Edes Ave	Librarian I	03-JAN-04	YES	
61331	OPL - BROOKFIELD BRANCH	9255 Edes Ave	Librarian II	02-MAR-01	YES	
61331	OPL - BROOKFIELD BRANCH	9255 Edes Ave	Library Aide, PT	26-APR-14	YES	
61331	OPL - BROOKFIELD BRANCH	9255 Edes Ave	Library Aide, PT	17-SEP-12	YES	Spanish
61331	OPL - BROOKFIELD BRANCH	9255 Edes Ave	Library Aide, PT	02-AUG-93	YES	
61331	OPL - BROOKFIELD BRANCH	9255 Edes Ave	Library Assistant	25-JUN-90	YES	Chinese
61345	OPL - CESAR CHAVEZ LIBRARY	3301 East 12th Street	Librarian II	18-AUG-12	YES	
61345	OPL - CESAR CHAVEZ LIBRARY	3301 East 12th Street	Librarian II	18-DEC-04	YES	
61345	OPL - CESAR CHAVEZ LIBRARY	3301 East 12th Street	Librarian, Senior	16-DEC-95	YES	Spanish
61345	OPL - CESAR CHAVEZ LIBRARY	3301 East 12th Street	Library Aide, PT	07-DEC-13	YES	
61345	OPL - CESAR CHAVEZ LIBRARY	3301 East 12th Street	Library Aide, PT	07-DEC-13	YES	

## OAKLAND PUBLIC LIBRARY, FY 2013-2014

ORG#	LOCATION	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
61345	OPL - CESAR CHAVEZ LIBRARY	3301 East 12th Street	Library Aide, PT	27-APR-13	YES	
61345	OPL - CESAR CHAVEZ LIBRARY	3301 East 12th Street	Library Aide, PT	13-DEC-08	YES	
61345	OPL - CESAR CHAVEZ LIBRARY	3301 East 12th Street	Library Aide, PT	26-JUL-08	YES	
61345	OPL - CESAR CHAVEZ LIBRARY	3301 East 12th Street	Library Assistant, PT	28-JUN-08	YES	Spanish
61345	OPL - CESAR CHAVEZ LIBRARY	3301 East 12th Street	Library Assistant, PT	14-JAN-06	YES	Spanish
61345	OPL - CESAR CHAVEZ LIBRARY	3301 East 12th Street	Library Assistant, Senior	25-NOV-91	YES	Spanish
61332	OPL - DIMOND LIBRARY	3565 Fruitvale Ave	Librarian I	01-JUL-06	YES	
61332	OPL - DIMOND LIBRARY	3565 Fruitvale Ave	Librarian II	17-JUN-06	YES	
61332	OPL - DIMOND LIBRARY	3565 Fruitvale Ave	Librarian II	24-OCT-92	YES	
61332	OPL - DIMOND LIBRARY	3565 Fruitvale Ave	Librarian, Senior	01-SEP-01	YES	
61332	OPL - DIMOND LIBRARY	3565 Fruitvale Ave	Library Aide, PT	31-AUG-13	YES	
61332	OPL - DIMOND LIBRARY	3565 Fruitvale Ave	Library Aide, PT	29-OCT-11	YES	Cambodian
61332	OPL - DIMOND LIBRARY	3565 Fruitvale Ave	Library Aide, PT	22-JAN-11	YES	
61332	OPL - DIMOND LIBRARY	3565 Fruitvale Ave	Library Aide, PT	09-JAN-10	YES	
61332	OPL - DIMOND LIBRARY	3565 Fruitvale Ave	Library Aide, PT	09-JAN-10	YES	Chinese
61332	OPL - DIMOND LIBRARY	3565 Fruitvale Ave	Library Aide, PT	16-MAY-09	YES	
61332	OPL - DIMOND LIBRARY	3565 Fruitvale Ave	Library Assistant	27-MAR-04	YES	
61332	OPL - DIMOND LIBRARY	3565 Fruitvale Ave	Library Assistant, Senior	26-FEB-94	YES	Spanish
61334	OPL - ELMHURST LIBRARY	1427 88th Ave	Librarian II	19-SEP-09	YES	Spanish
61334	OPL - ELMHURST LIBRARY	1427 88th Ave	Library Aide, PPT	24-FEB-96	YES	
61334	OPL - ELMHURST LIBRARY	1427 88th Ave	Library Aide, PT	07-DEC-13	YES	Spanish
61334	OPL - ELMHURST LIBRARY	1427 88th Ave	Library Assistant	16-MAY-09	YES	
61343	OPL - GOLDEN GATE LIBRARY	5606 San Pablo Ave	Librarian I	30-DEC-06	YES	
61343	OPL - GOLDEN GATE LIBRARY	5606 San Pablo Ave	Librarian II	02-MAY-98	YES	Spanish
61343	OPL - GOLDEN GATE LIBRARY	5606 San Pablo Ave	Library Aide, PPT	05-JUN-04	YES	
61343	OPL - GOLDEN GATE LIBRARY	5606 San Pablo Ave	Library Aide, PT	26-APR-14		
61343	OPL - GOLDEN GATE LIBRARY	5606 San Pablo Ave	Library Aide, PT	09-SEP-06	YES	
61343	OPL - GOLDEN GATE LIBRARY	5606 San Pablo Ave	Library Aide, PT	28-AUG-04	YES	
61343	OPL - GOLDEN GATE LIBRARY	5606 San Pablo Ave	Library Assistant	16-SEP-00	YES	
61344	OPL - LAKEVIEW LIBRARY	550 - El Embarcadero	Librarian II	28-APR-01	YES	
61344	OPL - LAKEVIEW LIBRARY	550 - El Embarcadero	Library Aide, PT	26-APR-14	YES	
61344	OPL - LAKEVIEW LIBRARY	550 - El Embarcadero	Library Aide, PT	15-SEP-12	NO	
61344	OPL - LAKEVIEW LIBRARY	550 - El Embarcadero	Library Aide, PT	29-OCT-11	NO	
61344	OPL - LAKEVIEW LIBRARY	550 - El Embarcadero	Library Aide, PT	13-DEC-10	YES	
61344	OPL - LAKEVIEW LIBRARY	550 - El Embarcadero	Library Aide, PT	07-OCT-06	YES	
61344	OPL - LAKEVIEW LIBRARY	550 - El Embarcadero	Library Aide, PT	06-MAY-06	YES	
61344	OPL - LAKEVIEW LIBRARY	550 - El Embarcadero	Library Assistant	08-JUL-00	YES	
61344	OPL - LAKEVIEW LIBRARY	550 - El Embarcadero	Library Assistant, PT	02-MAY-09	YES	
61344	OPL - LAKEVIEW LIBRARY	550 - El Embarcadero	Library Assistant, PT	30-AUG-03	YES	Spanish
61344	OPL - LAKEVIEW LIBRARY	550 - El Embarcadero	Library Assistant, PT	16-SEP-00	YES	
61335	OPL - M L King Library	6833 International Blvd	Librarian I	27-NOV-10	YES	
61335	OPL - M L King Library	6833 International Blvd	Librarian II	16-MAR-13	YES	
61335	OPL - M L King Library	6833 International Blvd	Library Aide, PPT	06-MAR-10	YES	
61335	OPL - M L King Library	6833 International Blvd	Library Aide, PT	09-JAN-10	YES	Spanish
61335	OPL - M L King Library	6833 International Blvd	Library Assistant	09-JAN-12	YES	
61236	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I	03-JAN-04	YES	
61236	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I	20-DEC-03	YES	
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	26-APR-14	YES	
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	07-DEC-13	YES	
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	07-DEC-13	YES	

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61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	07-DEC-13	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	07-DEC-13	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	16-MAR-13	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	18-AUG-12	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	09-JUN-12	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	09-JUN-12	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	09-JUN-12	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	09-JUN-12	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	29-OCT-11	YES	Spanish
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	29-OCT-11	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	29-OCT-11	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	29-OCT-11	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	29-OCT-11	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	16-APR-11	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	16-APR-11	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	08-JAN-11	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	12-JUN-10	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	19-SEP-09	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	13-DEC-08	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	01-NOV-08	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	28-JUN-08	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	23-FEB-08	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	09-FEB-08	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	25-AUG-07	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	25-AUG-07	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	11-AUG-07	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	16-DEC-06	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	07-OCT-06	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	20-MAY-06	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	14-JAN-06	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	04-JUN-05	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	21-JUL-01	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	07-FEB-98	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	01-JUN-96	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	06-APR-96	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	01-JAN-94	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian I, PT	01-DEC-86	YES	Chinese
61236	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian II	12-JUN-10	YES	
61236	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian II	23-DEC-00	YES	
61236	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian II	21-SEP-96	YES	
61236	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian II	05-NOV-94	YES	
61236	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian II	04-OCT-86	YES	Spanish
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian II, PT	07-DEC-13	YES	Spanish
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian II, PT	09-JUN-12	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian II, PT	21-FEB-09	YES	Spanish
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian II, PT	13-DEC-08	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian II, PT	01-NOV-08	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian II, PT	21-OCT-06	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian II, PT	09-APR-05	YES	
61212	- OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian II, PT	14-AUG-01	YES	

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61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian II, PT	08-AUG-87	YES	
61236	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian, Senior	21-MAY-84	YES	
61236	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian, Senior	31-MAY-83	YES	Spanish
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian, Senior, PT	09-AUG-86	YES	
61221	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Librarian, Supervising	22-JUN-13	YES	Japanese
61231	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PPT	12-AUG-95	YES	Spanish
61231	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PPT	02-APR-90	YES	
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	09-NOV-13	YES	
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	31-AUG-13	YES	
61231	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	27-APR-13	YES	
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	15-SEP-12	YES	
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	15-SEP-12	YES	
61243	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	15-SEP-12	YES	
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	09-JUN-12	YES	
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	29-OCT-11	YES	
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	29-OCT-11	YES	
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	29-OCT-11	YES	
61243	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	28-MAY-11	YES	
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	22-JAN-11	YES	Spanish
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	22-JAN-11	YES	
61231	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	22-JAN-11	YES	
61231	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	09-JAN-10	YES	
61243	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	09-JAN-10	YES	Spanish
61231	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	16-MAY-09	YES	
61243	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	16-MAY-09	YES	Spanish
61231	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	21-FEB-09	YES	
61243	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	21-FEB-09	YES	Spanish
61231	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	07-FEB-09	YES	
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	12-JUL-08	YES	
61243	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	20-OCT-07	YES	
61231	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	01-JUL-06	YES	
61231	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	30-JUL-05	YES	
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	12-OCT-02	YES	
61243	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	15-SEP-01	YES	Chinese
61243	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	05-AUG-00	YES	Spanish
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	23-JAN-99	YES	
61231	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	05-NOV-94	YES	
61243	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	09-NOV-91	YES	
61243	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	09-JAN-89	YES	Chinese
61231	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	02-MAY-87	YES	
61231	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	22-FEB-86	YES	
61231	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Aide, PT	17-JAN-85	YES	
61243	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Assistant	25-DEC-99	YES	
61231	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Assistant	06-DEC-93	YES	Spanish
61243	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Assistant	27-FEB-93	YES	Spanish
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Assistant, PT	10-MAY-14	YES	
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Assistant, PT	18-JAN-14	YES	
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Assistant, PT	18-JAN-14	YES	
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Assistant, PT	18-JAN-14	YES	
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Assistant, PT	31-AUG-13	YES	

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61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Assistant, PT	29-OCT-11	YES	
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Assistant, PT	29-OCT-11	YES	
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Assistant, PT	29-OCT-11	YES	
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Assistant, PT	22-JAN-11	YES	
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Assistant, PT	27-NOV-10	YES	
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Assistant, PT	16-MAY-09	YES	
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Assistant, PT	13-DEC-08	YES	
61243	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Assistant, PT	13-DEC-08	YES	Spanish
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Assistant, PT	05-APR-08	YES	
61243	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Assistant, PT	11-AUG-07	YES	
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Assistant, PT	23-OCT-04	YES	Spanish
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Assistant, PT	28-AUG-04	YES	
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Assistant, PT	31-JUL-04	YES	
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Assistant, PT	25-OCT-03	YES	
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Assistant, PT	27-OCT-01	YES	
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Assistant, PT	01-SEP-01	YES	
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Assistant, PT	01-JUL-95	YES	Chinese
61243	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Assistant, PT	02-AUG-93	YES	Chinese
61243	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Assistant, PT	24-JUL-89	YES	
61212	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Assistant, PT	23-JUL-84	YES	
61243	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Library Assistant, Senior	12-JUN-99	YES	
61231	OPL - MAIN LIBRARY 1ST FLOOR	125 - 14th St	Office Assistant II	15-MAY-89	NO	
61121	OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Account Clerk II	22-JUN-13	NO	Chinese
61121	OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Account Clerk III	02-FEB-13	NO	
61121	OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Account Clerk III	25-AUG-07	NO	
61121	OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Accountant II	24-AUG-98	NO	Vietnamese
61121	OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Administrative Services Manager II	13-NOV-95	NO	
61111	OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Development Specialist III	04-NOV-06	YES	
61111	OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Director of Library Services	05-FEB-00	YES	Spanish
61111	OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Executive Assistant	17-MAR-82	YES	Spanish
61235	OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Librarian I	12-JUN-10	YES	
61321	OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Librarian I	06-JUN-05	YES	Spanish
61235	OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Librarian I, PT	25-AUG-07	YES	
61235	OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Librarian I, PT	30-DEC-06	YES	
61321	OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Librarian II	17-JAN-04	YES	
61235	OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Librarian II	27-MAY-00	YES	
61111	OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Librarian, Administrative	15-APR-00	NO	
61133	OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Librarian, Senior	02-OCT-10	YES	
61311	OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Librarian, Supervising	01-JUL-95	YES	
61311	OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Librarian, Supervising	14-DEC-87	YES	Spanish
61321	OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Librarian, Supervising PPT	20-JUL-13	YES	
61121	OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Library Aide	20-SEP-02	NO	
61121	OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Library Aide, PPT	09-JUN-12	NO	Chinese
61321	OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Library Aide, PPT	22-JUL-00	YES	
61121	OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Library Aide, PT	31-AUG-13	NO	
61121	OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Library Aide, PT	15-SEP-12	NO	
61321	OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Library Assistant, PPT	22-SEP-07	YES	
61311	OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Library Assistant, PT	10-SEP-05	NO	
61235	OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Library Assistant, PT	31-AUG-02	YES	
61235	OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Library Assistant, PT	05-NOV-94	YES	

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ORG#	LOCATION	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
61133	- OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Library Asst, PPT	17-NOV-07	YES	
61235	- OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Library Asst, PPT	24-OCT-83	YES	
61213	- OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Literacy Assistant	19-SEP-98	YES	
61213	- OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Literacy Assistant, PT	24-APR-04	YES	
61213	- OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Literacy Assistant, PT	24-APR-04	YES	
61213	- OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Literacy Assistant, Senior	20-JUN-88	YES	
61121	- OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Management Assistant	10-OCT-01	NO	
61121	- OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Museum Guard	26-MAR-90	YES	
61121	- OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Museum Guard	14-NOV-84	YES	
61121	- OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Museum Guard, PT	18-AUG-12	YES	
61121	- OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Museum Guard, PT	18-AUG-12	YES	
61121	- OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Museum Guard, PT	18-AUG-12	YES	
61121	- OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Museum Guard, PT	18-AUG-12	YES	
61121	- OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Museum Guard, PT	20-JUL-12	YES	
61121	- OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Museum Guard, PT	20-JUL-12	YES	
61121	- OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Museum Guard, PT	20-JUL-12	YES	
61121	- OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Museum Guard, PT	20-JUL-12	YES	
61121	- OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Museum Guard, PT	20-JUL-12	YES	
61121	- OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Museum Guard, PT	20-JUL-12	YES	
61121	- OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Museum Guard, PT	23-JUN-12	YES	
61213	- OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Office Assistant I	08-FEB-97	NO	
61121	- OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Office Manager	09-OCT-04	NO	
61111	- OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Program Analyst I, PT	15-SEP-12	NO	
61211	- OPL - MAIN LIBRARY 2ND FLOOR	125 - 14th St	Temp Contract Svcs Employee, PT	24-DEC-12	NO	Spanish
61237	- OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Librarian I	09-JUN-12	YES	
61132	- OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Librarian I, PT	09-JUN-12	NO	
61132	- OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Librarian I, PT	29-OCT-11	NO	
61132	- OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Librarian I, PT	12-OCT-91	NO	Chinese
61313	- OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Librarian II	26-JAN-08	NO	Spanish
61313	- OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Librarian II	11-MAR-06	YES	Spanish
61237	- OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Librarian II	15-APR-00	YES	
61313	- OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Librarian II, PPT	23-OCT-04	YES	
61132	- OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Librarian II, PT	21-JUN-82	NO	Chinese
61135	- OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Librarian, Senior	17-AUG-02	NO	Spanish
61132	- OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Librarian, Senior	06-MAR-99	NO	Chinese
61131	- OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Librarian, Supervising	22-DEC-01	NO	Chinese
61313	- OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Librarian, Supervising	02-JAN-97	YES	
61135	- OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Librarian, Supervising	27-SEP-93	NO	
61132	- OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Aide	06-MAY-95	NO	
61135	- OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Aide	02-AUG-93	NO	Spanish
61132	- OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Aide	02-APR-90	NO	
61132	- OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Aide	01-NOV-86	NO	
61237	- OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Aide, PT	26-APR-14	YES	
61132	- OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Aide, PT	31-AUG-13	NO	
61237	- OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Aide, PT	31-AUG-13	YES	
61237	- OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Aide, PT	15-SEP-12	YES	
61132	- OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Aide, PT	16-MAY-09	NO	
61237	- OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Aide, PT	07-FEB-09	YES	Chinese
61237	- OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Aide, PT	03-NOV-07	YES	Chinese
61237	- OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Aide, PT	11-AUG-07	YES	
61237	- OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Aide, PT	04-NOV-06	YES	Spanish

## OAKLAND PUBLIC LIBRARY, FY 2013-2014

ORG#	LOCATION	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
61237	OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Aide, PT	07-MAY-05	YES	
61131	OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Assistant	11-AUG-07	NO	Chinese
61132	OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Assistant	07-JUL-01	NO	Spanish
61135	OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Assistant	20-APR-96	NO	Chinese
61237	OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Assistant	30-OCT-89	YES	Chinese
61132	OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Assistant	09-JAN-89	NO	
61132	OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Assistant	08-JUN-82	NO	
61135	OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Assistant, PT	29-OCT-11	NO	
61135	OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Assistant, PT	02-MAY-09	NO	
61131	OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Assistant, PT	07-FEB-09	NO	
61131	OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Assistant, PT	12-JUL-08	NO	
61135	OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Assistant, PT	22-SEP-07	NO	Spanish
61131	OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Assistant, PT	11-AUG-07	NO	
61132	OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Assistant, PT	06-DEC-03	NO	
61237	OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Assistant, PT	27-SEP-03	YES	Chinese
61237	OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Assistant, PT	27-OCT-01	YES	Chinese
61132	OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Assistant, PT	02-SEP-00	NO	
61132	OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Assistant, PT	14-JUN-97	NO	
61135	OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Assistant, PT	26-AUG-95	NO	
61131	OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Assistant, Senior	01-NOV-97	NO	
61135	OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Assistant, Senior	14-MAR-92	NO	
61237	OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Asst, PPT	20-JAN-01	YES	
61132	OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Library Asst, PPT	02-DEC-95	NO	
61135	OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Office Assistant I	15-SEP-80	NO	
61132	OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Office Assistant II	11-JAN-88	NO	
61132	OPL - MAIN LIBRARY BASEMENT	125 - 14th St	Office Assistant II	31-OCT-87	NO	
61346	OPL - MELROSE BRANCH LIBRARY	4805 Foothill Blvd	Librarian II	05-JAN-13	YES	
61346	OPL - MELROSE BRANCH LIBRARY	4805 Foothill Blvd	Library Aide, PPT	09-NOV-02	YES	Spanish
61346	OPL - MELROSE BRANCH LIBRARY	4805 Foothill Blvd	Library Aide, PT	23-SEP-06	YES	
61346	OPL - MELROSE BRANCH LIBRARY	4805 Foothill Blvd	Library Aide, PT	06-MAR-99	YES	Spanish
61346	OPL - MELROSE BRANCH LIBRARY	4805 Foothill Blvd	Library Assistant	28-DEC-81	YES	
61336	OPL - MONTCLAIR LIBRARY	1687 Mountain Blvd	Librarian I	28-AUG-04	YES	
61336	OPL - MONTCLAIR LIBRARY	1687 Mountain Blvd	Librarian II	21-MAR-88	YES	Spanish
61336	OPL - MONTCLAIR LIBRARY	1687 Mountain Blvd	Library Aide, PT	15-SEP-12	YES	Spanish
61336	OPL - MONTCLAIR LIBRARY	1687 Mountain Blvd	Library Aide, PT	15-SEP-12	YES	
61336	OPL - MONTCLAIR LIBRARY	1687 Mountain Blvd	Library Aide, PT	04-NOV-06	YES	
61336	OPL - MONTCLAIR LIBRARY	1687 Mountain Blvd	Library Assistant	01-NOV-86	YES	
61347	OPL - PIEDMONT LIBRARY	80 Echo Avenue	Librarian II	11-DEC-10	YES	
61347	OPL - PIEDMONT LIBRARY	80 Echo Avenue	Library Aide, PPT	28-AUG-04	YES	
61347	OPL - PIEDMONT LIBRARY	80 Echo Avenue	Library Aide, PT	15-SEP-12	YES	
61347	OPL - PIEDMONT LIBRARY	80 Echo Avenue	Library Aide, PT	31-MAY-08	YES	
61347	OPL - PIEDMONT LIBRARY	80 Echo Avenue	Library Aide, PT	29-SEP-01	YES	
61347	OPL - PIEDMONT LIBRARY	80 Echo Avenue	Library Assistant	17-APR-99	YES	
61337	OPL - ROCKRIDGE LIBRARY	5366 College Ave	Librarian II	09-NOV-02	YES	Chinese
61337	OPL - ROCKRIDGE LIBRARY	5366 College Ave	Librarian II	02-JUN-95	YES	
61337	OPL - ROCKRIDGE LIBRARY	5366 College Ave	Librarian II	26-DEC-89	YES	
61337	OPL - ROCKRIDGE LIBRARY	5366 College Ave	Librarian, Senior	28-AUG-93	YES	
61337	OPL - ROCKRIDGE LIBRARY	5366 College Ave	Library Aide, PT	26-APR-14	YES	
61337	OPL - ROCKRIDGE LIBRARY	5366 College Ave	Library Aide, PT	07-DEC-13	YES	Spanish
61337	OPL - ROCKRIDGE LIBRARY	5366 College Ave	Library Aide, PT	31-AUG-13	YES	

OAKLAND PUBLIC LIBRARY, FY 2013-2014

ORG#	LOCATION	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
61337	- OPL - ROCKRIDGE LIBRARY	5366 College Ave	Library Aide, PT	27-APR-13	YES	
61337	- OPL - ROCKRIDGE LIBRARY	5366 College Ave	Library Aide, PT	13-DEC-08	YES	
61337	- OPL - ROCKRIDGE LIBRARY	5366 College Ave	Library Aide, PT	22-NOV-03	YES	
61337	- OPL - ROCKRIDGE LIBRARY	5366 College Ave	Library Assistant	11-JUL-98	YES	
61337	- OPL - ROCKRIDGE LIBRARY	5366 College Ave	Library Assistant, Senior	27-OCT-90	YES	
61338	- OPL - TEMESCAL LIBRARY	5205 TELEGRAPH AVEN	Librarian I	06-JUL-02	YES	
61338	- OPL - TEMESCAL LIBRARY	5205 TELEGRAPH AVEN	Librarian II	29-MAY-99	YES	
61338	- OPL - TEMESCAL LIBRARY	5205 TELEGRAPH AVEN	Library Aide, PT	26-APR-14	NO	
61338	- OPL - TEMESCAL LIBRARY	5205 TELEGRAPH AVEN	Library Aide, PT	29-OCT-11	NO	
61338	- OPL - TEMESCAL LIBRARY	5205 TELEGRAPH AVEN	Library Aide, PT	09-JAN-10	YES	
61338	- OPL - TEMESCAL LIBRARY	5205 TELEGRAPH AVEN	Library Aide, PT	26-JAN-08	YES	
61338	- OPL - TEMESCAL LIBRARY	5205 TELEGRAPH AVE.	Library Aide, PT	25-AUG-07	YES	
61338	- OPL - TEMESCAL LIBRARY	5205 TELEGRAPH AVE.	Library Aide, PT	30-DEC-06	YES	
61338	- OPL - TEMESCAL LIBRARY	5205 TELEGRAPH AVEN	Library Assistant	22-APR-06	YES	
61338	- OPL - TEMESCAL LIBRARY	5205 TELEGRAPH AVEN	Library Assistant	06-DEC-03	YES	
61338	- OPL - TEMESCAL LIBRARY	5205 TELEGRAPH AVEN	Library Assistant, PT	27-OCT-01	YES	
61338	- OPL - TEMESCAL LIBRARY	5205 TELEGRAPH AVE.	Library Assistant, Senior	26-JUN-99	YES	
61348	- OPL - WEST OAKLAND LIBRARY	1801 Adeline St	Librarian I	16-APR-11	YES	
61348	- OPL - WEST OAKLAND LIBRARY	1801 Adeline St	Librarian II	04-OCT-82	YES	
61348	- OPL - WEST OAKLAND LIBRARY	1801 Adeline St	Library Aide, PPT	11-AUG-07	YES	
61348	- OPL - WEST OAKLAND LIBRARY	1801 Adeline St	Library Aide, PT	25-MAR-06	YES	
61348	- OPL - WEST OAKLAND LIBRARY	1801 Adeline St	Library Assistant	19-MAR-94	YES	
61348	- OPL - WEST OAKLAND LIBRARY	1801 Adeline St	Library Assistant, PT	07-MAR-09	YES	
61333	- OPL - Eastmont Mall	7200 Bancroft	Librarian I	12-JUN-10	YES	
61333	- OPL - Eastmont Mall	7200 Bancroft	Librarian, Senior	15-SEP-01	YES	
61333	- OPL - Eastmont Mall	7200 Bancroft	Library Aide, PPT	23-NOV-02	YES	
61333	- OPL - Eastmont Mall	7200 Bancroft	Library Aide, PT	26-APR-14	YES	
61333	- OPL - Eastmont Mall	7200 Bancroft	Library Aide, PT	22-SEP-07	YES	
61333	- OPL - Eastmont Mall	7200 Bancroft	Library Aide, PT	22-SEP-07	YES	Spanish
61333	- OPL - Eastmont Mall	7200 Bancroft	Library Assistant, PT	10-OCT-06	YES	
61333	- OPL - Eastmont Mall	7200 Bancroft	Library Assistant, PT	11-SEP-04	YES	
61333	- OPL - Eastmont Mall	7200 Bancroft	Library Assistant, PT	14-AUG-04	YES	
61333	- OPL - Eastmont Mall	7200 Bancroft	Library Assistant, Senior	12-JUN-99	YES	Spanish
New hires have hire date shown in grey						

OAKLAND PUBLIC LIBRARY							
Row Labels	Count of JOB_CLASS	Count of New hire	Count of PCP	Count of Spanish	Count of Chinese	% SP	% CH
<b>OPL - 81ST AVENUE LIBRARY</b>	<b>11</b>	<b>4</b>	<b>11</b>	<b>6</b>		<b>55%</b>	<b>0%</b>
Librarian I	1		1				
Librarian II	1		1				
Librarian, Senior	1		1	1			
Library Aide, PT	6	4	6	3			
Library Assistant, Senior	1		1	1			
Library Asst, PPT	1		1	1			
<b>OPL - AFRICAN AMERICAN MUSEUM &amp; LIBRARY</b>	<b>6</b>		<b>5</b>			<b>0%</b>	<b>0%</b>
Archivist	1		1				
Curator of History, Chief	1		1				
Library Assistant, PT	2		2				
Museum Project Coordinator	1		1				
Temp Contract Svcs Employee, PT	1						
<b>OPL - ASIAN LIBRARY</b>	<b>22</b>	<b>4</b>	<b>22</b>		<b>11</b>	<b>0%</b>	<b>50%</b>
Librarian I	1		1				
Librarian II	2		2		2		
Librarian, Senior	1		1		1		
Library Aide, PT	10	4	10		4		
Library Assistant	1		1		1		
Library Assistant, PT	6		6		2		
Library Assistant, Senior	1		1		1		
<b>OPL - BROOKFIELD BRANCH</b>	<b>6</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>17%</b>	<b>17%</b>
Librarian I	1		1				
Librarian II	1		1				
Library Aide, PT	3	1	3	1			
Library Assistant	1		1		1		
<b>OPL - CESAR CHAVEZ LIBRARY</b>	<b>11</b>	<b>2</b>	<b>11</b>	<b>4</b>		<b>36%</b>	<b>0%</b>
Librarian II	2		2				
Librarian, Senior	1		1	1			
Library Aide, PT	5	2	5				
Library Assistant, PT	2		2	2			
Library Assistant, Senior	1		1	1			
<b>OPL - DIMOND LIBRARY</b>	<b>12</b>	<b>1</b>	<b>12</b>	<b>1</b>	<b>1</b>	<b>8%</b>	<b>8%</b>
Librarian I	1		1				
Librarian II	2		2				
Librarian, Senior	1		1				
Library Aide, PT	6	1	6		1		
Library Assistant	1		1				
Library Assistant, Senior	1		1	1			
<b>OPL - ELMHURST LIBRARY</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>2</b>		<b>50%</b>	<b>0%</b>
Librarian II	1		1	1			
Library Aide, PPT	1		1				
Library Aide, PT	1	1	1	1			
Library Assistant	1		1				
<b>OPL - GOLDEN GATE LIBRARY</b>	<b>7</b>	<b>1</b>	<b>6</b>	<b>1</b>			
Librarian I	1		1				
Librarian II	1		1	1			
Library Aide, PPT	1		1				
Library Aide, PT	3	1	2				
Library Assistant	1		1				
<b>OPL - LAKEVIEW LIBRARY</b>	<b>11</b>	<b>1</b>	<b>9</b>	<b>1</b>		<b>11%</b>	<b>0%</b>
Librarian II	1		1				
Library Aide, PT	6	1	4				
Library Assistant	1		1				
Library Assistant, PT	3		3	1			

OAKLAND PUBLIC LIBRARY							
Row Labels	Count of JOB_CLASS	Count of New hire	Count of PCP	Count of Spanish	Count of Chinese	% SP	% CH
<b>OPL - M L King Library</b>	<b>5</b>		<b>5</b>	<b>1</b>		<b>20%</b>	<b>0%</b>
Librarian I	1		1				
Librarian II	1		1				
Library Aide, PPT	1		1				
Library Aide, PT	1		1	1			
Library Assistant	1		1				
<b>OPL - MAIN LIBRARY 1ST FLOOR</b>	<b>127</b>	<b>13</b>	<b>126</b>	<b>15</b>	<b>5</b>	<b>12%</b>	<b>4%</b>
Librarian I	2		2				
Librarian I, PT	40	5	40	1	1		
Librarian II	5		5	1			
Librarian II, PT	9	1	9	2			
Librarian, Senior	2		2	1			
Librarian, Senior, PT	1		1				
Librarian, Supervising	1		1				
Library Aide, PPT	2		2	1			
Library Aide, PT	35	2	35	5	2		
Library Assistant	3		3	2			
Library Assistant, PT	25	5	25	2	2		
Library Assistant, Senior	1		1				
Office Assistant II	1						
<b>OPL - MAIN LIBRARY 2ND FLOOR</b>	<b>51</b>	<b>2</b>	<b>35</b>	<b>4</b>		<b>11%</b>	<b>0%</b>
Account Clerk II	1						
Account Clerk III	2						
Accountant II	1						
Administrative Services Manager II	1						
Development Specialist III	1		1				
Director of Library Services	1		1	1			
Executive Assistant	1		1	1			
Librarian I	2		2	1			
Librarian I, PT	2		2				
Librarian II	2		2				
Librarian, Administrative	1						
Librarian, Senior	1		1				
Librarian, Supervising	2		2	1			
Librarian, Supervising PPT	1	1	1				
Library Aide	1						
Library Aide, PPT	2		1				
Library Aide, PT	2	1					
Library Assistant, PPT	1		1				
Library Assistant, PT	3		2				
Library Asst, PPT	2		2				
Literacy Assistant	1		1				
Literacy Assistant, PT	2		2				
Literacy Assistant, Senior	1		1				
Management Assistant	1						
Museum Guard	2		2				
Museum Guard, PT	10		10				
Office Assistant I	1						
Office Manager	1						
Program Analyst I, PT	1						
Temp Contract Svcs Employee, PT	1						
<b>OPL - MAIN LIBRARY BASEMENT</b>	<b>53</b>	<b>3</b>	<b>17</b>	<b>2</b>	<b>5</b>	<b>12%</b>	<b>29%</b>
Librarian I	1		1				
Librarian I, PT	3						
Librarian II	3		2	1			

OAKLAND PUBLIC LIBRARY							
Row Labels	Count of JOB_CLASS	Count of New hire	Count of PCP	Count of Spanish	Count of Chinese	% SP	% CH
Librarian II, PPT	1		1				
Librarian II, PT	1						
Librarian, Senior	2						
Librarian, Supervising	3		1				
Library Aide	4						
Library Aide, PT	10	3	8	1	2		
Library Assistant	6		1		1		
Library Assistant, PT	12		2		2		
Library Assistant, Senior	2						
Library Asst, PPT	2		1				
Office Assistant I	1						
Office Assistant II	2						
<b>OPL - MELROSE BRANCH LIBRARY</b>	<b>5</b>		<b>5</b>	<b>2</b>		<b>40%</b>	<b>0%</b>
Librarian II	1		1				
Library Aide, PPT	1		1	1			
Library Aide, PT	2		2	1			
Library Assistant	1		1				
<b>OPL - MONTCLAIR LIBRARY</b>	<b>6</b>		<b>6</b>	<b>2</b>		<b>33%</b>	<b>0%</b>
Librarian I	1		1				
Librarian II	1		1	1			
Library Aide, PT	3		3	1			
Library Assistant	1		1				
<b>OPL - PIEDMONT LIBRARY</b>	<b>6</b>		<b>6</b>			<b>0%</b>	<b>0%</b>
Librarian II	1		1				
Library Aide, PPT	1		1				
Library Aide, PT	3		3				
Library Assistant	1		1				
<b>OPL - ROCKRIDGE LIBRARY</b>	<b>12</b>	<b>3</b>	<b>12</b>	<b>1</b>	<b>1</b>	<b>8%</b>	<b>8%</b>
Librarian II	3		3		1		
Librarian, Senior	1		1				
Library Aide, PT	6	3	6	1			
Library Assistant	1		1				
Library Assistant, Senior	1		1				
<b>OPL - TEMESCAL LIBRARY</b>	<b>12</b>	<b>1</b>	<b>10</b>			<b>0%</b>	<b>0%</b>
Librarian I	1		1				
Librarian II	1		1				
Library Aide, PT	6	1	4				
Library Assistant	2		2				
Library Assistant, PT	1		1				
Library Assistant, Senior	1		1				
<b>OPL - WEST OAKLAND LIBRARY</b>	<b>6</b>		<b>6</b>			<b>0%</b>	<b>0%</b>
Librarian I	1		1				
Librarian II	1		1				
Library Aide, PPT	1		1				
Library Aide, PT	1		1				
Library Assistant	1		1				
Library Assistant, PT	1		1				
<b>OPL -Eastmont Mall</b>	<b>10</b>	<b>1</b>	<b>10</b>	<b>2</b>		<b>20%</b>	<b>0%</b>
Librarian I	1		1				
Librarian, Senior	1		1				
Library Aide, PPT	1		1				
Library Aide, PT	3	1	3	1			
Library Assistant, PT	3		3				
Library Assistant, Senior	1		1	1			
<b>Grand Total</b>	<b>383</b>	<b>38</b>	<b>324</b>	<b>45</b>	<b>24</b>	<b>14%</b>	<b>7%</b>



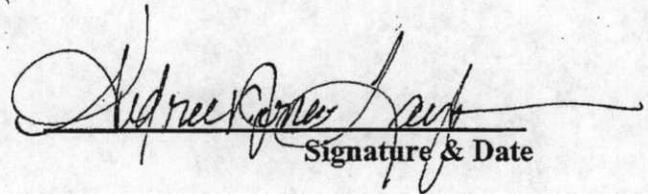
**EQUAL ACCESS ORDINANCE  
ANNUAL COMPLIANCE PLAN**

**PART I: DEPARTMENT HEAD CERTIFICATION**

**DEPARTMENT NAME: Oakland Parks & Recreation Department**  
**FISCAL YEAR: 2013-2014**

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

I, Audree V. Jones-Taylor, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Oakland Parks & Recreation Department was submitted on July 14, 2014.

  
Signature & Date

Audree V. Jones-Taylor, Director  
Print Name & Title

**OAKLAND PARKS & RECREATION DEPARTMENT (OPR)**

**PART II Quantitative Assessment**

<b>TABLE 1: DEPARTMENT CONTACT</b>		
<i>Department Head</i>	<i>Language Access Coordinator</i>	<i>SPOC</i>
Audree V. Jones-Taylor Director of Parks & Recreation 250 Frank H. Ogawa Plaza, Suite 3330 Oakland, CA 94612 phone: (510) 238-7532 fax: (510) 238-2224 email: <a href="mailto:ajones-taylor@oaklandnet.com">ajones-taylor@oaklandnet.com</a>	Dana Riley Assistant to the Director 250 Frank H. Ogawa Plaza, Suite 3330 Oakland, CA 94612 phone: (510) 238-6495 fax: (510) 238-4999 email: <a href="mailto:driley@oaklandnet.com">driley@oaklandnet.com</a>	Robert Davila Administrative Services Manager II 250 Frank H. Ogawa Plaza, Suite 3330 Oakland, CA 94612 phone: (510) 238-3926 fax: (510) 238-4999 email: <a href="mailto:rdavila@oaklandnet.com">rdavila@oaklandnet.com</a>

<b>TABLE 2: SUPER PCP DEPARTMENT</b>	<b>GOAL Bilingual Staff</b>		<b>ACTUAL Bilingual Staff</b>		<b>Spanish Goals Met?</b>	<b>Chinese Goals Met?</b>
Lincoln Square Recreation Center (502234)	--	1 CH	0 SP	2.83 CH	---	YES
Manzanita Recreation Center (503235)	1 SP	--	1.70 SP	0 CH	YES	---
FM Smith Recreation Center (503237)	1 SP or 1 CH		1.01 SP	.24 CH	YES	
San Antonio Recreation Center (503238)	1 SP	--	.06 SP	.16 CH	NO	---
Carmen Flores Recreation Center (503239)	1 SP	--	1.97 SP	0 CH	YES	---

*SP = Spanish, CH = Chinese*

<b>TABLE 3: DEPARTMENT ORGANIZATION STRUCTURE</b>
Administrative Services
Allendale Recreation Center
Arroyo Viejo Recreation Center & ADA Inclusion Programs
Boating
Brookdale Recreation Center
Bushrod Recreation Center
Carmen Flores Recreation Center
Central Reservations
City Wide Sports (Youth, Adult, Girls, Drivers, Maintenance)
Community Gardens
Davie Tennis Stadium
Defremery Aquatics
Defremery Recreation Center
Digital Arts & Culinary Academy
Dimond Recreation Center
Discovery Center
Dunsmuir Hellman Historic Estate
East Oakland Sports Center
FM Smith Recreation Center
Franklin Recreation Center
Fremont Aquatics
Golden Gate Recreation Center
Ira Jinkins Recreation Center
Lincoln Square Recreation Center
Lions (Dimond) Aquatics
Malonga Casquelourd Center for the Arts
Manzanita Recreation Center
Montclair Recreation Center
Mosswood Recreation Center
Rainbow Recreation Center
Redwood Heights Recreation Center
Rotary Nature Center
San Antonio Recreation Center
Sheffield Village Recreation Center
Studio One Art Center
Tassafaronga Recreation Center
Temescal Aquatics
Willie Keyes Recreation Center

<b>TABLE 4: VITAL DOCUMENTS</b>	<b>Spanish</b>	<b>Chinese</b>	<b>Other Language(s)</b>
Office of Parks and Recreation Brochure (38 pg. comprehensive annual program activity guide)	YES	YES	
OPR Activity/Program Registration Form	YES	YES	Vietnamese
Facility/Park Use Application	YES	YES	
Facility Rental Guideline Packet	YES	YES	
OPR Summer Hiring Event Material	YES	YES	

**Percentage of vital documents translated into threshold language(s) = 100%**

<b>TABLE 5: RECORDED TELEPHONIC MESSAGES</b>	<b>Multilingual Lines</b>	<b>Status</b>
Administrative Offices / General Information	238-7275	(EN/SP/CH)
Arroyo Viejo Recreation Center	615-5755	(EN/SP)
Brookdale Recreation Center	535-5632	(EN/SP)
Carmen Flores Recreation Center	535-5631	(EN/SP)
Central Reservations	238-3187	(EN/SP/CH)
Digital Arts & Culinary Academy	615-5807	(EN/SP)
East Oakland Sports Center	615-5835	(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)

**Percentage of public phone number with translated voice recording = 100%**

**PART III – QUALITATIVE ASSESSMENT (NARRATIVE)**

**OAKLAND PARKS & RECREATION DEPARTMENT (OPR)  
 FISCAL YEAR 2013-2014**

**A. BILINGUAL PUBLIC CONTACT POSITIONS ASSESSMENT**

Oakland Parks & Recreation Summary Analysis

ASSESSMENT		SPANISH PCP			CHINESE PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
253	232	26	33.4 FTE	EXCEEDED	13	11.74 FTE	FELL SHORT

Oakland Parks & Recreation Analysis by Recreation Center

	Zip Code	PCP	Spanish		Chinese	
			Goal	Actual	Goal	Actual
ALLENDALE	94619	4.54	0.23	0.49	0.22	0.05
ARROYA VIEJO	94605	8.00	0.75	2.15	0.08	0.00
BOATING	94610	8.84	0.07	1.06	0.23	0.14
BUSHROD	94609	4.67	0.11	0.48	0.07	0.00
CARMEN FLORES	94601	3.63	0.96	1.97	0.16	0.00
DAVIE TENNIS STADIUM	94610	2.36	0.02	0.00	0.06	0.96
DEFREMERY AQUATICS	94607	4.19	0.23	0.00	0.65	0.36
DEFREMERY	94607	2.95	0.16	0.20	0.46	0.00
DIGITAL ARTS & CULINARY ACADEMY	94621	2.49	0.25	0.00	0.02	0.00
DIMOND	94602	9.60	0.03	1.26	0.51	0.28
DISCOVERY	94601	3.95	1.05	1.78	0.17	0.09
DUNSMUIR ESTATE	94605	4.09	0.39	0.00	0.04	0.48
EAST OAKLAND SPORTS CENTER	94603	18.80	4.56	4.42	0.20	1.37
FM SMITH	94606	3.46	0.26	1.01	0.46	0.24
FRANKLIN	94606	3.56	0.26	0.43	0.47	0.90
FREMONT AQUATICS	94601	3.80	0.27	1.12	0.17	0.29
GOLDEN GATE	94608	4.10	0.14	0.44	0.06	0.10
IRA JENKINS	94603	6.32	1.53	1.27	0.07	0.00
LINCOLN SQUARE	94607	6.14	0.34	0.00	0.95	2.83
LIONS AQUATICS	94602	3.16	0.10	0.00	0.17	0.62
MALONGA CASQUELORD	94612	5.98	0.22	0.48	0.74	0.00
MANZANITA	94606	4.60	0.34	1.70	0.61	0.00
MONTCLAIR	94611	7.72	0.03	0.33	0.14	0.00

	Zip Code	PCP	Spanish		Chinese	
			Goal	Actual	Goal	Actual
MOSSWOOD	94609	5.84	0.14	1.82	0.09	0.00
RAINBOW	94621	3.21	0.79	0.36	0.02	0.00
REDWOOD HEIGHTS	94619	10.56	0.53	1.76	0.51	0.12
ROTARY NATURE	94610	5.25	0.04	0.42	0.14	0.59
SAN ANTONIO	94606	3.01	0.22	0.06	0.40	0.16
SHEFFIELD VILLAGE	94605	2.34	0.22	0.00	0.02	0.00
STUDIO ONE	94609	17.11	0.42	3.11	0.26	0.89
TASSAFARONGA	94621	2.94	0.25	0.44	0.02	0.00
TEMESCAL AQUATICS	94609	4.21	0.10	0.96	0.06	0.44
WILLIE KEYS	94608	4.45	0.03	0.24	0.07	0.00

1. Provide a summary narrative assessment and analysis 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.

Several years ago Oakland Parks & Recreation (OPR) conducted an in-depth study to determine best practices to meet the requirements of the Equal Access to Services Ordinance (EAO). At that time several processes relating to recruitment and outreach (described in detail in Part III, Section A.2) were put in place. These processes are evaluated annually and enhanced accordingly to reflect new findings.

At the department level, OPR exceeds the Spanish requirement of the Equal Access to Services Ordinance and falls only slightly below (.57%) the Chinese requirement. All but one of OPR's Super PCP recreation centers exceeds the language requirement. The San Antonio center which fell below the required language goals is the hub for the citywide sports program. The programs provided by San Antonio staff take place at recreation centers across the city and in conjunction with the individual recreation center staff that are available to assist with language needs.

When analyzing individual recreation sites all but two meet the language requirement or are deficient by less than .75 of a full time equivalent (FTE). Citywide Sports and Central Reservations are the only sites that have a language deficiency that exceeds .75 FTE.

Due to a low attrition rate OPR has filled very few full-time (FT) or permanent part time (PPT) positions. Twelve placements (1 Recreation General Supervisor, 1 Recreation Center Director, 1 Recreation Program Director, 3 Recreation Specialist II, PPT, and 6 Recreation Leader II, PPT) occurred in FY 2013-14 with placements being filled by recruitments and utilization of existing lists. Of the 12 placements made two are bilingual in Spanish, of which one is expected to be placed at the Digital Arts & Culinary Academy, a site deficient in staff that is bilingual in Spanish.

In 2014 OPR experienced a 36 percent decline in certified applicants for part-time positions as compare to 2013 and the number of candidates on the certified list who speak Spanish or Chinese declined by roughly 33 percent. The lower than normal candidate pool hampered OPR's efforts to hire and place staff with language skills. Due to the low number of applicants, several part-time positions remain open for recruitment at the time this report is written.

Following are bilingual positions filled during the 2014 part-time Spring/ Summer recruitment process (May 24 to July 19) who will provide language skills at the 13 sites they are assigned. Two hundred and two part-time employees were hired, of which twenty-three (11%) were bilingual. These positions are not included in the data presented above as the staff did not accrue hours during the reporting period.

LOCATION	LANGUAGE	PCP POSITION
Arroyo Viejo Recreation Center	Spanish	Recreation Aide, PT
Arroyo Viejo Recreation Center	Spanish	Recreation Aide, PT
Boating	Chinese	Recreation Aide, PT
Boating	Chinese	Recreation Attendant I,PT
Carmen Flores Recreation Center	Spanish	Recreation Aide, PT
Carmen Flores Recreation Center	Spanish	Recreation Attendant I,PT
Carmen Flores Recreation Center	Spanish	Recreation Attendant I,PT
Central Reservations	Spanish	Recreation Attendant I,PT
City Wide Sports	Chinese	Recreation Aide, PT
City Wide Sports	Spanish	Recreation Aide, PT
City Wide Sports	Spanish	Sports Official, PT
Discovery Center	Chinese	Recreation Leader I,PT
FM Smith Recreation Center	Chinese	Recreation Aide, PT
FM Smith Recreation Center	Chinese	Recreation Leader I,PT
Franklin Recreation Center	Spanish	Recreation Attendant I,PT
Ira Jinkins Recreation Center	Spanish	Recreation Attendant I,PT
Rainbow Recreation Center	Spanish	Recreation Aide, PT
Rotary Nature Center	Spanish	Recreation Aide, PT
Studio One Art Center	Chinese	Recreation Aide, PT
Studio One Art Center	Spanish	Recreation Aide, PT
Studio One Art Center	Spanish	Recreation Aide, PT
Studio One Art Center	Spanish	Recreation Attendant I,PT
Willie Keys Recreation Center	Spanish	Recreation Aide, PT

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.

Oakland Parks & Recreation (OPR) relies heavily on collaboration with the Human Resource (HR) department and the Equal Access division to identify sites with language need and to successfully recruit bilingual applicants. The department's largest hiring opportunity and therefore the time in which the largest impact can be made is during the hiring process for summer program staff. The recruitment efforts for FY 2013-14 summer hires integrated a wide distribution of Spanish and Chinese translated Summer Job Opportunity announcements, recruitment by recreation site staff to the surrounding community and patrons, and recruitment from Counselor in Training Programs.

Over 3,000 English/Spanish and 3,000 English/Chinese Summer Job Opportunity notices were distributed to City offices and recreation sites, 10 local colleges, all OUSD High School and Middle School locations, 16 Libraries, 21 Faith Based Organizations, and 25 Charter School/Education Centers.

Concentrated bilingual outreach efforts were intensified to include staff visits to 15 CBOs serving the Spanish speaking community and 28 CBOs and merchants serving the Chinese speaking community. 2014 outreach efforts were enhanced through partnership with Loa Family Community Development and the Unity Council.

Hiring announcements were posted on the City's website, OPR's webpage and on Craig's List. The announcement was included in OPR's eblast, City Administrator's Weekly report, and Council offices assisted with publicity efforts by including hiring information in their e-newsletters. Newspaper advertisements were placed with the Post Group, El Mundo, Sing Tao Daily and Bay Area News Group papers and requests for Public Service Announcements were sent to KQED, KTOP, KRON 4, NBC Bay Area, Bay City News, and KTSF 26.

OPR attended job fairs at 3 OUSD High Schools (Oakland Technical, McClymonds & Castlemont), the East Oakland Mall, and the California Conservation Fair. OPR staff, including bilingual staff provided tips to candidates on how to successfully complete the application and helped candidates determine the position best suited to the applicant's skills.

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

OPR Inclusion Center located with the Arroyo Viejo Recreation Center was awarded grants to provide bilingual parent-toddler playgroups, with a project specific outcome to increase participation of families in programming which supports children's school readiness, especially among families from low-income and underserved populations. Playgroups are open to children and families of all abilities and are inclusive.

Bilingual playgroups (Spanish/English) for children ages 2-5 years and their parent/ caregivers are offered at the Tassafaronga Recreation Center in East Oakland and at Willie Keyes Recreation Center in West Oakland through the Neighborhood Partnership Grant from Frist Five Alameda County.

Through funding from Oakland Fund for Children and Youth, OPR offers 3 bilingual parent-child playgroups for children ages 0-5 years and their parents/caregivers at Rainbow Recreation Center (Spanish/English), Carmen Flores Recreation Center (Spanish/English), and Mosswood Recreation Center (Chinese/English).

A best practice implemented by Oakland Parks & Recreation (OPR) relates to identification of candidates with language skills. Several years ago OPR began identifying bilingual candidates at the department's interview draft day with color coded tags. The first year several issues came up where after being placed it was discovered that the candidate could not adequately speak the language they self-identified on their application. OPR implemented a best practice of having bilingual staff conduct a conversational analysis of candidate language skill at draft day. This process has helped reduced the incorrect placement of staff.

Another best practice relates to recruitment. In the past hiring announcements were mailed to local schools and colleges. It was found that at times the City's hiring information would be "lost" on an information table. OPR staff began making one-on-one contact with career counselors and a poster size announcement was included to encourage prime placement of OPR materials. In addition, OPR has registered with several colleges and is now able to post job announcements on their e-job boards.

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.

Oakland Parks & Recreation (OPR) provides annual training to all site directors on the equal access process and available services. This includes how to request document translation, language line translation service, and availability of an interpreter and/or headset equipment. OPR utilizes a translator and headset equipment during larger meetings such as a community focus group.

OPR provided translation of materials beyond vital documents. The program guide for the Studio One Art Center was translated into both Spanish and Chinese.

OPR staff at the Digital Arts and Culinary Academy has utilized the mobile phone application, "Say Hi". The application provides translation services using the mobile phone on speaker mode. This alternative method of translation will be shared at OPR's next staff training.

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

Oakland Parks & Recreation supervising staff will periodically spot check sites to insure:

- language access poster and comment box are prominently displayed
- voice messages is recorded in required languages
- language translation service material is readily accessible

Annual training will be held to provide policy updates, share ideas/concerns, introduce and train on alternative methods, review the departments Equal Access to Services report, and communicate which recreation sites are not meeting the language goal.

**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.

ADMINISTRATIVE OFFICE	GOLDEN GATE
ALLENDALE	IRA JENKINS
ARROYA VIEJO	LINCOLN SQUARE
BOATING	LIONS AQUATICS
BUSHROD	MALONGA CASQUELORD
CARMEN FLORES	MANZANITA
DAVIE TENNIS STADIUM	MONTCLAIR
DEFREMERY AQUATICS	MOSSWOOD
DEFREMERY	RAINBOW
DIGITAL ARTS & CULINARY ACADEMY	REDWOOD HEIGHTS
DIMOND	ROTARY NATURE
DISCOVERY	SAN ANTONIO
DUNSMUIR ESTATE	SHEFFIELD VILLAGE

EAST OAKLAND SPORTS CENTER	STUDIO ONE
FM SMITH	TASSAFARONGA
FRANKLIN	TEMESCAL AQUATICS
FREMONT AQUATICS	WILLIE KEYS

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?

Oakland Parks & Recreation (OPR) meets the requirement for translation of vital documents. FY 2013-2014 OPR added the Rental Facility Guideline Packet as a new vital document.

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

Oakland Parks & Recreation's (OPR) Studio One Art Center's 2014 program guide was translated to Spanish and Chinese and recreation centers located in areas identified as having a large number of limited English speakers provide many of the site specific program flyers translated into the required language.

**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). What is the corrective action plan and timeline in getting the rest of the telephone lines translated?

Oakland Parks & Recreation meets the requirement for multilingual telephone messages at all of its facilities. Supervising staff periodically spot checks sites to insure that phone message recordings remain compliant.

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

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

The survey conducted during FY 2012-13 had inconclusive results for Oakland Parks & Recreation (OPR). The survey premise was to record every person visiting the site and if limited English speakers, their native language. Due to the nature of OPR programs and services it is very common for the same customer to visit the site daily and sometimes multiple times per day. It was identified that staff misunderstood the survey directions often recording the repeat customer only once per day and many times did not record youth visiting with their parents. OPR looks forward to participating and analyzing data from future surveys.

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

Oakland Parks & Recreation's (OPR) written policy listed below has been an effective policy.

## Oakland Parks & Recreation Policy for Providing Access to Services to Limited English Speaking Persons

- Equal Access Language Availability Poster is to be posted in public contact areas – front desk/lobby/bulletin board of each recreation facility.
  - Recreation facilities are to participate in the implementation of language survey annually or as requested.
  - Recreation facilities are to display applicable translated materials such as OPR Brochure, Registration Form and individual site's program flyers.
  - Recreation facilities are to have comment card and receptacle readily visible in the main lobby. All comments received relating to Equal Access to Services are to be forwarded to OPR's Equal Access Coordinator.
  - Interpretation Service Available sheet (listing of languages translation via phone) & Language Service Reference Card are to be kept readily accessible. Recommended location is red binder at front desk/office.
  - Staff is to be knowledgeable on the availability of translation service and how to use the Language Service Line. Language Line phone stickers are to be posted at all office phones.
  - Staff is to be knowledgeable of OPR staff identified as bilingual on the phone list and request assistance with translation when required.
3. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (See § 2.30.130 (B)).

Oakland Parks and Recreation facilities display the Equal Access Language Availability poster. The notice is posted in public contact areas such as the front desk/lobby/bulletin board of each recreation facility. Information about Equal Access to Services is located on OPR's website homepage and includes a link to the City's Equal Access webpage to provide more information.

4. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? Please describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution

No. If any complaints had been received they would have been forwarded to the Equal Access division.

### **E. Action Plan**

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

Oakland Parks & Recreation (OPR) will provide an annual training where requirements of the Equal Access to Services ordinance will be reviewed. The training will also cover policy updates, review of the departments Equal Access to Services report, an opportunity to share ideas/concerns and to discuss which recreation sites are not meeting the language goal.

OPR administrative staff will perform two site visits each year to check for compliance to OPR's Equal Access policy.

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

Oakland Parks & Recreation (OPR) facilities display the Equal Access Language Availability and Complaint poster in a public contact area such as the front desk, lobby, or bulletin board. Links to vital documents are posted on OPR's website when applicable and current. The department's annual plan and the complaint process may be accessed through a link from OPR's homepage section titled "Equal Access to Service".

OAKLAND PARKS RECREATION DEPARTMENT, FY 2013-2014

ORG	Location	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
501110	Administration 250 Frank H. Ogawa	250 FRANK H. OGAWA PL	Executive Assistant	23-OCT-06	NO	
501110	Administration 250 Frank H. Ogawa	250 FRANK H. OGAWA PL	Director of Parks & Recreation	22-MAR-04	NO	
501120	Administration 250 Frank H. Ogawa	250 FRANK H. OGAWA PL	Management Intern	03-NOV-07	NO	
501120	Administration 250 Frank H. Ogawa	250 FRANK H. OGAWA PL	Administrative Assistant I	14-SEP-02	YES	
501120	Administration 250 Frank H. Ogawa	250 FRANK H. OGAWA PL	Assistant to the Director	02-JUL-01	NO	
501210	Administration 250 Frank H. Ogawa	250 FRANK H. OGAWA PL	Administrative Services Manager II	13-AUG-01	YES	Spanish
501220	Administration 250 Frank H. Ogawa	250 FRANK H. OGAWA PL	Account Clerk II	02-SEP-08	NO	
501220	Administration 250 Frank H. Ogawa	250 FRANK H. OGAWA PL	Account Clerk III	30-MAY-06	NO	Tagalog
501220	Administration 250 Frank H. Ogawa	250 FRANK H. OGAWA PL	Accountant III	18-SEP-89	NO	Tagalog
501230	Administration 250 Frank H. Ogawa	250 FRANK H. OGAWA PL	Payroll Personnel Clerk III	13-AUG-07	YES	Chinese
501230	Administration 250 Frank H. Ogawa	250 FRANK H. OGAWA PL	Payroll Personnel Clerk II	05-MAY-07	NO	
501240	Administration 250 Frank H. Ogawa	250 FRANK H. OGAWA PL	Recreation Specialist I, PT	14-MAY-11	YES	
502260	Administration 250 Frank H. Ogawa	250 FRANK H. OGAWA PL	Recreation Leader II, PT	29-JUN-96	YES	
502340	Administration 250 Frank H. Ogawa	250 Frank H. OGAWA PL	Recreation Leader I, PT	11-OCT-03	YES	Spanish
503231	Allendale Recreation Center	3711 Suter Street	Recreation Aide, PT	03-AUG-13	YES	
503231	Allendale Recreation Center	3711 Suter Street	Recreation Aide, PT	22-JUN-13	YES	
503231	Allendale Recreation Center	3711 Suter Street	Recreation Aide, PT	08-JUN-13	YES	
503231	Allendale Recreation Center	3711 Suter Street	Recreation Aide, PT	08-JUN-13	YES	
503231	Allendale Recreation Center	3711 Suter Street	Recreation Leader I, PT	08-JUN-13	YES	
503231	Allendale Recreation Center	3711 Suter Street	Recreation Aide, PT	08-JUN-13	YES	Chinese
503231	Allendale Recreation Center	3711 Suter Street	Recreation Leader I, PT	08-JUN-13	YES	
503231	Allendale Recreation Center	3711 Suter Street	Recreation Aide, PT	08-JUN-13	YES	
503231	Allendale Recreation Center	3711 Suter Street	Recreation Leader I, PT	09-JUN-12	YES	
503231	Allendale Recreation Center	3711 Suter Street	Recreation Aide, PT	25-JUN-11	YES	
503231	Allendale Recreation Center	3711 Suter Street	Recreation Aide, PT	28-MAY-11	YES	
503231	Allendale Recreation Center	3711 Suter Street	Recreation Aide, PT	28-MAY-11	YES	
503231	Allendale Recreation Center	3711 Suter Street	Recreation Leader II, PT	14-MAY-11	YES	
503231	Allendale Recreation Center	3711 Suter Street	Recreation Leader I, PT	21-MAY-05	YES	
503231	Allendale Recreation Center	3711 Suter Street	Recreation Program Director	08-JUN-02	YES	
503238	Allendale Recreation Center	1701 East 19th Street	Recreation Leader I, PT	12-JUN-10	YES	Spanish
509231	Arroyo Viejo Recreation Center	7701 Krause Ave	Recreation Aide, PT	08-JUN-13	YES	Spanish
509231	Arroyo Viejo Recreation Center	7701 Krause Ave	Recreation Aide, PT	07-JUL-12	YES	
509231	Arroyo Viejo Recreation Center	7701 Krause Ave	Recreation Leader I, PT	28-MAY-11	YES	
509231	Arroyo Viejo Recreation Center	7701 Krause Ave	Recreation Leader I, PT	26-JUN-10	YES	
509231	Arroyo Viejo Recreation Center	7701 Krause Ave	Recreation Leader I, PT	13-JUN-09	YES	
509231	Arroyo Viejo Recreation Center	7701 Krause Ave	Recreation Leader I, PT	30-MAY-09	YES	
509231	Arroyo Viejo Recreation Center	7701 Krause Ave	Recreation Supervisor	12-JAN-08	YES	Spanish
509231	Arroyo Viejo Recreation Center	7701 Krause Ave	Recreation Leader II, PPT	27-JAN-07	YES	
509235	Arroyo Viejo Recreation Center	7701 Krause Ave	Recreation Leader I, PT	23-JUN-12	YES	Spanish
509330	Arroyo Viejo Recreation Center	7701 Krause Ave	Recreation Aide, PT	08-JUN-13	YES	
501250	Arroyo Viejo Recreation Center - Inclusion	7701 Krause Ave	Recreation Aide, PT	22-JUN-13	YES	
501250	Arroyo Viejo Recreation Center - Inclusion	7701 Krause Ave	Recreation Specialist I, PT	08-JUN-13	YES	Spanish
501250	Arroyo Viejo Recreation Center - Inclusion	7701 Krause Ave	Recreation Leader I, PT	07-JUL-12	YES	
501250	Arroyo Viejo Recreation Center - Inclusion	7701 Krause Ave	Recreation Leader I, PT	07-JUL-12	YES	
501250	Arroyo Viejo Recreation Center - Inclusion	7701 Krause Ave	Recreation Center Director	30-MAY-09	YES	ASL
501250	Arroyo Viejo Recreation Center - Inclusion	7701 Krause Ave	Recreation Leader II, PPT	12-FEB-05	YES	ASL
502350	Boating	568 Bellevue ave	Recreation Specialist I, PT	15-MAR-14	YES	
502350	Boating	568 Bellevue ave	Recreation Specialist I, PT	15-MAR-14	YES	Spanish
502350	Boating	568 Bellevue ave	Recreation Specialist I, PT	15-MAR-14	YES	

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502350	Boating	568 Bellevue ave	Recreation Specialist I, PT	15-MAR-14	YES	
502350	Boating	568 Bellevue ave	Recreation Aide, PT	08-JUN-13	YES	
502350	Boating	568 Bellevue ave	Recreation Aide, PT	08-JUN-13	YES	
502350	Boating	568 Bellevue ave	Recreation Attendant I, PT	08-JUN-13	YES	
502350	Boating	568 Bellevue ave	Recreation Aide, PT	08-JUN-13	YES	
502350	Boating	568 Bellevue ave	Recreation Attendant I, PT	08-JUN-13	YES	
502350	Boating	568 Bellevue ave	Recreation Attendant I, PT	08-JUN-13	YES	
502350	Boating	568 Bellevue ave	Recreation Attendant I, PT	08-JUN-13	YES	
502350	Boating	568 Bellevue ave	Recreation Aide, PT	08-JUN-13	YES	
502350	Boating	568 Bellevue ave	Recreation Attendant I, PT	08-JUN-13	YES	
502350	Boating	568 Bellevue ave	Recreation Aide, PT	08-JUN-13	YES	
502350	Boating	568 Bellevue ave	Recreation Aide, PT	08-JUN-13	YES	Chinese
502350	Boating	568 Bellevue ave	Recreation Leader I, PT	25-MAR-13	YES	
502350	Boating	568 Bellevue ave	Recreation Attendant II, PT	04-AUG-12	YES	
502350	Boating	568 Bellevue ave	Recreation Leader I, PT	07-JUL-12	YES	
502350	Boating	568 Bellevue ave	Recreation Aide, PT	07-JUL-12	YES	
502350	Boating	568 Bellevue ave	Recreation Aide, PT	07-JUL-12	YES	
502350	Boating	568 Bellevue ave	Recreation Aide, PT	07-JUL-12	YES	
502350	Boating	568 Bellevue ave	Recreation Aide, PT	23-JUN-12	YES	
502350	Boating	568 Bellevue ave	Recreation Attendant I, PT	09-JUN-12	YES	Chinese
502350	Boating	568 Bellevue ave	Recreation Attendant I, PT	09-JUN-12	YES	
502350	Boating	568 Bellevue ave	Recreation Attendant I, PT	09-JUN-12	YES	
502350	Boating	568 Bellevue ave	Recreation Leader I, PT	28-MAY-11	YES	
502350	Boating	568 Bellevue ave	Recreation Attendant II, PT	28-MAY-11	YES	
502350	Boating	568 Bellevue ave	Recreation Aide, PT	28-MAY-11	YES	
502350	Boating	568 Bellevue ave	Recreation Attendant I, PT	30-APR-11	YES	
502350	Boating	568 Bellevue ave	Recreation Attendant I, PT	08-APR-11	YES	
502350	Boating	568 Bellevue ave	Recreation Attendant II, PT	08-APR-11	YES	
502350	Boating	568 Bellevue ave	Recreation Leader I, PT	26-JUN-10	YES	
502350	Boating	568 Bellevue ave	Recreation Leader I, PT	12-JUN-10	YES	
502350	Boating	568 Bellevue ave	Recreation Attendant I, PT	13-JUN-09	YES	
502350	Boating	568 Bellevue ave	Recreation Specialist I, PT	13-JUN-09	YES	
502350	Boating	568 Bellevue ave	Recreation Leader I, PT	30-MAY-09	YES	
502350	Boating	568 Bellevue ave	Recreation Specialist I, PT	30-MAY-09	YES	
502350	Boating	568 Bellevue ave	Recreation Specialist I, PT	24-JAN-09	YES	
502350	Boating	568 Bellevue ave	Recreation Leader II, PPT	23-AUG-08	YES	
502350	Boating	568 Bellevue ave	Recreation Attendant I, PT	05-APR-08	YES	
502350	Boating	568 Bellevue ave	Recreation Attendant I, PT	05-MAY-07	YES	
502350	Boating	568 Bellevue ave	Recreation Specialist I, PT	04-JUN-05	YES	
502350	Boating	568 Bellevue ave	Recreation Leader II, PPT	21-MAY-05	YES	
502350	Boating	568 Bellevue ave	Recreation Supervisor	03-JAN-05	YES	Spanish
502350	Boating	568 Bellevue ave	Recreation Specialist I, PT	01-SEP-01	YES	
502350	Boating	568 Bellevue ave	Recreation Specialist I, PT	08-JUL-00	YES	
502231	Bushrod Recreation Center	560 59th Street	Recreation Leader I, PT	24-DEC-11	YES	
502231	Bushrod Recreation Center	560 59th Street	Recreation Aide, PT	25-JUN-11	YES	
502231	Bushrod Recreation Center	560 59th Street	Recreation Aide, PT	07-AUG-10	YES	
502231	Bushrod Recreation Center	560 59th Street	Recreation Leader I, PT	26-JUN-10	YES	Spanish
502231	Bushrod Recreation Center	560 59th Street	Recreation Leader I, PT	26-JUN-10	YES	
502231	Bushrod Recreation Center	560 59th Street	Recreation Aide, PT	12-JUN-10	YES	
502231	Bushrod Recreation Center	560 59th Street	Recreation Leader I, PT	03-JUN-06	YES	

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502231	Bushrod Recreation Center	560 59th Street	Recreation Leader I, PT	27-JUN-98	YES	
502231	Bushrod Recreation Center	560 59th Street	Recreation Center Director	19-JUN-93	YES	
502231	Bushrod Recreation Center	560 59th Street	Recreation Leader I, PT	11-JUN-88	YES	
502231	Bushrod Recreation Center	560 59th Street	Recreation Leader II, PPT	04-FEB-84	YES	
502231	Bushrod Recreation Center	560 59th Street	Recreation Leader I, PT	19-DEC-81	YES	
503239	Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Aide, PT	20-JUL-13	YES	
503239	Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Aide, PT	22-JUN-13	YES	
503239	Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Aide, PT	08-JUN-13	YES	
503239	Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Aide, PT	08-JUN-13	YES	
503239	Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Aide, PT	08-JUN-13	YES	
503239	Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Aide, PT	08-JUN-13	YES	
503239	Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Leader I, PT	07-JUL-12	YES	
503239	Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Leader II, PT	23-JUN-12	YES	
503239	Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Leader II, PT	09-JUN-12	YES	Spanish
503239	Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Leader I, PT	11-JUN-11	YES	Spanish
503239	Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Specialist II, PT	12-JUN-10	YES	Spanish
503239	Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Leader I, PT	12-JUN-10	YES	Spanish
503239	Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Leader I, PT	29-MAY-10	YES	Tagalog
503239	Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Leader I, PT	29-MAY-10	YES	Spanish
503239	Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Leader I, PT	30-MAY-09	YES	Spanish
503239	Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Specialist I, PT	16-JUL-05	YES	Spanish
503239	Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Program Director	30-SEP-00	YES	Spanish
501110	Central Reservations	250 FRANK H. OGAWA PI	Facility Security Assistant, PT	11-JUN-11	NO	
501240	Central Reservations	250 FRANK H. OGAWA PI	Recreation Attendant I, PT	31-AUG-13	YES	
501240	Central Reservations	250 FRANK H. OGAWA PI	Recreation Attendant I, PT	17-AUG-13	YES	
501240	Central Reservations	250 FRANK H. OGAWA PI	Recreation Attendant I, PT	03-AUG-13	YES	
501240	Central Reservations	250 FRANK H. OGAWA PI	Recreation Attendant I, PT	20-JUL-13	YES	
501240	Central Reservations	250 FRANK H. OGAWA PI	Recreation Attendant I, PT	08-JUN-13	YES	
501240	Central Reservations	250 FRANK H. OGAWA PI	Recreation Attendant I, PT	08-JUN-13	YES	
501240	Central Reservations	250 FRANK H. OGAWA PI	Recreation Attendant I, PT	07-JUL-12	YES	
501240	Central Reservations	250 FRANK H. OGAWA PI	Recreation Attendant I, PT	09-JUN-12	YES	
501240	Central Reservations	250 FRANK H. OGAWA PI	Recreation Attendant I, PT	09-JUN-12	YES	
501240	Central Reservations	250 FRANK H. OGAWA PI	Recreation Attendant I, PT	09-JUL-11	YES	
501240	Central Reservations	250 FRANK H. OGAWA PI	Recreation Attendant I, PT	09-JUL-11	YES	
501240	Central Reservations	250 FRANK H. OGAWA PI	Recreation Attendant I, PT	25-JUN-11	YES	
501240	Central Reservations	250 FRANK H. OGAWA PI	Recreation Attendant I, PT	11-JUN-11	YES	Spanish
501240	Central Reservations	250 FRANK H. OGAWA PI	Recreation Attendant I, PT	11-JUN-11	YES	
501240	Central Reservations	250 FRANK H. OGAWA PI	Recreation Attendant I, PT	14-MAY-11	YES	
501240	Central Reservations	250 FRANK H. OGAWA PI	Recreation Leader I, PT	04-SEP-10	YES	
501240	Central Reservations	250 FRANK H. OGAWA PI	Recreation Attendant I, PT	12-JUN-10	YES	Urdu,Findi
501240	Central Reservations	250 FRANK H. OGAWA PI	Recreation Attendant I, PT	12-JUN-10	YES	
501240	Central Reservations	250 FRANK H. OGAWA PI	Recreation Attendant I, PT	12-JUN-10	YES	
501240	Central Reservations	250 FRANK H. OGAWA PI	Recreation Attendant I, PT	12-JUN-10	YES	
501240	Central Reservations	250 FRANK H. OGAWA PI	Recreation Attendant I, PT	12-JUN-10	YES	
501240	Central Reservations	250 FRANK H. OGAWA PI	Recreation Attendant I, PT	29-MAY-10	YES	
501240	Central Reservations	250 FRANK H. OGAWA PI	Recreation Attendant I, PT	08-AUG-09	YES	
501240	Central Reservations	250 FRANK H. OGAWA PI	Recreation Attendant II, PT	09-JUL-08	YES	
501240	Central Reservations	250 FRANK H. OGAWA PI	Recreation Leader I, PT	07-JUN-08	YES	
501240	Central Reservations	250 FRANK H. OGAWA PI	Public Service Rep, PPT	16-JUN-07	YES	
501240	Central Reservations	250 FRANK H. OGAWA PI	Recreation Attendant II, PT	16-JUL-05	YES	

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501240	Central Reservations	250 FRANK H. OGAWA PI	Recreation Attendant II, PT	21-MAY-05	YES	
501240	Central Reservations	250 FRANK H. OGAWA PI	Public Service Representative	29-SEP-97	YES	Spanish
501240	Central Reservations	250 FRANK H. OGAWA PI	Public Service Representative	29-SEP-97	YES	
501240	Central Reservations	250 FRANK H. OGAWA PI	Public Service Representative	10-SEP-94	YES	
501240	Central Reservations	250 FRANK H. OGAWA PI	Office Manager	05-JUL-88	YES	
509330	City Wide - Driver	250 FRANK H. OGAWA PI	Van Driver, PT	17-AUG-13	NO	
509330	City Wide - Driver	250 FRANK H. OGAWA PI	Van Driver, PT	13-OCT-12	NO	
509330	City Wide - Driver	250 FRANK H. OGAWA PI	Van Driver, PT	01-SEP-12	NO	
509330	City Wide - Driver	250 FRANK H. OGAWA PI	Van Driver, PT	01-SEP-12	NO	
509330	City Wide - Driver	250 FRANK H. OGAWA PI	Recreation Leader I, PT	25-JUN-11	YES	
509330	City Wide - Driver	250 FRANK H. OGAWA PI	Van Driver, PT	30-APR-11	NO	
509330	City Wide - Driver	250 FRANK H. OGAWA PI	Van Driver, PT	12-JUN-10	NO	
509330	City Wide - Driver	250 FRANK H. OGAWA PI	Van Driver, PT	25-JUL-09	NO	Spanish
509330	City Wide - Driver	250 FRANK H. OGAWA PI	Van Driver, PT	03-JUN-06	NO	
501110	City Wide Sports	250 FRANK H. OGAWA PI	Recreation Leader I, PT	19-JAN-13	YES	
501110	City Wide Sports	250 FRANK H. OGAWA PI	Recreation Aide, PT	08-AUG-09	YES	
501110	City Wide Sports	250 FRANK H. OGAWA PI	Recreation Specialist II, PT	01-JUL-05	YES	
502330	City Wide Sports	250 Frank H. OGAWA PLA	Recreation Leader I, PT	28-SEP-13	YES	
502330	City Wide Sports	250 Frank H. OGAWA PLA	Recreation Leader I, PT	31-AUG-13	YES	
502330	City Wide Sports	250 Frank H. OGAWA PLA	Sports Official, PT	17-AUG-13	YES	
502330	City Wide Sports	250 Frank H. OGAWA PLA	Sports Official, PT	03-AUG-13	YES	
502330	City Wide Sports	250 Frank H. OGAWA PLA	Sports Official, PT	03-AUG-13	YES	Spanish
502330	City Wide Sports	250 Frank H. OGAWA PLA	Sports Official, PT	20-JUL-13	YES	
502330	City Wide Sports	250 Frank H. OGAWA PLA	Sports Official, PT	06-JUL-13	YES	
502330	City Wide Sports	250 Frank H. OGAWA PLA	Recreation Aide, PT	22-JUN-13	YES	
502330	City Wide Sports	250 Frank H. OGAWA PLA	Recreation Aide, PT	22-JUN-13	YES	
502330	City Wide Sports	250 Frank H. OGAWA PLA	Recreation Leader I, PT	04-AUG-12	YES	
502330	City Wide Sports	250 Frank H. OGAWA PLA	Sports Official, PT	21-JUL-12	YES	
502330	City Wide Sports	250 Frank H. OGAWA PLA	Van Driver, PT	23-JUN-12	Yes	
502330	City Wide Sports	250 Frank H. OGAWA PLA	Recreation Leader I, PT	23-JUN-12	YES	
502330	City Wide Sports	250 Frank H. OGAWA PLA	Sports Official, PT	23-JUN-12	YES	
502330	City Wide Sports	250 Frank H. OGAWA PLA	Recreation Leader II, PT	23-JUN-12	YES	
502330	City Wide Sports	250 Frank H. OGAWA PLA	Recreation Leader I, PT	12-MAY-12	YES	
502330	City Wide Sports	250 Frank H. OGAWA PLA	Sports Official, PT	23-JUL-11	YES	
502330	City Wide Sports	250 Frank H. OGAWA PLA	Sports Official, PT	09-JUL-11	YES	
502330	City Wide Sports	250 Frank H. OGAWA PLA	Recreation Attendant I, PT	09-JUL-11	YES	
502330	City Wide Sports	250 Frank H. OGAWA PLA	Sports Official, PT	25-JUN-11	YES	
502330	City Wide Sports	250 Frank H. OGAWA PLA	Sports Official, PT	25-JUN-11	YES	
502330	City Wide Sports	250 Frank H. OGAWA PLA	Recreation Aide, PT	11-JUN-11	YES	
502330	City Wide Sports	250 Frank H. OGAWA PLA	Recreation Leader I, PT	22-JAN-11	YES	
502330	City Wide Sports	250 Frank H. OGAWA PLA	Sports Official, PT	10-JUL-10	YES	
502330	City Wide Sports	250 Frank H. OGAWA PLA	Sports Official, PT	26-JUN-10	YES	
502330	City Wide Sports	250 Frank H. OGAWA PLA	Recreation Aide, PT	26-JUN-10	YES	
502330	City Wide Sports	250 Frank H. OGAWA PLA	Sports Official, PT	26-JUN-10	YES	
502330	City Wide Sports	250 Frank H. OGAWA PLA	Recreation Leader II, PT	12-JUN-10	YES	
502330	City Wide Sports	250 Frank H. OGAWA PLA	Recreation Leader I, PT	22-AUG-09	YES	
502330	City Wide Sports	250 Frank H. OGAWA PLA	Recreation Leader I, PT	08-AUG-09	YES	
502330	City Wide Sports	250 Frank H. OGAWA PLA	Recreation Leader I, PT	11-JUL-09	YES	
502330	City Wide Sports	250 Frank H. OGAWA PLA	Sports Official, PT	27-JUN-09	YES	
502330	City Wide Sports	250 Frank H. OGAWA PLA	Recreation Leader II, PT	27-JUN-09	YES	

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502330	City Wide Sports	250 Frank H. OGAWA PL	Sports Official, PT	30-MAY-09	YES	Spanish
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader II, PT	30-MAY-09	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader I, PT	30-MAY-09	YES	Spanish
502330	City Wide Sports	250 Frank H. OGAWA PL	Sports Official, PT	30-MAY-09	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Sports Official, PT	30-MAY-09	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader I, PT	21-MAR-09	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader I, PT	21-FEB-09	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader I, PT	21-FEB-09	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Sports Official, PT	07-FEB-09	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Temp Rec Aide, PT	23-JUN-08	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Sports Official, PT	23-FEB-08	YES	Spanish
502330	City Wide Sports	250 Frank H. OGAWA PL	Sports Official, PT	09-FEB-08	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader II, PT	29-DEC-07	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader I, PT	01-JUL-06	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader I, PT	01-JUL-06	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Sports Official, PT	03-JUN-06	YES	Spanish
502330	City Wide Sports	250 Frank H. OGAWA PL	Sports Official, PT	20-MAY-06	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader I, PT	10-SEP-05	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader I, PT	02-JUL-05	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader I, PT	18-JUN-05	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader II, PT	06-NOV-04	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader II, PT	06-NOV-04	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader II, PT	19-JUN-04	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader I, PT	28-FEB-04	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Aide, PT	31-JAN-04	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Sports Official, PT	08-NOV-03	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader I, PT	08-NOV-03	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader I, PT	08-NOV-03	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader II, PT	21-JUN-03	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Sports Official, PT	21-JUN-03	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader II, PT	04-JAN-03	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader II, PT	04-JAN-03	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader II, PT	02-FEB-02	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader II, PT	03-MAR-01	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader I, PT	03-FEB-01	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader I, PT	03-FEB-01	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Sports Official, PT	28-OCT-00	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Sports Official, PT	22-JUL-00	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader II, PT	25-MAR-00	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader I, PT	11-DEC-99	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Specialist I, PT	11-DEC-99	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Sports Official, PT	04-JUL-98	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader II, PT	13-JUN-98	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader I, PT	25-JAN-97	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Sports Official, PT	01-MAY-96	NO	
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader I, PT	01-JAN-94	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader I, PT	30-OCT-93	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader I, PT	01-JUN-89	YES	
502330	City Wide Sports	250 Frank H. OGAWA PL	Sports Program Coordinator	02-JUL-83	YES	

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502331	City Wide Sports	250 Frank H. OGAWA PL	Recreation Aide, PT	11-JUN-11	YES	
502331	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader I, PT	08-MAR-08	YES	
502340	City Wide Sports	250 Frank H. OGAWA PL	Sports Official, PT	20-JUL-13	YES	
502340	City Wide Sports	250 Frank H. OGAWA PL	Recreation Aide, PT	08-JUN-13	YES	
502340	City Wide Sports	250 Frank H. OGAWA PL	Recreation Aide, PT	08-JUN-13	YES	
502340	City Wide Sports	250 Frank H. OGAWA PL	Recreation Aide, PT	08-JUN-13	YES	
502340	City Wide Sports	250 FRANK H. OGAWA PI	Recreation Aide, PT	07-JUL-12	YES	Chinese
502340	City Wide Sports	250 Frank H. OGAWA PL	Recreation Aide, PT	23-JUN-12	YES	
502340	City Wide Sports	250 Frank H. OGAWA PL	Recreation Aide, PT	09-JUL-11	YES	
502340	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader I, PT	26-JUN-10	YES	
502340	City Wide Sports	250 Frank H. OGAWA PL	Recreation Aide, PT	26-JUN-10	YES	
502340	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader I, PT	12-JUN-10	YES	
502340	City Wide Sports	250 Frank H. OGAWA PL	Recreation Aide, PT	22-AUG-09	YES	
502340	City Wide Sports	250 Frank H. OGAWA PL	Sports Official, PT	13-JUN-09	YES	
502340	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader I, PT	30-MAY-09	YES	
502340	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader I, PT	30-MAY-09	YES	
502340	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader II, PPT	10-MAR-07	YES	
502340	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader I, PT	04-JUN-05	YES	
502340	City Wide Sports	250 Frank H. OGAWA PL	Recreation Leader I, PT	21-JUN-03	YES	
502340	City Wide Sports	250 Frank H. OGAWA PL	Sports Official, PT	18-MAR-89	YES	
502340	City Wide Sports	250 Frank H. OGAWA PL	Sports Program Coordinator	17-MAY-85	YES	
502370	City Wide Sports	250 Frank H. OGAWA PL	Recreation Specialist II, PT	14-JUN-08	YES	
504330	City Wide Sports	250 FRANK H. OGAWA PI	Recreation Leader I, PT	30-MAY-09	YES	
502330	City Wide Sports - Ball Fields Maintenance	250 Frank H. OGAWA PL	Park Attendant, PT	06-SEP-97	NO	
509290	City Wide Sports - Ball Fields Maintenance	250 FRANK H. OGAWA PI	Gardener Crew Leader	01-APR-14	NO	
509290	City Wide Sports - Ball Fields Maintenance	250 FRANK H. OGAWA PI	Park Attendant, PT	14-SEP-13	NO	
509290	City Wide Sports - Ball Fields Maintenance	250 FRANK H. OGAWA PI	Park Attendant, PT	31-AUG-13	NO	
509290	City Wide Sports - Ball Fields Maintenance	250 FRANK H. OGAWA PI	Park Attendant, PT	03-AUG-13	NO	
509290	City Wide Sports - Ball Fields Maintenance	250 FRANK H. OGAWA PI	Park Attendant, PT	03-AUG-13	NO	
509290	City Wide Sports - Ball Fields Maintenance	250 FRANK H. OGAWA PI	Park Attendant, PT	03-AUG-13	NO	
509290	City Wide Sports - Ball Fields Maintenance	250 FRANK H. OGAWA PI	Park Attendant, PT	10-DEC-11	NO	
509290	City Wide Sports - Ball Fields Maintenance	250 FRANK H. OGAWA PI	Park Attendant, PT	26-JUN-10	NO	
509290	City Wide Sports - Ball Fields Maintenance	250 FRANK H. OGAWA PI	Park Attendant, PT	01-MAY-10	NO	
509290	City Wide Sports - Ball Fields Maintenance	250 FRANK H. OGAWA PI	Park Attendant, PT	15-DEC-07	NO	
509290	City Wide Sports - Ball Fields Maintenance	250 FRANK H. OGAWA PI	Park Attendant, PT	15-DEC-07	NO	Spanish
509290	City Wide Sports - Ball Fields Maintenance	250 FRANK H. OGAWA PI	Park Attendant, PT	02-JUN-07	NO	
509290	City Wide Sports - Ball Fields Maintenance	250 FRANK H. OGAWA PI	Park Attendant, PT	02-FEB-02	NO	
509290	City Wide Sports - Ball Fields Maintenance	250 FRANK H. OGAWA PI	Park Attendant, PPT	19-JUL-99	NO	
509290	City Wide Sports - Ball Fields Maintenance	250 FRANK H. OGAWA PI	Park Attendant, PPT	29-MAR-96	NO	
509290	City Wide Sports - Ball Fields Maintenance	250 FRANK H. OGAWA PI	Park Attendant, PPT	22-OCT-94	NO	
502380	Community Gardens	568 Bellevue ave	Recreation Aide, PT	22-JUN-13	YES	
502380	Community Gardens	568 Bellevue ave	Recreation Leader I, PT	08-JUN-13	YES	
502320	Davie Tennis Stadium	198 Oak Road	Recreation Aide, PT	03-AUG-13	YES	
502320	Davie Tennis Stadium	198 Oak Road	Recreation Specialist II, PT	22-JUN-13	YES	
502320	Davie Tennis Stadium	198 Oak Road	Recreation Leader I, PT	08-JUN-13	YES	
502320	Davie Tennis Stadium	198 Oak Road	Recreation Leader II, PT	09-JUN-12	YES	
502320	Davie Tennis Stadium	198 Oak Road	Recreation Aide, PT	09-JUN-12	YES	
502320	Davie Tennis Stadium	198 Oak Road	Recreation Specialist III, PT	24-DEC-11	YES	
502320	Davie Tennis Stadium	198 Oak Road	Recreation Leader I, PT	28-MAY-11	YES	Chinese
502320	Davie Tennis Stadium	198 Oak Road	Recreation Program Director	08-JAN-11	YES	

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ORG	Location	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
502320	Davie Tennis Stadium	198 Oak Road	Recreation Leader I, PT	10-JUL-10	NO	
502320	Davie Tennis Stadium	198 Oak Road	Recreation Leader I, PT	12-JUN-10	YES	Chinese
502320	Davie Tennis Stadium	198 Oak Road	Recreation Aide, PT	30-MAY-09	NO	Chinese
502313	Defremery Aquatics	1251 Adeline Street	Pool Manager, PT	05-AUG-11	YES	
502313	Defremery Aquatics	1251 Adeline Street	Lifeguard, PT	11-JUN-11	YES	
502313	Defremery Aquatics	1251 Adeline Street	Lifeguard, PT	28-MAY-11	YES	
502313	Defremery Aquatics	1251 Adeline Street	Water Safety Instructor, PT	29-MAY-10	YES	
502313	Defremery Aquatics	1251 Adeline Street	Lifeguard, PT	29-MAY-10	YES	
502313	Defremery Aquatics	1251 Adeline Street	Lifeguard, PT	29-MAY-10	YES	
502313	Defremery Aquatics	1251 Adeline Street	Water Safety Instructor, PT	30-MAY-09	YES	
502313	Defremery Aquatics	1251 Adeline Street	Water Safety Instructor, PT	30-MAY-09	YES	
502313	Defremery Aquatics	1251 Adeline Street	Lifeguard, PT	07-JUN-08	YES	
502313	Defremery Aquatics	1251 Adeline Street	Water Safety Instructor, PT	05-MAY-07	YES	
502313	Defremery Aquatics	1251 Adeline Street	Water Safety Instructor, PT	21-MAY-05	YES	Chinese
502313	Defremery Aquatics	1251 Adeline Street	Water Safety Instructor, PT	21-MAY-05	YES	
502313	Defremery Aquatics	1251 Adeline Street	Pool Manager, PT	08-MAY-04	YES	
502313	Defremery Aquatics	1251 Adeline Street	Pool Manager, PT	10-MAY-03	YES	
502313	Defremery Aquatics	1251 Adeline Street	Pool Manager, PT	11-MAY-02	YES	
502313	Defremery Aquatics	1251 Adeline Street	Water Safety Instructor, PT	27-MAY-00	YES	
502232	Defremery Recreation Center	1651 Adeline Street	Recreation Aide, PT	20-JUL-13	YES	
502232	Defremery Recreation Center	1651 Adeline Street	Recreation Leader I, PT	22-JUN-13	YES	
502232	Defremery Recreation Center	1651 Adeline Street	Recreation Leader I, PT	22-JUN-13	YES	
502232	Defremery Recreation Center	1651 Adeline Street	Recreation Attendant I, PT	08-JUN-13	YES	Spanish
502232	Defremery Recreation Center	1651 Adeline Street	Recreation Leader I, PT	11-JUN-11	YES	
502232	Defremery Recreation Center	1651 Adeline Street	Recreation Leader I, PT	03-JUN-06	YES	
502232	Defremery Recreation Center	1651 Adeline Street	Recreation Leader II, PT	01-JAN-83	YES	
502232	Defremery Recreation Center	1520 Lakeside Drive	Recreation Center Director	07-FEB-78	YES	
509235	Defremery Recreation Center	1651 Adeline Street	Recreation Attendant I, PT	20-JUL-13	YES	Spanish
509239	Digital Arts and Culinary Academy	5800 INTERNATIONAL BO	Recreation Specialist II, PT	28-SEP-13	YES	
509239	Digital Arts and Culinary Academy	5800 INTERNATIONAL BO	Recreation Specialist II, PT	05-JAN-13	YES	
509239	Digital Arts and Culinary Academy	5800 INTERNATIONAL BO	Recreation Leader II, PT	23-JUN-12	YES	
509239	Digital Arts and Culinary Academy	5800 INTERNATIONAL BO	Recreation Specialist I, PT	30-JAN-12	YES	
509239	Digital Arts and Culinary Academy	5800 INTERNATIONAL BO	Recreation Specialist II, PT	25-FEB-11	YES	
509239	Digital Arts and Culinary Academy	5800 INTERNATIONAL BO	Recreation Specialist I, PT	25-FEB-11	YES	
509239	Digital Arts and Culinary Academy	5800 INTERNATIONAL BO	Recreation Specialist II, PT	25-FEB-11	YES	
509239	Digital Arts and Culinary Academy	5800 INTERNATIONAL BO	Recreation Specialist II, PT	18-FEB-11	YES	
503232	Dimond Recreation Center	3860 Hanly Road	Recreation Specialist I, PT	28-SEP-13	YES	
503232	Dimond Recreation Center	3860 Hanly Road	Recreation Leader I, PT	20-JUL-13	YES	
503232	Dimond Recreation Center	3860 Hanly Road	Recreation Leader I, PT	20-JUL-13	YES	
503232	Dimond Recreation Center	3860 Hanly Road	Recreation Aide, PT	22-JUN-13	YES	
503232	Dimond Recreation Center	3860 Hanly Road	Recreation Aide, PT	22-JUN-13	YES	
503232	Dimond Recreation Center	3860 Hanly Road	Recreation Leader I, PT	22-JUN-13	YES	Spanish
503232	Dimond Recreation Center	3860 Hanly Road	Recreation Aide, PT	22-JUN-13	YES	
503232	Dimond Recreation Center	3860 Hanly Road	Recreation Aide, PT	22-JUN-13	YES	
503232	Dimond Recreation Center	3860 Hanly Road	Recreation Aide, PT	22-JUN-13	YES	
503232	Dimond Recreation Center	3860 Hanly Road	Recreation Aide, PT	21-JUL-12	YES	
503232	Dimond Recreation Center	3860 Hanly Road	Recreation Aide, PT	07-JUL-12	YES	
503232	Dimond Recreation Center	3860 Hanly Road	Recreation Aide, PT	07-JUL-12	YES	
503232	Dimond Recreation Center	3860 Hanly Road	Recreation Aide, PT	07-JUL-12	YES	
503232	Dimond Recreation Center	3860 Hanly Road	Recreation Leader I, PT	23-JUN-12	YES	Chinese

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503232	Dimond Recreation Center	3860 Hanly Road	Recreation Leader I, PT	09-JUN-12	YES	
503232	Dimond Recreation Center	3860 Hanly Road	Recreation Specialist I, PT	09-JUN-12	YES	
503232	Dimond Recreation Center	3860 Hanly Road	Recreation Aide, PT	11-JUN-11	YES	
503232	Dimond Recreation Center	3860 Hanly Road	Recreation Leader I, PT	11-JUN-11	YES	
503232	Dimond Recreation Center	3860 Hanly Road	Recreation Aide, PT	11-JUN-11	YES	Spanish
503232	Dimond Recreation Center	3860 Hanly Road	Recreation Leader I, PT	11-JUN-11	YES	
503232	Dimond Recreation Center	3860 Hanly Road	Recreation Leader I, PT	12-JUN-10	YES	
503232	Dimond Recreation Center	3860 Hanly Road	Recreation Leader I, PT	29-MAY-10	YES	
503232	Dimond Recreation Center	3860 Hanly Road	Recreation Leader I, PT	13-JUN-09	YES	
503232	Dimond Recreation Center	3860 Hanly Road	Recreation Leader I, PT	30-MAY-09	YES	
503232	Dimond Recreation Center	3860 Hanly Road	Recreation Leader II, PT	07-JUN-08	YES	
503232	Dimond Recreation Center	3860 Hanly Road	Recreation Leader I, PT	07-JUN-08	YES	
503232	Dimond Recreation Center	3860 Hanly Road	Recreation Leader I, PT	06-JUN-08	YES	
503232	Dimond Recreation Center	3860 Hanly Road	Recreation Leader I, PT	05-MAY-07	YES	
503232	Dimond Recreation Center	3860 Hanly Road	Recreation Leader I, PT	03-JUN-06	YES	Spanish
503232	Dimond Recreation Center	3860 Hanly Road	Recreation Leader I, PT	03-JUN-06	YES	Spanish
503232	Dimond Recreation Center	3860 Hanly Road	Recreation Specialist I, PT	08-OCT-05	YES	Tagalog
503232	Dimond Recreation Center	3860 Hanly Road	Recreation Leader II, PPT	30-SEP-00	YES	
503232	Dimond Recreation Center	3860 Hanly Road	Recreation Supervisor	31-MAY-97	YES	ASL
504330	Dimond Recreation Center	3860 Hanly Road	Recreation Leader I, PT	28-MAY-11	YES	
509232	Discovery - Brookdale Recreation Center	2535 High Street	Recreation Leader I, PT	17-FEB-90	YES	
509234	Discovery Center	2521 High Street	Recreation Aide, PT	31-AUG-13	YES	
509234	Discovery Center	2521 High Street	Recreation Specialist I, PT	03-AUG-13	YES	
509234	Discovery Center	2521 High Street	Recreation Aide, PT	08-JUN-13	YES	Chinese
509234	Discovery Center	2521 High Street	Recreation Leader I, PT	16-JUN-07	YES	
509234	Discovery Center	2521 High Street	Recreation Specialist II, PPT	15-APR-00	YES	
509234	Discovery Center	2521 High Street	Program Analyst II	25-JUN-90	YES	Spanish
509234	Discovery Center	2521 High Street	Recreation Leader II, PPT	13-JAN-90	YES	
501270	Dunsmuir Hellman Estate	2960 Peralta Oaks Court	Recreation Attendant I, PT	14-MAY-11	YES	
501270	Dunsmuir Hellman Estate	2960 Peralta Oaks Court	Park Attendant, PT	12-JUN-10	NO	
501270	Dunsmuir Hellman Estate	2960 Peralta Oaks Court	Recreation Specialist II, PPT	01-MAY-10	YES	
501270	Dunsmuir Hellman Estate	2960 Peralta Oaks Court	Recreation Supervisor	01-MAY-10	YES	
501270	Dunsmuir Hellman Estate	2960 Peralta Oaks Court	Park Attendant, PT	01-MAY-10	NO	Spanish
501270	Dunsmuir Hellman Estate	2960 Peralta Oaks Court	Recreation Leader I, PT	05-MAY-07	YES	Chinese
501270	Dunsmuir Hellman Estate	2960 Peralta Oaks Court	Recreation Center Director	31-OCT-05	YES	Yaruba/haus
502330	Dunsmuir Hellman Estate	2960 Peralta Oaks Court	Recreation Leader I, PT	26-JUL-97	YES	
502313	East Oakland Sports Center	9161 Edes Ave	Recreation Leader II, PT	06-JUL-13	YES	Spanish
502313	East Oakland Sports Center	9161 Edes Ave	Recreation Specialist I, PT	09-JUN-12	YES	Spanish
502313	East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	13-JUN-09	NO	Chinese
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	15-FEB-14	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	07-DEC-13	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	07-DEC-13	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	28-SEP-13	YES	Chinese
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	28-SEP-13	YES	Arabic
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	14-SEP-13	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	31-AUG-13	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	31-AUG-13	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	17-AUG-13	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	03-AUG-13	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	03-AUG-13	YES	

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502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	03-AUG-13	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Specialist II, PT	03-AUG-13	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	03-AUG-13	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Specialist II, PT	20-JUL-13	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	20-JUL-13	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Leader II, PT	22-JUN-13	YES	Spanish
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	22-JUN-13	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	22-JUN-13	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	22-JUN-13	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	22-JUN-13	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	22-JUN-13	YES	Vietnamese
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	22-JUN-13	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	08-JUN-13	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	08-JUN-13	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	08-JUN-13	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Aide, PT	08-JUN-13	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	08-JUN-13	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	08-JUN-13	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	08-JUN-13	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	08-JUN-13	YES	Chinese
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	08-JUN-13	YES	Chinese
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	08-JUN-13	YES	Chinese
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	08-JUN-13	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	08-JUN-13	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	08-JUN-13	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	08-JUN-13	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	02-MAR-13	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	16-FEB-13	YES	Spanish
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	29-SEP-12	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Program Director	21-JUL-12	YES	Spanish
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	07-JUL-12	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	07-JUL-12	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	07-JUL-12	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	07-JUL-12	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	07-JUL-12	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Aide, PT	23-JUN-12	YES	Spanish
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	23-JUN-12	YES	Spanish
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	09-JUN-12	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	26-MAY-12	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	12-MAY-12	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	31-MAR-12	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	17-MAR-12	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	17-MAR-12	YES	Spanish
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	03-MAR-12	YES	Spanish
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	03-MAR-12	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Program Director	25-OCT-11	YES	Spanish
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Program Director	03-SEP-11	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Leader I, PT	23-JUL-11	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	23-JUL-11	YES	Chinese

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ORG	Location	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	11-JUN-11	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Water Safety Instructor, PT	11-JUN-11	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	11-JUN-11	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Leader I, PT	28-MAY-11	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	14-MAY-11	YES	Spanish
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	14-MAY-11	YES	Spanish
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Specialist I, PT	14-MAY-11	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	30-MAY-09	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Leader I, PT	30-MAY-09	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Recreation General Supervisor	13-APR-09	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	14-JUN-08	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	07-JUN-08	YES	Chinese
502332	East Oakland Sports Center	9161 Edes Ave	Pool Manager, PT	19-MAY-07	YES	Spanish
502332	East Oakland Sports Center	9161 Edes Ave	Water Safety Instructor, PT	05-MAY-07	YES	Chinese
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Leader I, PT	05-MAY-07	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Pool Manager, PT	20-MAY-06	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Lifeguard, PT	04-JUN-05	YES	
502332	East Oakland Sports Center	9161 Edes Ave	Recreation Specialist II, PT	25-MAY-02	YES	
502350	East Oakland Sports Center	9161 Edes Ave	Recreation Specialist II, PT	14-JUN-08	YES	
503237	FM Smith Recreation Center	1969 Park Blvd	Recreation Aide, PT	22-JUN-13	YES	
503237	FM Smith Recreation Center	1969 Park Blvd	Recreation Aide, PT	22-JUN-13	YES	Chinese
503237	FM Smith Recreation Center	1969 Park Blvd	Recreation Aide, PT	22-JUN-13	YES	
503237	FM Smith Recreation Center	1969 Park Blvd	Recreation Leader I, PT	23-JUN-12	YES	
503237	FM Smith Recreation Center	1969 Park Blvd	Recreation Leader I, PT	23-JUN-12	YES	
503237	FM Smith Recreation Center	1969 Park Blvd	Recreation Aide, PT	23-JUN-12	YES	
503237	FM Smith Recreation Center	1969 Park Blvd	Recreation Aide, PT	11-JUN-11	YES	
503237	FM Smith Recreation Center	1969 Park Blvd	Recreation Leader I, PT	28-MAY-11	YES	Spanish
503237	FM Smith Recreation Center	1969 Park Blvd	Recreation Leader I, PT	12-JUN-10	YES	Chinese
503237	FM Smith Recreation Center	1969 Park Blvd	Recreation Specialist II, PT	22-OCT-05	YES	
503237	FM Smith Recreation Center	1969 Park Blvd	Recreation Leader II, PPT	01-SEP-01	YES	Spanish
503237	FM Smith Recreation Center	1969 Park Blvd	Recreation Center Director	30-MAY-87	YES	
503233	Franklin Recreation Center	1010 East 15th Street	Recreation Aide, PT	17-AUG-13	YES	
503233	Franklin Recreation Center	1010 East 15th Street	Recreation Aide, PT	22-JUN-13	YES	
503233	Franklin Recreation Center	1010 East 15th Street	Recreation Aide, PT	07-JUL-12	YES	
503233	Franklin Recreation Center	1010 East 15th Street	Recreation Aide, PT	11-JUN-11	YES	Chinese
503233	Franklin Recreation Center	1010 East 15th Street	Recreation Aide, PT	11-JUN-11	YES	
503233	Franklin Recreation Center	1010 East 15th Street	Recreation Leader I, PT	26-JUN-10	YES	
503233	Franklin Recreation Center	1010 East 15th Street	Recreation Leader I, PT	30-MAY-09	YES	
503233	Franklin Recreation Center	1010 East 15th Street	Recreation Leader I, PT	30-MAY-09	YES	Chinese
503233	Franklin Recreation Center	1010 East 15th Street	Recreation Leader I, PT	07-JUN-08	YES	
503233	Franklin Recreation Center	1010 East 15th Street	Recreation Leader I, PT	05-MAY-07	YES	Chinese
503233	Franklin Recreation Center	1010 East 15th Street	Recreation Program Director	31-MAR-07	YES	Cambodian
503233	Franklin Recreation Center	1010 East 15th Street	Recreation Leader I, PT	03-JUN-06	YES	Spanish
503233	Franklin Recreation Center	1010 East 15th Street	Recreation Leader I, PT	22-JUN-02	YES	Mien
502315	Fremont Aquatics	4550 Foothill Blvd.	Lifeguard, PT	11-JUN-11	YES	Spanish
502315	Fremont Aquatics	4550 Foothill Blvd.	Lifeguard, PT	11-JUN-11	YES	
502315	Fremont Aquatics	4550 Foothill Blvd.	Lifeguard, PT	28-MAY-11	YES	Chinese
502315	Fremont Aquatics	4550 Foothill Blvd.	Water Safety Instructor, PT	29-MAY-10	YES	Spanish
502315	Fremont Aquatics	4550 Foothill Blvd.	Lifeguard, PT	29-MAY-10	YES	Spanish
502315	Fremont Aquatics	4550 Foothill Blvd.	Lifeguard, PT	30-MAY-09	YES	

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ORG	Location	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
502315	Fremont Aquatics	4550 Foothill Blvd.	Lifeguard, PT	30-MAY-09	YES	
502315	Fremont Aquatics	4550 Foothill Blvd.	Lifeguard, PT	30-MAY-09	YES	Spanish
502315	Fremont Aquatics	4550 Foothill Blvd.	Lifeguard, PT	14-JUN-08	YES	
502315	Fremont Aquatics	4550 Foothill Blvd.	Lifeguard, PT	07-JUN-08	YES	Spanish
502315	Fremont Aquatics	4550 Foothill Blvd.	Lifeguard, PT	07-JUN-08	YES	
502315	Fremont Aquatics	4550 Foothill Blvd.	Lifeguard, PT	07-JUN-08	YES	Chinese
502315	Fremont Aquatics	4550 Foothill Blvd.	Lifeguard, PT	02-JUN-07	YES	
502315	Fremont Aquatics	4550 Foothill Blvd.	Lifeguard, PT	17-JUN-06	YES	
502315	Fremont Aquatics	4550 Foothill Blvd.	Lifeguard, PT	03-JUN-06	YES	
502315	Fremont Aquatics	4550 Foothill Blvd.	Pool Manager, PT	21-MAY-05	YES	Spanish
502315	Fremont Aquatics	4550 Foothill Blvd.	Pool Manager, PT	04-AUG-01	YES	
502233	Golden Gate Recreation Center	1075 62nd Street	Recreation Leader I, PT	20-JUL-13	YES	
502233	Golden Gate Recreation Center	1075 62nd Street	Recreation Aide, PT	20-JUL-13	YES	
502233	Golden Gate Recreation Center	1075 62nd Street	Recreation Aide, PT	22-JUN-13	YES	Chinese
502233	Golden Gate Recreation Center	1075 62nd Street	Recreation Aide, PT	22-JUN-13	YES	
502233	Golden Gate Recreation Center	1075 62nd Street	Recreation Aide, PT	22-JUN-13	YES	Chinese
502233	Golden Gate Recreation Center	1075 62nd Street	Recreation Leader I, PT	08-JUN-13	YES	
502233	Golden Gate Recreation Center	1075 62nd Street	Recreation Leader I, PT	23-JUN-12	YES	
502233	Golden Gate Recreation Center	1075 62nd Street	Recreation Leader I, PT	11-JUN-11	YES	Spanish
502233	Golden Gate Recreation Center	1075 62nd Street	Recreation Leader I, PT	12-JUN-10	YES	
502233	Golden Gate Recreation Center	1075 62nd Street	Recreation Aide, PT	29-MAY-10	YES	
502233	Golden Gate Recreation Center	1075 62nd Street	Recreation Leader I, PT	14-JUN-08	YES	
502233	Golden Gate Recreation Center	1075 62nd Street	Recreation Leader I, PT	16-JUN-07	YES	
502233	Golden Gate Recreation Center	1075 62nd Street	Recreation Leader I, PT	21-MAY-07	YES	
502233	Golden Gate Recreation Center	1075 62nd Street	Recreation Program Director	21-MAY-05	YES	
502233	Golden Gate Recreation Center	1075 62nd Street	Recreation Specialist I, PT	20-MAR-99	YES	
502233	Golden Gate Recreation Center	1075 62nd Street	Recreation Leader I, PT	11-JAN-97	YES	
509237	Golden Gate Recreation Center	1075 62nd Street	Recreation Aide, PT	23-JUN-12	YES	
502370	Golf - City Wide	250 FRANK H. OGAWA PI	Recreation Specialist II, PPT	04-MAR-00	YES	
509233	Ira Jinkins Recreation Center	9175 Edes Ave	Recreation Aide, PT	03-AUG-13	YES	Spanish
509233	Ira Jinkins Recreation Center	9175 Edes Ave	Recreation Attendant I, PT	22-JUN-13	YES	
509233	Ira Jinkins Recreation Center	9175 Edes Ave	Recreation Aide, PT	08-JUN-13	YES	
509233	Ira Jinkins Recreation Center	9175 Edes Ave	Recreation Attendant I, PT	08-JUN-13	YES	Spanish
509233	Ira Jinkins Recreation Center	9175 Edes Ave	Recreation Aide, PT	08-JUN-13	YES	
509233	Ira Jinkins Recreation Center	9175 Edes Ave	Recreation Leader I, PT	08-JUN-13	YES	
509233	Ira Jinkins Recreation Center	9175 Edes Ave	Recreation Leader I, PT	08-JUN-13	YES	
509233	Ira Jinkins Recreation Center	9175 Edes Ave	Recreation Aide, PT	07-JUL-12	YES	
509233	Ira Jinkins Recreation Center	9175 Edes Ave	Recreation Aide, PT	23-JUN-12	YES	
509233	Ira Jinkins Recreation Center	9175 Edes Ave	Recreation Aide, PT	11-JUN-11	YES	
509233	Ira Jinkins Recreation Center	9175 Edes Ave	Recreation Aide, PT	11-JUN-11	YES	Mien
509233	Ira Jinkins Recreation Center	9175 Edes Ave	Recreation Leader I, PT	11-JUN-11	YES	
509233	Ira Jinkins Recreation Center	9175 Edes Ave	Recreation Leader I, PT	28-MAY-11	YES	Spanish
509233	Ira Jinkins Recreation Center	9175 Edes Ave	Recreation Leader I, PT	28-MAY-11	YES	
509233	Ira Jinkins Recreation Center	9175 Edes Ave	Recreation Leader I, PT	28-MAY-11	YES	
509233	Ira Jinkins Recreation Center	9175 Edes Ave	Recreation Leader II, PPT	30-MAY-09	YES	
509233	Ira Jinkins Recreation Center	9175 Edes Ave	Recreation Leader I, PT	28-JAN-06	YES	
509233	Ira Jinkins Recreation Center	9175 Edes Ave	Recreation Center Director	22-OCT-05	YES	Spanish
509233	Ira Jinkins Recreation Center	9175 Edes Ave	Recreation Leader II, PPT	23-OCT-75	YES	
502234	Lincoln Square Recreation Center	250 10th Street	Recreation Aide, PT	18-AUG-12	YES	
502234	Lincoln Square Recreation Center	250 10th Street	Recreation Aide, PT	21-JUL-12	YES	Chinese

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502234	Lincoln Square Recreation Center	250 10th Street	Recreation Aide, PT	21-JUL-12	YES	Chinese
502234	Lincoln Square Recreation Center	250 10th Street	Recreation Aide, PT	07-JUL-12	YES	
502234	Lincoln Square Recreation Center	250 10th Street	Recreation Aide, PT	07-JUL-12	YES	Chinese
502234	Lincoln Square Recreation Center	250 10th Street	Recreation Aide, PT	07-JUL-12	YES	
502234	Lincoln Square Recreation Center	250 10th Street	Recreation Aide, PT	11-JUN-11	YES	
502234	Lincoln Square Recreation Center	250 10th Street	Recreation Leader I, PT	11-JUN-11	YES	Chinese
502234	Lincoln Square Recreation Center	250 10th Street	Recreation Leader I, PT	26-JUN-10	YES	
502234	Lincoln Square Recreation Center	250 10th Street	Recreation Leader I, PT	03-JUN-06	YES	
502234	Lincoln Square Recreation Center	250 10th Street	Recreation Leader II, PT	16-JUL-05	YES	Chinese
502234	Lincoln Square Recreation Center	250 10th Street	Recreation Leader I, PT	08-MAY-04	YES	Cantonese
502234	Lincoln Square Recreation Center	250 10th Street	Recreation Leader I, PT	08-MAY-04	YES	Chinese
502234	Lincoln Square Recreation Center	250 10th Street	Recreation Leader II, PT	22-NOV-03	YES	Chinese
502234	Lincoln Square Recreation Center	250 10th Street	Recreation Leader I, PT	22-JUN-02	YES	Mien
502234	Lincoln Square Recreation Center	250 10th Street	Recreation Center Director	01-APR-00	YES	Chinese
502234	Lincoln Square Recreation Center	250 10th Street	Recreation Leader I, PT	03-OCT-99	YES	Vietnamese
502234	Lincoln Square Recreation Center	250 10th Street	Recreation Leader II, PT	18-JUN-94	YES	Chinese
502234	Lincoln Square Recreation Center	250 10th Street	Recreation Specialist II, PPT	08-JUN-91	YES	
502234	Lincoln Square Recreation Center	250 10th Street	Recreation Leader II, PT	22-OCT-88	YES	
502312	Lions Aquatics	3860 Hanly Road	Lifeguard, PT	11-JUN-11	YES	
502312	Lions Aquatics	3860 Hanly Road	Lifeguard, PT	28-MAY-11	YES	
502312	Lions Aquatics	3860 Hanly Road	Lifeguard, PT	13-JUN-09	YES	Chinese
502312	Lions Aquatics	3860 Hanly Road	Lifeguard, PT	13-JUN-09	YES	
502312	Lions Aquatics	3860 Hanly Road	Water Safety Instructor, PT	30-MAY-09	YES	
502312	Lions Aquatics	3860 Hanly Road	Recreation Attendant I, PT	30-MAY-09	YES	
502312	Lions Aquatics	3860 Hanly Road	Lifeguard, PT	07-JUN-08	YES	
502312	Lions Aquatics	3860 Hanly Road	Lifeguard, PT	19-MAY-07	YES	
502312	Lions Aquatics	3860 Hanly Road	Water Safety Instructor, PT	21-MAY-05	YES	Chinese
502312	Lions Aquatics	3860 Hanly Road	Pool Manager, PT	21-MAY-05	YES	
502312	Lions Aquatics	3860 Hanly Road	Water Safety Instructor, PT	10-MAY-03	YES	Chinese
502312	Lions Aquatics	3860 Hanly Road	Lifeguard, PT	24-JUN-00	YES	
504320	Malonga Casquelourd Center	1428 Alice Street	Recreation Attendant I, PT	03-AUG-13	YES	
504320	Malonga Casquelourd Center	1428 Alice Street	Recreation Attendant I, PT	08-JUN-13	YES	
504320	Malonga Casquelourd Center	1428 Alice Street	Recreation Aide, PT	08-JUN-13	YES	
504320	Malonga Casquelourd Center	1428 Alice Street	Recreation Specialist I, PT	08-JUN-13	YES	
504320	Malonga Casquelourd Center	1428 Alice Street	Recreation Attendant I, PT	08-JUN-13	YES	
504320	Malonga Casquelourd Center	1428 Alice Street	Recreation Aide, PT	08-JUN-13	YES	
504320	Malonga Casquelourd Center	1428 Alice Street	Recreation Attendant I, PT	23-JUN-12	YES	
504320	Malonga Casquelourd Center	1428 Alice Street	Recreation Specialist I, PT	09-JUN-12	YES	
504320	Malonga Casquelourd Center	1428 Alice Street	Recreation Leader I, PT	07-MAR-09	YES	
504320	Malonga Casquelourd Center	1428 Alice Street	Recreation Leader I, PT	07-JUL-08	YES	Spanish
504320	Malonga Casquelourd Center	1428 Alice Street	Recreation Leader I, PT	27-MAY-08	YES	
504320	Malonga Casquelourd Center	1428 Alice Street	Recreation Specialist I, PT	27-MAY-08	YES	
504320	Malonga Casquelourd Center	1428 Alice Street	Recreation Leader I, PT	24-MAY-08	YES	
504320	Malonga Casquelourd Center	1428 Alice Street	Recreation Center Director	18-DEC-04	YES	
504320	Malonga Casquelourd Center	1428 Alice Street	Recreation Leader II, PPT	11-SEP-04	YES	
504320	Malonga Casquelourd Center	1428 Alice Street	Recreation Specialist I, PPT	27-DEC-97	YES	
504320	Malonga Casquelourd Center	1428 Alice Street	Stagehand, PT	29-NOV-97	NO	
502340	Manzanita Recreation Center	2701 22nd Ave	Recreation Aide, PT	07-JUL-12	YES	Spanish
503235	Manzanita Recreation Center	2701 22nd Ave	Recreation Leader I, PT	22-JUN-13	YES	
503235	Manzanita Recreation Center	2701 22nd Ave	Recreation Aide, PT	07-JUL-12	YES	

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503235	Manzanita Recreation Center	2701 22nd Ave	Recreation Aide, PT	23-JUN-12	YES	
503235	Manzanita Recreation Center	2701 22nd Ave	Recreation Attendant I, PT	09-JUN-12	YES	
503235	Manzanita Recreation Center	2701 22nd Ave	Recreation Leader II, PPT	28-APR-12	YES	
503235	Manzanita Recreation Center	2701 22nd Ave	Recreation Leader I, PT	11-JUN-11	YES	Spanish
503235	Manzanita Recreation Center	2701 22nd Ave	Recreation Leader I, PT	11-JUN-11	YES	Tagalog
503235	Manzanita Recreation Center	2701 22nd Ave	Recreation Leader I, PT	10-JUL-10	YES	
503235	Manzanita Recreation Center	2701 22nd Ave	Recreation Center Director	03-JUN-95	YES	Spanish
503235	Manzanita Recreation Center	2701 22nd Ave	Recreation Leader I, PT	18-MAR-89	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Leader I, PT	06-JUL-13	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Aide, PT	22-JUN-13	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Aide, PT	22-JUN-13	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Leader I, PT	08-JUN-13	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Leader II, PT	08-JUN-13	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Aide, PT	08-JUN-13	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Aide, PT	15-SEP-12	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Leader I, PT	07-JUL-12	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Aide, PT	07-JUL-12	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Leader II, PT	09-JUN-12	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Leader I, PT	11-JUN-11	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Leader II, PT	16-OCT-10	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Leader I, PT	26-JUN-10	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Leader I, PT	12-JUN-10	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Leader I, PT	12-JUN-10	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Specialist II, PT	13-JUN-09	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Leader I, PT	30-MAY-09	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Leader I, PT	30-MAY-09	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Leader I, PT	30-MAY-09	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Leader I, PT	23-JUN-08	YES	Vietnamese
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Leader I, PT	14-JUN-08	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Leader II, PT	07-JUN-08	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Leader I, PT	06-OCT-07	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Leader I, PT	19-MAY-07	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Leader I, PT	19-MAY-07	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Leader I, PT	05-MAY-07	YES	Spanish
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Leader I, PT	03-JUN-06	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Leader I, PT	03-JUN-06	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Leader II, PT	04-JUN-05	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Specialist III, PT	15-MAR-03	YES	Japanese
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Specialist I, PT	02-SEP-00	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Specialist III, PT	22-NOV-99	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Leader II, PPT	29-JUN-96	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Specialist II, PPT	13-FEB-93	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Specialist I, PT	10-SEP-90	YES	
502235	Montclair Recreation Center	6300 Moraga Ave	Recreation Supervisor	12-SEP-85	YES	
502231	Mosswood Recreation Center	3612 Webster Street	Recreation Aide, PT	20-JUL-13	YES	
502236	Mosswood Recreation Center	3612 Webster Street	Recreation Leader I, PT	14-SEP-13	YES	
502236	Mosswood Recreation Center	3612 Webster Street	Recreation Aide, PT	03-AUG-13	YES	
502236	Mosswood Recreation Center	3612 Webster Street	Recreation Aide, PT	20-JUL-13	YES	
502236	Mosswood Recreation Center	3612 Webster Street	Recreation Aide, PT	06-JUL-13	YES	
502236	Mosswood Recreation Center	3612 Webster Street	Recreation Aide, PT	22-JUN-13	YES	

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502236	Mosswood Recreation Center	3612 Webster Street	Recreation Aide, PT	22-JUN-13	YES	
502236	Mosswood Recreation Center	3612 Webster Street	Recreation Aide, PT	22-JUN-13	YES	Spanish
502236	Mosswood Recreation Center	3612 Webster Street	Recreation Attendant I, PT	08-JUN-13	YES	
502236	Mosswood Recreation Center	3612 Webster Street	Recreation Aide, PT	07-JUL-12	YES	
502236	Mosswood Recreation Center	3612 Webster Street	Recreation Aide, PT	23-JUN-12	YES	
502236	Mosswood Recreation Center	3612 Webster Street	Recreation Leader II, PPT	27-NOV-10	YES	ASL
502236	Mosswood Recreation Center	3612 Webster Street	Recreation Leader I, PT	26-JUN-10	YES	
502236	Mosswood Recreation Center	3612 Webster Street	Recreation Leader I, PT	12-JUN-10	YES	
502236	Mosswood Recreation Center	3612 Webster Street	Recreation Leader I, PT	12-JUN-10	YES	Spanish
502236	Mosswood Recreation Center	3612 Webster Street	Recreation Center Director	28-JUL-07	YES	Spanish
502260	Mosswood Recreation Center	3612 Webster Street	Recreation Leader I, PT	20-JUL-13	YES	
509235	Rainbow Recreation Center	5800 International Blvd	Recreation Attendant I, PT	20-JUL-13	YES	Spanish
509235	Rainbow Recreation Center	5800 International Blvd	Recreation Leader I, PT	03-JUL-04	YES	
509235	Rainbow Recreation Center	5800 International Blvd	Recreation Leader I, PT	07-JUL-01	YES	
509235	Rainbow Recreation Center	5800 International Blvd	Recreation Leader II, PPT	10-JUN-00	YES	
509235	Rainbow Recreation Center	5800 International Blvd	Recreation Leader I, PT	29-JUN-96	YES	
509235	Rainbow Recreation Center	5800 International Blvd	Recreation Center Director	01-JUN-70	YES	
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Aide, PT	08-JUN-13	YES	
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Aide, PT	08-JUN-13	YES	Chinese
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Aide, PT	08-JUN-13	YES	
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Aide, PT	08-JUN-13	YES	
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Aide, PT	23-JUN-12	YES	
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Facility Security Assistant	09-JUL-11	YES	Spanish
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Leader I, PT	26-JUN-10	YES	
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Leader I, PT	12-JUN-10	YES	
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Leader I, PT	12-JUN-10	YES	
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Leader I, PT	12-JUN-10	YES	
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Specialist II, PT	12-JUN-10	YES	
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Leader I, PT	29-MAY-10	YES	
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Leader I, PT	30-MAY-09	YES	
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Leader I, PT	30-MAY-09	YES	
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Specialist II, PT	09-AUG-08	YES	
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Leader I, PT	11-JUN-08	YES	
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Leader I, PT	31-MAY-08	YES	
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Leader I, PT	31-MAY-08	YES	
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Leader I, PT	15-DEC-07	YES	
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Specialist II, PT	30-JUN-07	YES	
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Leader II, PT	16-JUN-07	YES	
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Leader I, PT	02-JUN-07	YES	
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Leader I, PT	19-MAY-07	YES	
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Specialist I, PT	10-FEB-07	YES	
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Leader II, PT	03-JUN-06	YES	
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Leader II, PT	08-MAY-04	YES	
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Specialist III, PT	19-JUL-03	YES	
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Leader II, PT	25-MAY-02	YES	
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Specialist III, PT	09-JUN-01	YES	
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Leader I, PT	07-AUG-99	YES	
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Specialist I, PT	13-JUN-98	YES	
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Specialist III, PT	27-DEC-97	YES	
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Specialist III, PT	27-DEC-97	YES	

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503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Leader II, PPT	27-DEC-97	YES	Spanish
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Center Director	15-JAN-94	YES	
503236	Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Specialist III, PT	02-FEB-91	YES	
502260	Rotary Nature Center	600 Bellevue Ave	Recreation Leader I, PT	20-JUL-13	YES	
502260	Rotary Nature Center	600 Bellevue Ave	Recreation Aide, PT	22-JUN-13	YES	
502260	Rotary Nature Center	600 Bellevue Ave	Recreation Aide, PT	08-JUN-13	YES	
502260	Rotary Nature Center	600 Bellevue Ave	Recreation Aide, PT	08-JUN-13	YES	
502260	Rotary Nature Center	600 Bellevue Ave	Recreation Attendant I, PT	08-JUN-13	YES	
502260	Rotary Nature Center	600 Bellevue Ave	Recreation Leader I, PT	23-JUN-12	YES	Mien
502260	Rotary Nature Center	600 Bellevue Ave	Recreation Aide, PT	23-JUN-12	YES	
502260	Rotary Nature Center	600 Bellevue Ave	Recreation Aide, PT	25-JUN-11	YES	
502260	Rotary Nature Center	600 Bellevue Ave	Recreation Leader I, PT	11-JUN-11	YES	
502260	Rotary Nature Center	600 Bellevue Ave	Recreation Aide, PT	28-MAY-11	YES	
502260	Rotary Nature Center	600 Bellevue Ave	Recreation Aide, PT	12-JUN-10	YES	
502260	Rotary Nature Center	600 Bellevue Ave	Recreation Leader I, PT	13-JUN-09	YES	
502260	Rotary Nature Center	600 Bellevue Ave	Recreation Specialist I, PT	30-MAY-09	YES	
502260	Rotary Nature Center	600 Bellevue Ave	Recreation Leader I, PT	14-JUL-07	YES	
502260	Rotary Nature Center	600 Bellevue Ave	Recreation Leader I, PT	19-MAY-07	YES	
502260	Rotary Nature Center	600 Bellevue Ave	Recreation Leader I, PT	18-JUN-05	YES	Spanish
502260	Rotary Nature Center	600 Bellevue Ave	Temporary Recreation Leader I, PT	18-JUN-05	YES	Chinese
502260	Rotary Nature Center	600 Bellevue Ave	Recreation Leader II, PPT	04-JUN-05	YES	
502260	Rotary Nature Center	600 Bellevue Ave	Recreation Leader I, PT	22-JUN-02	YES	Chinese
502260	Rotary Nature Center	600 Bellevue Ave	Recreation Leader I, PT	08-JUL-00	YES	Mien
502260	Rotary Nature Center	600 Bellevue Ave	Recreation Specialist II, PT	15-APR-00	YES	
502260	Rotary Nature Center	600 Bellevue Ave	Recreation Leader II, PT	29-JUN-96	YES	
502260	Rotary Nature Center	600 Bellevue Ave	Naturalist, Supervising	24-AUG-74	YES	
504330	Rotary Nature Center	600 Bellevue Ave	Recreation Leader I, PT	07-JUN-08	YES	
502330	San Antonio - Girls Sports	1701 East 19th Street	Recreation Specialist II, PT	15-SEP-12	YES	
502331	San Antonio - Girls Sports	1701 East 19th Street	Recreation Aide, PT	22-JUN-13	YES	
502237	San Antonio Recreation Center	1701 East 19th Street	Recreation Aide, PT	22-JUN-13	YES	Chinese
502330	San Antonio Recreation Center	1701 East 19th Street	Recreation Leader I, PT	11-JUN-11	YES	
502330	San Antonio Recreation Center	1701 East 19th Street	Recreation Leader II, PT	28-MAY-11	YES	
502330	San Antonio Recreation Center	1701 East 19th Street	Recreation Leader II, PPT	26-JUN-10	YES	
502331	San Antonio Recreation Center	1701 East 19th Street	Recreation Specialist I, PT	09-JUN-12	YES	Spanish
503238	San Antonio Recreation Center	1701 East 19th Street	Recreation Leader I, PT	11-JUL-09	YES	
503238	San Antonio Recreation Center	1701 East 19th Street	Recreation Leader I, PT	03-DEC-05	YES	Vietnamese
504410	San Antonio Recreation Center	1701 East 19th Street	Recreation Leader I, PT	20-JUL-13	YES	
509237	Sheffield Village Recreation Center	247 Marlow Drive	Recreation Aide, PT	06-JUL-13	YES	
509237	Sheffield Village Recreation Center	247 Marlow Drive	Recreation Aide, PT	06-JUL-13	YES	
509237	Sheffield Village Recreation Center	247 Marlow Drive	Recreation Leader I, PT	22-JUN-13	YES	
509237	Sheffield Village Recreation Center	247 Marlow Drive	Recreation Leader I, PT	22-JUN-13	YES	
509237	Sheffield Village Recreation Center	247 Marlow Drive	Recreation Aide, PT	07-JUL-12	YES	
509237	Sheffield Village Recreation Center	247 Marlow Drive	Recreation Aide, PT	23-JUN-12	YES	
509237	Sheffield Village Recreation Center	247 Marlow Drive	Recreation Leader I, PT	28-MAY-11	YES	
509237	Sheffield Village Recreation Center	247 Marlow Drive	Recreation Leader I, PT	12-JUN-10	YES	
509237	Sheffield Village Recreation Center	247 Marlow Drive	Recreation Leader II, PPT	02-JUL-05	YES	
509237	Sheffield Village Recreation Center	247 Marlow Drive	Recreation Specialist I, PT	07-JUN-03	YES	
502260	Studio One	365 45th Street	Recreation Leader I, PT	23-JUN-12	YES	Mien
504330	Studio One	365 45th Street	Recreation Specialist II, PT	24-MAY-14	YES	Spanish
504330	Studio One	365 45th Street	Recreation Specialist I, PT	14-SEP-13	YES	

OAKLAND PARKS RECREATION DEPARTMENT, FY 2013-2014

ORG	Location	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
504330	Studio One	365 45th Street	Recreation Aide, PT	31-AUG-13	YES	Chinese
504330	Studio One	365 45th Street	Recreation Aide, PT	03-AUG-13	YES	Chinese
504330	Studio One	365 45th Street	Recreation Aide, PT	03-AUG-13	YES	
504330	Studio One	365 45th Street	Recreation Aide, PT	20-JUL-13	YES	
504330	Studio One	365 45th Street	Recreation Aide, PT	20-JUL-13	YES	Chinese
504330	Studio One	365 45th Street	Recreation Aide, PT	20-JUL-13	YES	
504330	Studio One	365 45th Street	Recreation Specialist II, PT	06-JUL-13	YES	
504330	Studio One	365 45th Street	Recreation Aide, PT	06-JUL-13	YES	
504330	Studio One	365 45th Street	Recreation Aide, PT	06-JUL-13	YES	
504330	Studio One	365 45th Street	Recreation Leader I, PT	06-JUL-13	YES	
504330	Studio One	365 45th Street	Recreation Aide, PT	22-JUN-13	YES	
504330	Studio One	365 45th Street	Recreation Aide, PT	22-JUN-13	YES	
504330	Studio One	365 45th Street	Recreation Aide, PT	08-JUN-13	YES	
504330	Studio One	365 45th Street	Recreation Aide, PT	08-JUN-13	YES	
504330	Studio One	365 45th Street	Recreation Leader I, PT	08-JUN-13	YES	
504330	Studio One	365 45th Street	Recreation Specialist I, PT	08-JUN-13	YES	
504330	Studio One	365 45th Street	Recreation Specialist I, PT	08-JUN-13	YES	
504330	Studio One	365 45th Street	Recreation Specialist II, PT	08-JUN-13	YES	
504330	Studio One	365 45th Street	Recreation Specialist II, PT	08-JUN-13	YES	
504330	Studio One	365 45th Street	Recreation Leader I, PT	08-JUN-13	YES	
504330	Studio One	365 45th Street	Recreation Attendant I, PT	08-JUN-13	YES	
504330	Studio One	365 45th Street	Recreation Specialist I, PT	08-JUN-13	YES	Chinese
504330	Studio One	365 45th Street	Recreation Specialist I, PT	08-JUN-13	YES	
504330	Studio One	365 45th Street	Recreation Leader I, PT	08-JUN-13	YES	
504330	Studio One	365 45th Street	Recreation Aide, PT	08-JUN-13	YES	
504330	Studio One	365 45th Street	Recreation Aide, PT	08-JUN-13	YES	
504330	Studio One	365 45th Street	Recreation Specialist II, PT	08-JUN-13	YES	
504330	Studio One	365 45th Street	Recreation Aide, PT	08-JUN-13	YES	
504330	Studio One	365 45th Street	Recreation Specialist II, PT	07-JUL-12	YES	
504330	Studio One	365 45th Street	Recreation Specialist II, PT	07-JUL-12	YES	Chinese
504330	Studio One	365 45th Street	Recreation Leader I, PT	07-JUL-12	YES	Chinese
504330	Studio One	365 45th Street	Recreation Aide, PT	07-JUL-12	YES	
504330	Studio One	365 45th Street	Recreation Aide, PT	07-JUL-12	YES	
504330	Studio One	365 45th Street	Recreation Aide, PT	07-JUL-12	YES	
504330	Studio One	365 45th Street	Recreation Aide, PT	23-JUN-12	YES	
504330	Studio One	365 45th Street	Recreation Aide, PT	23-JUN-12	YES	Spanish
504330	Studio One	365 45th Street	Recreation Aide, PT	23-JUN-12	YES	
504330	Studio One	365 45th Street	Recreation Leader I, PT	23-JUN-12	YES	
504330	Studio One	365 45th Street	Recreation Specialist I, PT	09-JUN-12	YES	Spanish
504330	Studio One	365 45th Street	Recreation Leader I, PT	09-JUN-12	YES	
504330	Studio One	365 45th Street	Recreation Specialist II, PT	25-JUN-11	YES	Farsi,Norwe
504330	Studio One	365 45th Street	Recreation Specialist II, PT	11-JUN-11	YES	Spanish
504330	Studio One	365 45th Street	Recreation Specialist I, PT	11-JUN-11	YES	
504330	Studio One	365 45th Street	Recreation Aide, PT	11-JUN-11	YES	
504330	Studio One	365 45th Street	Recreation Aide, PT	11-JUN-11	YES	
504330	Studio One	365 45th Street	Recreation Aide, PT	11-JUN-11	YES	
504330	Studio One	365 45th Street	Recreation Specialist II, PT	28-MAY-11	YES	
504330	Studio One	365 45th Street	Recreation Specialist II, PT	28-MAY-11	YES	Spanish
504330	Studio One	365 45th Street	Recreation Aide, PT	28-MAY-11	YES	Chinese
504330	Studio One	365 45th Street	Recreation Aide, PT	28-MAY-11	YES	

OAKLAND PARKS RECREATION DEPARTMENT, FY 2013-2014

ORG	Location	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
504330	Studio One	365 45th Street	Recreation Aide, PT	28-MAY-11	YES	
504330	Studio One	365 45th Street	Recreation Specialist II, PT	14-MAY-11	YES	
504330	Studio One	365 45th Street	Recreation Leader I, PT	14-MAY-11	YES	
504330	Studio One	365 45th Street	Recreation Specialist I, PT	14-AUG-10	YES	Spanish
504330	Studio One	365 45th Street	Recreation Leader I, PT	28-JUL-10	YES	
504330	Studio One	365 45th Street	Recreation Specialist I, PT	26-JUN-10	YES	
504330	Studio One	365 45th Street	Recreation Specialist II, PT	26-JUN-10	YES	Spanish
504330	Studio One	365 45th Street	Recreation Aide, PT	12-JUN-10	YES	
504330	Studio One	365 45th Street	Recreation Leader I, PT	12-JUN-10	YES	
504330	Studio One	365 45th Street	Recreation Leader I, PT	28-NOV-09	YES	Cambodian
504330	Studio One	365 45th Street	Recreation Specialist I, PT	13-JUN-09	YES	
504330	Studio One	365 45th Street	Recreation Leader II, PT	13-JUN-09	YES	
504330	Studio One	365 45th Street	Recreation Specialist I, PT	12-JUL-08	YES	
504330	Studio One	365 45th Street	Recreation Leader I, PT	07-JUL-08	YES	
504330	Studio One	365 45th Street	Recreation Specialist I, PT	01-JUL-08	YES	
504330	Studio One	365 45th Street	Recreation Specialist I, PT	01-JUL-08	YES	
504330	Studio One	365 45th Street	Recreation Specialist I, PT	30-JUN-08	YES	
504330	Studio One	365 45th Street	Recreation Leader I, PT	23-JUN-08	YES	
504330	Studio One	365 45th Street	Recreation Leader I, PT	07-JUN-08	YES	
504330	Studio One	365 45th Street	Recreation Leader II, PT	03-MAY-08	YES	Spanish
504330	Studio One	365 45th Street	Recreation Specialist I, PT	02-JUN-07	YES	
504330	Studio One	365 45th Street	Recreation Leader I, PT	07-APR-07	YES	
504330	Studio One	365 45th Street	Recreation Leader II, PPT	07-JUN-03	YES	Spanish
504330	Studio One	365 45th Street	Recreation Specialist I, PT	08-JAN-00	YES	
504330	Studio One	365 45th Street	Recreation Specialist I, PT	21-MAR-98	YES	
504330	Studio One	365 45th Street	Recreation Leader II, PT	31-DEC-94	YES	Chinese
504330	Studio One	365 45th Street	Recreation Specialist II, PT	17-MAY-86	YES	
504330	Studio One	365 45th Street	Recreation Specialist I, PT	11-JUN-85	YES	
504330	Studio One	365 45th Street	Recreation Specialist I, PT	16-JUN-84	YES	
504410	Studio One	365 45th Street	Recreation Leader I, PT	22-JAN-11	YES	German
504410	Studio One	365 45th Street	Recreation Specialist III, PT	29-MAY-10	YES	
504410	Studio One	365 45th Street	Recreation Specialist III, PT	01-MAY-10	YES	Spanish
504410	Studio One	365 45th Street	Recreation Specialist II, PT	13-JUN-09	YES	
504410	Studio One	365 45th Street	Recreation Specialist II, PT	30-MAY-09	YES	
504410	Studio One	365 45th Street	Recreation Leader I, PT	08-MAR-08	YES	
504410	Studio One	365 45th Street	Recreation Leader I, PT	28-JUL-07	YES	
504410	Studio One	365 45th Street	Recreation Specialist III, PT	13-AUG-05	YES	
504410	Studio One	365 45th Street	Recreation Supervisor	08-MAY-04	YES	
504410	Studio One	365 45th Street	Recreation Specialist III, PT	22-JUN-02	YES	Spanish
504410	Studio One	365 45th Street	Recreation Specialist I, PT	20-SEP-97	YES	
504410	Studio One	365 45th Street	Recreation Specialist II, PT	29-JUL-64	YES	
502331	Tassafaranga Recreation Center	975 85th Ave	Recreation Leader II, PT	10-MAR-08	YES	
509236	Tassafaranga Recreation Center	975 85th Ave	Recreation Aide, PT	07-JUL-12	YES	Spanish
509236	Tassafaranga Recreation Center	975 85th Ave	Recreation Leader I, PT	07-JUL-12	YES	
509236	Tassafaranga Recreation Center	975 85th Ave	Recreation Leader I, PT	30-MAY-09	YES	
509236	Tassafaranga Recreation Center	975 85th Ave	Recreation Leader II, PPT	13-JAN-07	YES	
509236	Tassafaranga Recreation Center	975 85th Ave	Recreation Center Director	29-APR-00	YES	
502310	Temescal Aquatics	371 45th Street	Recreation Specialist II, PPT	31-MAY-97	YES	
502314	Temescal Aquatics	371 45th Street	Lifeguard, PT	17-AUG-13	YES	
502314	Temescal Aquatics	371 45th Street	Lifeguard, PT	11-JUN-11	YES	

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ORG	Location	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
502314	Temescal Aquatics	371 45th Street	Lifeguard, PT	11-JUN-11	YES	
502314	Temescal Aquatics	371 45th Street	Lifeguard, PT	12-JUN-10	YES	
502314	Temescal Aquatics	371 45th Street	Lifeguard, PT	29-MAY-10	YES	
502314	Temescal Aquatics	371 45th Street	Lifeguard, PT	30-MAY-09	YES	Spanish
502314	Temescal Aquatics	371 45th Street	Lifeguard, PT	30-MAY-09	YES	
502314	Temescal Aquatics	371 45th Street	Lifeguard, PT	07-JUN-08	YES	
502314	Temescal Aquatics	371 45th Street	Pool Manager, PT	19-MAY-07	YES	Spanish
502314	Temescal Aquatics	371 45th Street	Pool Manager, PT	21-MAY-06	YES	Chinese/Spa
502314	Temescal Aquatics	371 45th Street	Pool Manager, PT	21-MAY-05	YES	
502314	Temescal Aquatics	371 45th Street	Water Safety Instructor, PT	24-MAY-03	YES	Chinese
502314	Temescal Aquatics	371 45th Street	Pool Manager, PT	25-MAY-02	YES	
502314	Temescal Aquatics	371 45th Street	Pool Manager, PT	30-MAR-02	YES	
502314	Temescal Aquatics	371 45th Street	Lifeguard, PT	16-DEC-89	YES	
502237	Willie Keyes Recreation Center	3131 Union Street	Recreation Aide, PT	22-JUN-13	YES	
502237	Willie Keyes Recreation Center	3131 Union Street	Recreation Aide, PT	22-JUN-13	YES	
502237	Willie Keyes Recreation Center	3131 Union Street	Recreation Aide, PT	22-JUN-13	YES	Spanish
502237	Willie Keyes Recreation Center	3131 Union Street	Recreation Leader II, PT	23-JUN-12	YES	
502330	Willie Keyes Recreation Center	3131 Union Street	Sports Official, PT	17-DEC-94	YES	
502340	Willie Keyes Recreation Center	3131 Union Street	Recreation Attendant I, PT	11-JUN-11	YES	
502237	Willie Keys Recreation Center	3131 Union Street	Recreation Leader I, PT	06-JUL-13	YES	Spanish
502237	Willie Keys Recreation Center	3131 Union Street	Recreation Leader I, PT	22-JUN-13	YES	
502237	Willie Keys Recreation Center	3131 Union Street	Recreation Leader I, PT	11-JUL-09	YES	
502237	Willie Keys Recreation Center	3131 Union Street	Recreation Center Director	28-JAN-06	YES	
502237	Willie Keys Recreation Center	3131 Union Street	Recreation Leader I, PT	06-NOV-04	YES	
504410	Willie Keys Recreation Center	3131 Union Street	Recreation Specialist I, PT	26-MAY-12	YES	
*New hires highlighted in grey						

OAKLAND PARKS & RECREATION, FY 2013-2014							
Row Labels	Count of JOB_CLASS	Count of New Hire	Count of PCP	Count of Spanish	Count of chinese	% SP	% CH
<b>Administration 250 Frank H. Ogawa</b>	<b>14</b>		<b>6</b>	<b>2</b>	<b>1</b>	33%	17%
Account Clerk II	1						
Account Clerk III	1						
Accountant III	1						
Administrative Assistant I	1		1				
Administrative Services Manager II	1		1	1			
Assistant to the Director	1						
Director of Parks & Recreation	1						
Executive Assistant	1						
Management Intern	1						
Payroll Personnel Clerk II	1						
Payroll Personnel Clerk III	1		1		1		
Recreation Leader I, PT	1		1	1			
Recreation Leader II, PT	1		1				
Recreation Specialist I, PT	1		1				
<b>Allendale Recreation Center</b>	<b>17</b>	<b>1</b>	<b>17</b>	<b>1</b>	<b>1</b>	6%	6%
Recreation Aide, PT	10	1	10		1		
Recreation Leader I, PT	5		5	1			
Recreation Leader II, PT	1		1				
Recreation Program Director	1		1				
<b>Arroyo Viejo Recreation Center</b>	<b>10</b>		<b>10</b>	<b>3</b>		30%	0%
Recreation Aide, PT	3		3	1			
Recreation Leader I, PT	5		5	1			
Recreation Leader II, PPT	1		1				
Recreation Supervisor	1		1	1			
<b>Arroyo Viejo Recreation Center - Inclusion</b>	<b>6</b>		<b>6</b>	<b>1</b>		17%	0%
Recreation Aide, PT	1		1				
Recreation Center Director	1		1				
Recreation Leader I, PT	2		2				
Recreation Leader II, PPT	1		1				
Recreation Specialist I, PT	1		1	1			
<b>Boating</b>	<b>46</b>	<b>4</b>	<b>46</b>	<b>2</b>	<b>2</b>	4%	4%
Recreation Aide, PT	11		11		1		
Recreation Attendant I, PT	13		13		1		
Recreation Attendant II, PT	3		3				
Recreation Leader I, PT	6		6				
Recreation Leader II, PPT	2		2				
Recreation Specialist I, PT	10	4	10	1			
Recreation Supervisor	1		1	1			
<b>Bushrod Recreation Center</b>	<b>12</b>		<b>12</b>	<b>1</b>		8%	0%
Recreation Aide, PT	3		3				
Recreation Center Director	1		1				
Recreation Leader I, PT	7		7	1			
Recreation Leader II, PPT	1		1				
<b>Carmen Flores Recreation Center</b>	<b>17</b>	<b>1</b>	<b>17</b>	<b>8</b>		47%	0%
Recreation Aide, PT	6	1	6				
Recreation Leader I, PT	6		6	4			
Recreation Leader II, PT	2		2	1			
Recreation Program Director	1		1	1			
Recreation Specialist I, PT	1		1	1			

OAKLAND PARKS & RECREATION, FY 2013-2014							
Row Labels	Count of JOB_CLASS	Count of New Hire	Count of PCP	Count of Spanish	Count of chinese	% SP	% CH
Recreation Specialist II, PT	1		1	1			
<b>Central Reservations</b>	<b>33</b>	<b>4</b>	<b>32</b>	<b>2</b>		6%	0%
Facility Security Assistant, PT	1						
Office Manager	1		1				
Public Service Rep, PPT	1		1				
Public Service Representative	3		3	1			
Recreation Attendant I, PT	22	4	22	1			
Recreation Attendant II, PT	3		3				
Recreation Leader I, PT	2		2				
<b>City Wide - Driver</b>	<b>9</b>	<b>1</b>	<b>1</b>			0%	0%
Recreation Leader I, PT	1		1				
Van Driver, PT	8	1					
<b>City Wide Sports</b>	<b>109</b>	<b>8</b>	<b>108</b>	<b>5</b>	<b>1</b>	5%	1%
Recreation Aide, PT	15		15		1		
Recreation Attendant I, PT	1		1				
Recreation Leader I, PT	37	2	37	1			
Recreation Leader II, PPT	1		1				
Recreation Leader II, PT	15		15				
Recreation Specialist I, PT	1		1				
Recreation Specialist II, PT	2		2				
Sports Official, PT	33	6	32	4			
Sports Program Coordinator	2		2				
Temp Rec Aide, PT	1		1				
Van Driver, PT	1		1				
<b>City Wide Sports - Ball Fields Maintenance</b>	<b>17</b>	<b>6</b>					
Gardener Crew Leader	1	1					
Park Attendant, PPT	3						
Park Attendant, PT	13	5					
<b>Community Gardens</b>	<b>2</b>		<b>2</b>			0%	0%
Recreation Aide, PT	1		1				
Recreation Leader I, PT	1		1				
<b>Davie Tennis Stadium</b>	<b>11</b>	<b>1</b>	<b>9</b>		<b>2</b>	0%	22%
Recreation Aide, PT	3	1	2				
Recreation Leader I, PT	4		3		2		
Recreation Leader II, PT	1		1				
Recreation Program Director	1		1				
Recreation Specialist II, PT	1		1				
Recreation Specialist III, PT	1		1				
<b>Defremery Aquatics</b>	<b>16</b>		<b>16</b>		<b>1</b>	0%	6%
Lifeguard, PT	5		5				
Pool Manager, PT	4		4				
Water Safety Instructor, PT	7		7		1		
<b>Defremery Recreation Center</b>	<b>9</b>	<b>2</b>	<b>9</b>	<b>2</b>		22%	0%
Recreation Aide, PT	1	1	1				
Recreation Attendant I, PT	2	1	2	2			
Recreation Center Director	1		1				
Recreation Leader I, PT	4		4				
Recreation Leader II, PT	1		1				
<b>Digital Arts and Culinary Academy</b>	<b>8</b>	<b>1</b>	<b>8</b>			0%	0%
Recreation Leader II, PT	1		1				

OAKLAND PARKS & RECREATION, FY 2013-2014							
Row Labels	Count of JOB_CLASS	Count of New Hire	Count of PCP	Count of Spanish	Count of chinese	% SP	% CH
Recreation Specialist I, PT	2		2				
Recreation Specialist II, PT	5	1	5				
<b>Dimond Recreation Center</b>	<b>34</b>	<b>3</b>	<b>34</b>	<b>4</b>	<b>1</b>	12%	3%
Recreation Aide, PT	11		11	1			
Recreation Leader I, PT	17	2	17	3	1		
Recreation Leader II, PPT	1		1				
Recreation Leader II, PT	1		1				
Recreation Specialist I, PT	3	1	3				
Recreation Supervisor	1		1				
<b>Discovery - Brookdale Recreation Center</b>	<b>1</b>		<b>1</b>			0%	0%
Recreation Leader I, PT	1		1				
<b>Discovery Center</b>	<b>7</b>	<b>2</b>	<b>7</b>	<b>1</b>	<b>1</b>	14%	14%
Program Analyst II	1		1	1			
Recreation Aide, PT	2	1	2		1		
Recreation Leader I, PT	1		1				
Recreation Leader II, PPT	1		1				
Recreation Specialist I, PT	1	1	1				
Recreation Specialist II, PPT	1		1				
<b>Dunsmuir Hellman Estate</b>	<b>8</b>		<b>6</b>		<b>1</b>	0%	17%
Park Attendant, PT	2						
Recreation Attendant I, PT	1		1				
Recreation Center Director	1		1				
Recreation Leader I, PT	2		2		1		
Recreation Specialist II, PPT	1		1				
Recreation Supervisor	1		1				
<b>East Oakland Sports Center</b>	<b>83</b>	<b>17</b>	<b>82</b>	<b>13</b>	<b>7</b>	16%	9%
Lifeguard, PT	38	13	38	2	4		
Pool Manager, PT	2		2	1			
Recreation Aide, PT	2		2	1			
Recreation Attendant I, PT	23	1	22	4	2		
Recreation General Supervisor	1		1				
Recreation Leader I, PT	4		4				
Recreation Leader II, PT	2	1	2	2			
Recreation Program Director	3		3	2			
Recreation Specialist I, PT	2		2	1			
Recreation Specialist II, PT	4	2	4				
Water Safety Instructor, PT	2		2		1		
<b>FM Smith Recreation Center</b>	<b>12</b>		<b>12</b>	<b>2</b>	<b>2</b>	17%	17%
Recreation Aide, PT	5		5		1		
Recreation Center Director	1		1				
Recreation Leader I, PT	4		4	1	1		
Recreation Leader II, PPT	1		1	1			
Recreation Specialist II, PT	1		1				
<b>Franklin Recreation Center</b>	<b>13</b>	<b>1</b>	<b>13</b>	<b>1</b>	<b>3</b>	8%	300%
Recreation Aide, PT	5	1	5		1		
Recreation Leader I, PT	7		7	1	2		
Recreation Program Director	1		1				
<b>Fremont Aquatics</b>	<b>17</b>		<b>17</b>	<b>6</b>	<b>2</b>	35%	12%
Lifeguard, PT	14		14	4	2		
Pool Manager, PT	2		2	1			

OAKLAND PARKS & RECREATION, FY 2013-2014							
Row Labels	Count of JOB_CLASS	Count of New Hire	Count of PCP	Count of Spanish	Count of chinese	% SP	% CH
Water Safety Instructor, PT	1		1	1			
<b>Golden Gate Recreation Center</b>	<b>17</b>	<b>2</b>	<b>17</b>	<b>1</b>	<b>2</b>	6%	12%
Recreation Aide, PT	6	1	6		2		
Recreation Leader I, PT	9	1	9	1			
Recreation Program Director	1		1				
Recreation Specialist I, PT	1		1				
<b>Golf - City Wide</b>	<b>1</b>		<b>1</b>			0%	0%
Recreation Specialist II, PPT	1		1				
<b>Ira Jinkins Recreation Center</b>	<b>19</b>	<b>1</b>	<b>19</b>	<b>4</b>		21%	0%
Recreation Aide, PT	7	1	7	1			
Recreation Attendant I, PT	2		2	1			
Recreation Center Director	1		1	1			
Recreation Leader I, PT	7		7	1			
Recreation Leader II, PPT	2		2				
<b>Lincoln Square Recreation Center</b>	<b>20</b>		<b>20</b>		<b>10</b>	0%	50%
Recreation Aide, PT	7		7		3		
Recreation Center Director	1		1		1		
Recreation Leader I, PT	7		7		3		
Recreation Leader II, PT	4		4		3		
Recreation Specialist II, PPT	1		1				
<b>Lions Aquatics</b>	<b>12</b>		<b>12</b>		<b>3</b>	0%	25%
Lifeguard, PT	7		7		1		
Pool Manager, PT	1		1				
Recreation Attendant I, PT	1		1				
Water Safety Instructor, PT	3		3		2		
<b>Malonga Casquelourd Center</b>	<b>17</b>	<b>1</b>	<b>16</b>	<b>1</b>		6%	0%
Recreation Aide, PT	2		2				
Recreation Attendant I, PT	4	1	4				
Recreation Center Director	1		1				
Recreation Leader I, PT	4		4	1			
Recreation Leader II, PPT	1		1				
Recreation Specialist I, PPT	1		1				
Recreation Specialist I, PT	3		3				
Stagehand, PT	1						
<b>Manzanita Recreation Center</b>	<b>11</b>		<b>11</b>	<b>3</b>		27%	0%
Recreation Aide, PT	3		3	1			
Recreation Attendant I, PT	1		1				
Recreation Center Director	1		1	1			
Recreation Leader I, PT	5		5	1			
Recreation Leader II, PPT	1		1				
<b>Montclair Recreation Center</b>	<b>36</b>	<b>1</b>	<b>36</b>	<b>1</b>		3%	0%
Recreation Aide, PT	5		5				
Recreation Leader I, PT	18	1	18	1			
Recreation Leader II, PPT	1		1				
Recreation Leader II, PT	5		5				
Recreation Specialist I, PT	2		2				
Recreation Specialist II, PPT	1		1				
Recreation Specialist II, PT	1		1				
Recreation Specialist III, PT	2		2				
Recreation Supervisor	1		1				

OAKLAND PARKS & RECREATION, FY 2013-2014							
Row Labels	Count of JOB_CLASS	Count of New Hire	Count of PCP	Count of Spanish	Count of chinese	% SP	% CH
<b>Mosswood Recreation Center</b>	<b>17</b>	<b>6</b>	<b>17</b>	<b>3</b>		18%	0%
Recreation Aide, PT	9	4	9	1			
Recreation Attendant I, PT	1		1				
Recreation Center Director	1		1	1			
Recreation Leader I, PT	5	2	5	1			
Recreation Leader II, PPT	1		1				
<b>Rainbow Recreation Center</b>	<b>6</b>	<b>1</b>	<b>6</b>	<b>1</b>		17%	0%
Recreation Attendant I, PT	1	1	1	1			
Recreation Center Director	1		1				
Recreation Leader I, PT	3		3				
Recreation Leader II, PPT	1		1				
<b>Redwood Heights Recreation Center</b>	<b>36</b>		<b>36</b>	<b>2</b>	<b>1</b>	6%	3%
Facility Security Assistant	1		1	1			
Recreation Aide, PT	5		5		1		
Recreation Center Director	1		1				
Recreation Leader I, PT	14		14				
Recreation Leader II, PPT	1		1	1			
Recreation Leader II, PT	4		4				
Recreation Specialist I, PT	2		2				
Recreation Specialist II, PT	3		3				
Recreation Specialist III, PT	5		5				
<b>Rotary Nature Center</b>	<b>24</b>	<b>1</b>	<b>24</b>	<b>1</b>	<b>2</b>	4%	8%
Naturalist, Supervising	1		1				
Recreation Aide, PT	7		7				
Recreation Attendant I, PT	1		1				
Recreation Leader I, PT	10	1	10	1	1		
Recreation Leader II, PPT	1		1				
Recreation Leader II, PT	1		1				
Recreation Specialist I, PT	1		1				
Recreation Specialist II, PT	1		1				
Temporary Recreation Leader I, PT	1		1		1		
<b>San Antonio - Girls Sports</b>	<b>2</b>		<b>2</b>			0%	0%
Recreation Aide, PT	1		1				
Recreation Specialist II, PT	1		1				
<b>San Antonio Recreation Center</b>	<b>8</b>	<b>1</b>	<b>8</b>	<b>1</b>	<b>1</b>	13%	13%
Recreation Aide, PT	1		1		1		
Recreation Leader I, PT	4	1	4				
Recreation Leader II, PPT	1		1				
Recreation Leader II, PT	1		1				
Recreation Specialist I, PT	1		1	1			
<b>Sheffield Village Recreation Center</b>	<b>10</b>	<b>2</b>	<b>10</b>			0%	0%
Recreation Aide, PT	4	2	4				
Recreation Leader I, PT	4		4				
Recreation Leader II, PPT	1		1				
Recreation Specialist I, PT	1		1				
<b>Studio One</b>	<b>94</b>	<b>12</b>	<b>94</b>	<b>11</b>	<b>8</b>	12%	9%
Recreation Aide, PT	28	8	28	1	4		
Recreation Attendant I, PT	1		1				
Recreation Leader I, PT	19	1	19		1		
Recreation Leader II, PPT	1		1	1			

OAKLAND PARKS & RECREATION, FY 2013-2014							
Row Labels	Count of JOB_CLASS	Count of New Hire	Count of PCP	Count of Spanish	Count of chinese	% SP	% CH
Recreation Leader II, PT	3		3	1	1		
Recreation Specialist I, PT	20	1	20	2	1		
Recreation Specialist II, PT	17	2	17	4	1		
Recreation Specialist III, PT	4		4	2			
Recreation Supervisor	1		1				
<b>Tassafaranga Recreation Center</b>	<b>6</b>		<b>6</b>	<b>1</b>		17%	0%
Recreation Aide, PT	1		1	1			
Recreation Center Director	1		1				
Recreation Leader I, PT	2		2				
Recreation Leader II, PPT	1		1				
Recreation Leader II, PT	1		1				
<b>Temescal Aquatics</b>	<b>16</b>	<b>1</b>	<b>16</b>	<b>3</b>	<b>2</b>	19%	13%
Lifeguard, PT	9	1	9	1			
Pool Manager, PT	5		5	2	1		
Recreation Specialist II, PPT	1		1				
Water Safety Instructor, PT	1		1		1		
<b>Willie Keyes Recreation Center</b>	<b>6</b>		<b>6</b>	<b>1</b>		17%	0%
Recreation Aide, PT	3		3	1			
Recreation Attendant I, PT	1		1				
Recreation Leader II, PT	1		1				
Sports Official, PT	1		1				
<b>Willie Keys Recreation Center</b>	<b>6</b>	<b>1</b>	<b>6</b>	<b>1</b>		17%	0%
Recreation Center Director	1		1				
Recreation Leader I, PT	4	1	4	1			
Recreation Specialist I, PT	1		1				
<b>Grand Total</b>	<b>875</b>	<b>82</b>	<b>834</b>	<b>89</b>	<b>54</b>	<b>11%</b>	<b>6%</b>



**EQUAL ACCESS ORDINANCE  
ANNUAL COMPLIANCE PLAN**

**PART I: DEPARTMENT HEAD CERTIFICATION**

**DEPARTMENT NAME: OAKLAND PUBLIC WORKS  
FISCAL YEAR: 2013-2014**

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

**I, BROOKE A. LEVIN, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for OAKLAND PUBLIC WORKS was submitted on JUNE 30, 2014.**

 6/27/14  
for Brooke A. Levin Signature & Date

**Brooke A. Levin, Director of Public Works  
Print Name & Title**

**OAKLAND PUBLIC WORKS (OPW)**

**PART II Quantitative Assessment**

<b>TABLE 1: DEPARTMENT CONTACT</b>		
<i>Department Head</i>	<i>Language Access Coordinator</i>	<i>SPOC</i>
Brooke A. Levin Director, Public Works 250 Frank H. Ogawa Plaza, 4314, Oakland, CA 94612 phone: (510) 238-4470 fax: (510) 238-6428 email: <a href="mailto:blevin@oaklandnet.com">blevin@oaklandnet.com</a>	Yolanda Lopez Administrative Services Manager II 250 Frank H. Ogawa Plaza, 4314, Oakland, CA 94612 phone: (510) 238-2098 fax: (510) 238-2294 email: <a href="mailto:ylopez@oaklandnet.com">ylopez@oaklandnet.com</a>	Yolanda Lopez Administrative Services Manager II 250 Frank H. Ogawa Plaza, 4314, Oakland, CA 94612 phone: (510) 238-2098 fax: (510) 238-2294 email: <a href="mailto:ylopez@oaklandnet.com">ylopez@oaklandnet.com</a>

<b>TABLE 2: SUPER PCP UNIT</b>	<b>GOAL Bilingual Staff</b>		<b>ACTUAL Bilingual Staff</b>		<b>SP BPCP Goals Met?</b>	<b>CH BPCP Goals Met?</b>
Oakland Public Works Call Center (30131)	1 SP	1 CH	1 SP	2 CH	YES	YES

*SP = Spanish, CH = Chinese*

<b>TABLE 3: DEPARTMENT ORGANIZATION STRUCTURE</b>
<b>DIRECTOR OF PUBLIC WORKS &amp; ADMINISTRATION</b>
30111-Director and Human Resources
30112-Human Resources
30121-OPW Fiscal Services
30131-OPW Call Center
30181-Management Information Systems
<b>BUREAU OF ENGINEERING &amp; CONSTRUCTION</b>
30211-Engineering & Construction Asst. Director's Office
30214-ADA Programs
30231-Project Delivery Administration
30232-Construction Management & Materials Testing
30233- CIP Project Management
30234-Facilities Planning
30235-Survey
30241-Engineering Design and ROW - Administration
30242-Streets and Structures
30243-Right of Way Management
30244 -Sanitary Sewer Design
30245-Watershed and Stormwater Program
30261-Transportation Services - Administration
30264-Traffic Capital Projects
30265-Traffic Safety Program
30275-IPPD Plans and Programming
<b>BUREAU OF INFRASTRUCTURE MAINTENANCE &amp; OPERATIONS</b>
30511-Infrastructure & Ops Asst Director's Office

30522-Electrical Maintenance
30523-Electrical Traffic Maintenance
30531-Infrastructure Maintenance Admin
30532-Storm Drain Maintenance
30533-Sewer System Maintenance
30534-Street & Sidewalk Maintenance
30541-Equipment Services Administration
BUREAU OF FACILITIES AND ENVIRONMENT
30611-Facilities & Environ Asst. Director's Office
30631-Facilities Services Administration
30632-Civic Center Complex
30633-Hall of Justice Complex
30634-Plant Operations
30635-Roving Custodial
30651-Parks/Bldg Maintenance Administration
30652-Landscape Maintenance
30654-Tree Services
30655 -Bldgs :Electrical & Painting
30658-Bldgs :Structural
30671-SCGA Administration
30672-Street Cleaning
30673-Graffiti Abatement & Rapid Response
30674-Illegal Dumping
30681-Environmental Services Admin
30682 -Recycling and Solid Waste
30683-Environmental Remediation
30684-Environmental Sustainability
30685-Environmental Watershed
30689-Environmental Energy

<b>TABLE 4: VITAL DOCUMENTS</b>	<b>Spanish</b>	<b>Chinese</b>	<b>Other Language(s)</b>
ADA Program Brochure	YES	YES	
Battery Recycling: Safe and Legal in Oakland	YES	YES	Vietnamese
Environmentally Sensitive Vegetation Management	YES	YES	Vietnamese
Greenware Ordinance	YES	YES	Vietnamese
Guide for Oakland Food Vendors	YES	YES	Vietnamese
Public Works Brochure/Services/Organizational Chart/Useful Telephone Number	YES	YES	Vietnamese
Recycling Guide	YES	YES	Vietnamese
Volunteer Safety Sheet	YES	YES	Vietnamese
Smart Parking Meter Public Outreach	YES	YES	

**Percentage of vital documents translated into threshold language(s) = 100%**

<b>TABLE 5: RECORDED TELEPHONIC MESSAGES</b>	<b>Multilingual Lines</b>	<b>Status</b>
OPW Front Desk	238-3961	Completed
Recycling Hotline	238-7283	Completed
Volunteer Opportunities	238-7630	Completed
OPW Call Center	615-5566	Completed

**Percentage of public phone number s with translated voice recording = 100%**

**PART III – QUALITATIVE ASSESSMENT**

**OAKLAND PUBLIC WORKS DEPARTMENT (OPW)  
 FISCAL YEAR 2013-2014**

**A. BILINGUAL PUBLIC CONTACT POSITIONS ASSESSMENT**

Please provide, in the table below, a summary assessment of public contact positions and the number of bilingual public contact position employees. In addition, department shall refer to Department staffing chart for comprehensive analysis.

ASSESSMENT	SPANISH PCP			CHINESE PCP		
	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
12	1.0	1.0	YES	1.0	2.0	YES

Note: In addition to meeting the PCP bilingual goal, it should be noted that the Department has 23 non-PCP, professional and technical engineering staff (13 bilingual in Cantonese/ Mandarin and 10 bilingual in Spanish, 1 in Vietnamese) that are available for in-person translation at the OPW Administration and Engineering and Construction counters.

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

Oakland Public Works (OPW) has successfully complied with the EAO over the past year increasing the staffing of the Oakland Public Works (OPW) Call Center program by 2.0 Full Time Equivalent (FTE) PCP while maintaining the same level of bilingual service for both Chinese and Spanish speaking clients. Additionally, the Call Center Manager was designated as a PCP thereby increasing the net number of FTE's in the Call Center to 7.0 FTE. As the first point of contact, the OPW Call Center is responsible for all the intake, dispatch, tracking and follow up of all service requests related to the City's infrastructure maintenance, engineering, construction, public works activities/complaints, including those of the Department's many internal/external partners (e.g.: Code Enforcement, Animal Control, Abandoned Auto, Homeless Encampments, PG&E, EBMUD, Port, Cal Trans, BART).

The Call Center's bilingual staff attended City sponsored community and Mayoral town hall meetings and distributed translated OPW materials in Spanish and Chinese to attendees. The Mayoral meetings occurred in April, May and June, including one in Spanish. Council member Brooks (District VI) has monthly empowerment meetings that were also attended by staff. Bilingual staff also covers City sponsored events such as Art & Soul, National Night Out, Bike to Work Day, and Earth/EXPO.

In August, 2013 the Call Center began tracking calls by language type. In the ten month period of 2013-14, 274 bilingual requests were processed. However, while opportunities for additional bilingual service requests exist, some challenges still remain:

- *Citizens fail to leave their contact information to return follow up calls, or they often do not have an established voicemail or message set up to make communication possible*
- *Citizens often leave messages that are invalid to process (e.g. pick up the trash in the street" with no location specified)*
- *Some citizens who might benefit from these bilingual services may still be unaware of, or unwilling to call the Call Center which leads to a need for more community outreach*

Upon the retirement of the Clean City Specialist, a designated PCP involved with Keep Oakland Clean Program, the vacant position was moved to Environmental Services within the Bureau of Facilities and Environment and converted it to a Program Analyst I position, which is currently vacant. This position will continue to work on public outreach and education efforts regarding the community and stewardship opportunities and will be recruited for under selective certification. This unit in Environmental Services has recorded outgoing messages on the Volunteer Opportunities Information line (238-7630) in English, Chinese and Spanish. Two of the Stewardship staff are native Spanish speakers but are not designated as PCP's.

Public Works Administration, outside of the OPW Call Center, has 1.0 FTE at the Main Information Counter. There are also 3.0 FTE in the Bureau of Engineering & Construction designated as PCP's. All the positions continue to be filled and serve the public information needs for Right-of-Way construction, traffic planning and ADA compliance as well as the central point of contact for the Main Information Counter of Oakland Public Works, 250 Frank Ogawa Plaza, Suite 4314. There are 11 filled PCP positions and 1 vacant PCP for a total of 12 FTE designated as PCP.

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.

Oakland Public Works depends on the knowledge and expertise of the Department of Human Resources to recruit the most highly qualified bilingual candidates for all the PCP and non PCP positions in the Department. OPW works closely with Equal Access staff to ensure the PCP positions meet the needs of the public. All recruitment requests submitted by OPW are sent to Equal Access for review to determine if it is, or should be considered a PCP position.

When Spanish or Chinese speaking positions are needed in the OPW Call Center, selective language recruitments are conducted and selectively certified lists are created. One such successful recruitment and selection for a vacant Public Service representative in the OPW Call center in Mandarin/Cantonese was conducted and recently filled.

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

#### OPW Call Center:

In August of 2013, the Call Center began tracking calls by language. This was achieved by creating a tab in the Cityworks Server for "Language/Other info" which could be completed by any of the PCP's receiving the call. While this tab was not used in every request that came through Cityworks, the tab was used on 41,554 service requests tracked since August 13, 2013. Of these, 170 were in Spanish, 83 in Cantonese, 21 in Mandarin and the rest in English. While these initial numbers seem to be low for the first year, it indicates that there is value in knowing the diversity of the community utilizing the Call Center and continued outreach to the Spanish and Chinese speaking communities.

To better serve the community and OPW's internal and external partners, the Call Center developed and produced, with assistance from KTOP, a 2.40 minute video for citizens on how to report infrastructure maintenance, engineering or construction service issues during normal and after normal business hours using the OPW Call Center by telephone 615-5566, through email [pwacallcenter@oaklandnet.com](mailto:pwacallcenter@oaklandnet.com), the OPW website [www.oaklandpw.com](http://www.oaklandpw.com) and a mobile application called SeeClickFix. In 2014-15, the video will be translated into Chinese and Spanish. The Department is considering options for having the translated videos broadcast in other cable access markets directed to Spanish, Cantonese, and Mandarin speaking audiences. This may help to better inform the LES community of OPW's services, particularly in addressing after hour emergencies. Another 6.10 minute video with additional information for OPW's internal partners in other City departments was also developed and produced and shared with those departments in May, 2014.

#### Environmental Services, Engineering & Construction:

Through the ADA Programs Division of the Bureau of Engineering and Construction, OPW, on behalf of the City, is collaborating with AC Transit to implement the \$178 million East Bay Bus Rapid Transit Project in Oakland that includes an 8.5 mile route from Uptown, down Broadway, East 11<sup>th</sup>/12<sup>th</sup>, and International Blvd. to the San Leandro border. This six year effort includes an extensive Joint Business and Parking Impact Mitigation Plan. All outreach is being conducted in a multilingual format, inclusive of community meetings and 1:1 engagements with merchants that includes real time interpreting services, and online and routine printing and online posting of information in four languages; Spanish, Cantonese, Mandarin and Vietnamese.

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.

At the annual OPW EarthEXPO event, OPW had both Spanish bilingual staff and a Chinese translator available at the EarthEXPO booth and all video activity was accessible to English, Spanish and Chinese language users. As a standard practice, Environmental Services provide written materials about its major programs in the threshold languages and in Vietnamese.

As stated in Question #3, the creation and ultimate translation of the Call Center video is a major accomplishment in providing access to the LES community.

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

There are three documents planned for translation in both Spanish and Chinese and in the upcoming 2014-15 year: "Stewardship, "Stop Illegal Dumping" and "How to Dispose of Debris, Waste & Recyclables."

Environmental Services will be translating into Spanish and Chinese public posters advertising volunteer opportunities for Creek to Bay Day and Earth Day in an effort to recruit more opportunities for the LES community to participate.

The Call Center video produced by OPW will be translated into Spanish and Chinese before the end of 2014 and the Department will look for broader opportunities to reach the LES population through access to Spanish and Chinese language public access television broadcast audiences.

The Call Center will continue to track and analyze the data collected through its language tab in Cityworks to look for opportunities to improve and expand services.

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

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

These notices are posted at each of the information counters in OPW in 250 Frank Ogawa Plaza: Suite 4314-OPW Administration & Engineering; Suite 4344-Construction and Transportation; Suite 5302-Environmental Services and OPW Call Center in Building #2-7101 Edgewater.

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

As shown in Table 4, 100% of vital documents, nine were translated into the threshold languages of Spanish and Chinese, seven of which were also translated into Vietnamese.

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

Electronic versions of the Residential Recycling Guide and Green Foodware Ordinance brochure were translated into Spanish, Chinese, Vietnamese and Korean as well as printed versions of the Residential Recycling Guide in Chinese and Spanish for distribution at community events. Translated materials in Spanish and Chinese were recently completed and produced for the Smart Parking Meter public outreach program.

As of the filing of this report, three other sets of materials are being translated: Small Business Recycling Brochure; outreach flyers for "Stop Illegal Dumping" and "How to dispose of Debris, Waste and Recyclables". The English version of these documents is already in use but it is expected that the translated versions will be available in the soon, before end of 2014. The link can be found at:

<http://oaklandnet/oak/groups/pwa/documents/image/oak0473000.pdf>)

### **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). What is the corrective action plan and timeline in getting the rest of the telephone lines translated?

As shown in Table 5, multilingual lines have been installed and are fully operable at five locations in OPW: OPW's Main number 238-3961 at Administration Front Desk, OPW Construction 238-3051, Recycling Hotline 238-7283, Volunteer Opportunities 238-7630 and the OPW Call Center at 615-5566. All message scripts have been updated to include Spanish, Cantonese and Mandarin scripts and the addition of a Vietnamese script for Construction Services (238-3051). In the upcoming 2014-15 year, the Event Hotline at 238-7611 will be translated into Chinese and Spanish.

In February 2014, the OPW Call Center hosted an Equal Access training session for all of the OPW Administrative staff to learn how to access interpretation or translation services via Language Line, the City's provider. OPW has three groups: Downtown 250 FOP; 7101 Edgewater; and the Call Center. Following the training, lead staff was identified for each location. In addition to the training, posters about the language service and other materials were provided for each location. Additionally, all ESD staff was trained in how to use the Language Line services and their phones stickered.

It should be noted that OPW-Engineering and Construction has a diverse staff of engineers, inspectors and technicians, several of who are bilingual in Spanish, Mandarin, Cantonese and Vietnamese, but whose positions are not designated as PCP's. The designated PCP's in Administration and Construction are often able to get assistance from these bilingual staff. In the case of construction and engineering, it facilitates a successful connection between the engineers in charge of the actual project with the citizen.

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

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

No EAO surveys were conducted in this reporting period. OPW will explore other options for surveying clients through the website or at community events where bilingual services are provided in an effort to increase survey participation in the future.

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

The Department works closely with EAO in its efforts to inform LES populations of their right to access services and works with Human Resources to recruit bilingual staff as needed.

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

The Department's primary opportunity for reaching LES populations in the community may be addressed through community meetings which the bilingual Call Center staff attends.

4. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? Please describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.

There were no written or oral complaints filed with the Department with respect to bilingual services in 2013-14

### **E. Action Plan**

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

There are four documents planned for translation in both Spanish and Chinese and in the upcoming 2014-15 year: "Stewardship, "Stop Illegal Dumping" and "How to Dispose of Debris, Waste & Recyclables" and "Small Business Recycling".

Environmental Services will be translating into Spanish and Chinese public posters advertising volunteer opportunities for Creek to Bay Day and Earth Day in an effort to recruit more opportunities for the LES community to participate.

The Call Center video produced by OPW will be translated into Spanish and Chinese before the end of 2014 and the Department will look for broader opportunities to reach the LES population through access to Spanish and Chinese language public access television broadcast audiences.

2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan. As previously stated in Section B above, these notices are posted at each of the information counters in OPW in 250 Frank Ogawa Plaza: Suite 4314-OPW Administration & Engineering; Suite 4344-Construction and Transportation; Suite 5302-Environmental Services and OPW Call Center in Building #2-7101 Edgewater.

There are some technical problems encountered in getting a Google translation button working on the Oakland Recycles and Volunteer opportunities web pages but it is expected that these can be resolved in the future.

The Department will be posting the Final Report of the OAKLAND PUBLIC WORKS FY 2013-2014 EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN on the Equal Access Program website which can be accessed at the following link:

<http://www2.oaklandnet.com/Government/o/HumanResources/s/EqualAccess/index.htm>.

A written copy of the report will be available for the public to view at OPW Administration Counter-Suite 4314 of 250 Frank Ogawa Plaza.

OAKLAND PUBLIC WORKS, FY 2013-2014

ORGANIZATION	ADDRESS	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
30111 - Director and Human Resources	250 Frank Ogawa Plaza	SUITE 4314	Agency Director, Public Works	01-FEB-91	NO	
30111 - Director and Human Resources	250 Frank Ogawa Plaza	SUITE 4314	Exec Asst to Agency Director	28-JAN-08	NO	
30111 - Director and Human Resources	250 Frank Ogawa Plaza	SUITE 4314	Manager, Agency Administrative	14-MAY-12	NO	
30111 - Director and Human Resources	250 Frank Ogawa Plaza	SUITE 4314	Temp Contract Svcs Employee, PT	26-OCT-09	NO	
30112 - Human Resources	250 Frank Ogawa Plaza	SUITE 4314	Administrative Assistant I	31-OCT-88	YES	
30112 - Human Resources	250 Frank Ogawa Plaza	SUITE 4314	Administrative Assistant II	05-OCT-92	NO	
30112 - Human Resources	250 Frank Ogawa Plaza	SUITE 4314	Administrative Assistant II (CONF)	23-OCT-06	NO	
30112 - Human Resources	250 Frank Ogawa Plaza	SUITE 4314	Manager, Support Services	02-JAN-02	NO	
30112 - Human Resources	250 Frank Ogawa Plaza	SUITE 4314	Payroll Personnel Clerk III	01-MAY-89	NO	
30112 - Human Resources	250 Frank Ogawa Plaza	SUITE 4314	Payroll Personnel Clerk III	22-MAY-89	NO	
30112 - Human Resources	250 Frank Ogawa Plaza	SUITE 4314	Payroll Personnel Clerk III	24-NOV-01	NO	
30112 - Human Resources	250 Frank Ogawa Plaza	SUITE 4314	Payroll Personnel Clerk III	04-DEC-06	NO	
30112 - Human Resources	250 Frank Ogawa Plaza	SUITE 4314	Program Analyst I	21-MAY-12	NO	
30112 - Human Resources	250 Frank Ogawa Plaza	SUITE 4314	Support Services Supervisor	04-FEB-91	NO	
30112 - Human Resources	250 Frank Ogawa Plaza	Suite 3341	Support Services Supervisor	31-JUL-09	NO	
30112 - Human Resources	250 Frank Ogawa Plaza	SUITE 4314	Support Services Supervisor	05-OCT-09	NO	
30112 - Human Resources	250 Frank Ogawa Plaza	SUITE 4314	Training & Public Svcs Admin	25-APR-01	NO	
30121 - PWA Fiscal Services	250 Frank Ogawa Plaza	Suite 3341	Account Clerk II	21-MAR-11	NO	Spanish
30121 - PWA Fiscal Services	250 Frank Ogawa Plaza	Suite 3341	Account Clerk III	31-DEC-05	NO	
30121 - PWA Fiscal Services	250 Frank Ogawa Plaza	Suite 3341	Account Clerk III	24-MAR-08	NO	
30121 - PWA Fiscal Services	250 Frank Ogawa Plaza	Suite 3341	Account Clerk III	27-SEP-08	NO	
30121 - PWA Fiscal Services	250 Frank Ogawa Plaza	Suite 3341	Accountant I	15-SEP-86	NO	
30121 - PWA Fiscal Services	250 Frank Ogawa Plaza	Suite 3341	Accountant I	29-MAY-12	NO	
30121 - PWA Fiscal Services	250 Frank Ogawa Plaza	Suite 3341	Accountant II	28-MAR-83	NO	Spanish
30121 - PWA Fiscal Services	250 Frank Ogawa Plaza	Suite 3341	Accountant II	01-AUG-01	NO	
30121 - PWA Fiscal Services	250 Frank Ogawa Plaza	Suite 3341	Accountant III	24-APR-89	NO	
30121 - PWA Fiscal Services	250 Frank Ogawa Plaza	Suite 3341	Accountant III	04-JUN-01	NO	
30121 - PWA Fiscal Services	250 Frank Ogawa Plaza	Suite 3341	Accountant III	24-OCT-05	NO	
30121 - PWA Fiscal Services	250 Frank Ogawa Plaza	Suite 3341	Budget & Grants Administrator	14-NOV-90	NO	Tagalog
30121 - PWA Fiscal Services	250 Frank Ogawa Plaza	Suite 3341	Management Intern	07-JAN-13	NO	
30131 - Public Works Call Center	250 Frank Ogawa Plaza	Suite 3341	Management Assistant	13-AUG-90	YES	
30131 - Public Works Call Center	250 Frank Ogawa Plaza	Suite 3341	Public Service Representative	04-MAR-85	YES	
30131 - Public Works Call Center	250 Frank Ogawa Plaza	Suite 3341	Public Service Representative	11-JAN-10	YES	Spanish
30131 - Public Works Call Center	250 Frank Ogawa Plaza	Suite 3341	Public Service Representative	16-AUG-10	YES	Chinese
30131 - Public Works Call Center	250 Frank Ogawa Plaza	Suite 3341	Public Service Representative	12-MAY-14	YES	Chinese
30181 - Management Information Systems	250 Frank Ogawa Plaza	Suite 3341	Management Intern	24-APR-06	NO	
30181 - Management Information Systems	250 Frank Ogawa Plaza	Suite 3341	Manager, Technology Pgm	08-APR-96	NO	
30211 - Engineering and Construction	250 Frank Ogawa Plaza	2nd Floor	Administrative Assistant II	25-JAN-10	NO	
30211 - Engineering and Construction	250 Frank Ogawa Plaza	2nd Floor	Administrative Services Manager I	23-JUL-90	NO	
30211 - Engineering and Construction	250 Frank Ogawa Plaza	2nd Floor	Assist Director, Pub Works Agency	17-DEC-90	NO	
30211 - Engineering and Construction	250 Frank Ogawa Plaza	SUITE 4314	Management Intern	10-DEC-12	NO	
30211 - Engineering and Construction	250 Frank Ogawa Plaza	SUITE 4314	Project Manager II	08-NOV-93	NO	
30214 - ADA Programs	One Frank Ogawa Plaza	3rd Floor	ADA Projects Coordinator	05-AUG-97	NO	
30214 - ADA Programs	One Frank Ogawa Plaza	3rd Floor	Administrative Assistant II	06-OCT-03	YES	
30214 - ADA Programs	250 Frank Ogawa Plaza	4th Floor	Program Analyst III	31-MAR-14	NO	
30231 - Project Delivery - Administration	250 Frank Ogawa Plaza	2nd Floor	Engineer, Civil Principal	15-MAY-89	NO	
30232 - Construction Management and Administration	7101 Edgewater Dr - Bldg 4		Architectural Assistant (Office)	06-MAY-85	NO	Spanish
30232 - Construction Management and Administration	250 Frank Ogawa Plaza	2nd Floor	Construction Coordinator	10-JUN-91	NO	
30232 - Construction Management and Administration	7101 Edgewater Dr - Bldg 4		Construction Inspector (Field)	18-APR-88	NO	
30232 - Construction Management and Administration	250 Frank Ogawa Plaza	2nd Floor	Construction Inspector (Field)	15-MAR-04	NO	German

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30232 - Construction Management ar	7101 Edgewater Dr - Bldg 4		Construction Inspector (Field)	17-JUL-06	NO	
30232 - Construction Management ar	7101 Edgewater Dr - Bldg 4		Construction Inspector Sup (Field)	13-MAR-89	NO	
30232 - Construction Management ar	250 Frank Ogawa Plaza	2nd Floor	Construction Inspector Sup (Field)	24-JAN-00	NO	Arabic
30232 - Construction Management ar	250 Frank Ogawa Plaza	2nd Floor	Engineer, Assistant II (Office)	12-JUN-95	NO	
30232 - Construction Management ar	250 Frank Ogawa Plaza	2nd Floor	Engineer, Assistant II (Office)	08-FEB-99	NO	Chinese
30232 - Construction Management ar	250 Frank Ogawa Plaza	2nd Floor	Engineer, Assistant II (Office)	14-FEB-05	NO	
30232 - Construction Management ar	7101 Edgewater Dr - Bldg 4		Engineer, Assistant II (Office)	29-OCT-12	NO	
30232 - Construction Management ar	250 Frank Ogawa Plaza	2nd Floor	Engineer, Civil (Field)	27-FEB-01	NO	Chinese
30232 - Construction Management ar	7101 Edgewater Dr - Bldg 4		Engineer, Civil (Field)	18-JAN-05	NO	
30232 - Construction Management ar	7101 Edgewater Dr - Bldg 4		Engineer, Civil (Field)	28-AUG-06	NO	Chinese
30232 - Construction Management ar	250 Frank Ogawa Plaza	2nd Floor	Engineer, Civil (Office)	07-AUG-00	NO	Chinese
30232 - Construction Management ar	7101 Edgewater Dr - Bldg 4		Engineer, Civil Supervising (Field)	04-APR-94	NO	Chinese
30232 - Construction Management ar	7101 Edgewater Dr - Bldg 4		Engineer, Civil Supv (Office)	07-FEB-83	NO	
30232 - Construction Management ar	250 Frank Ogawa Plaza	2nd Floor	Engineer, Transportation Assistant	25-JAN-99	NO	Chinese
30232 - Construction Management ar	250 Frank Ogawa Plaza	2nd Floor	Engineering Intern, PT	06-AUG-12	NO	
30232 - Construction Management ar	250 Frank Ogawa Plaza	2nd Floor	Engineering Intern, PT	10-JUN-13	NO	
30233 - Project Management	250 Frank Ogawa Plaza	Suite 4300	Administrative Assistant II	03-APR-96	NO	
30233 - Project Management	250 Frank Ogawa Plaza	Suite 4300	Capital Improvement Project Coor	30-DEC-91	NO	
30233 - Project Management	250 Frank Ogawa Plaza	Suite 4300	Capital Improvement Project Coor	04-JUN-01	NO	Chinese
30233 - Project Management	250 Frank Ogawa Plaza	2nd Floor	Capital Improvement Project Coor	11-JUN-12	NO	
30233 - Project Management	250 Frank Ogawa Plaza	2nd Floor	Capital Improvement Project Coor	12-NOV-13	NO	
30234 - Facilities Planning and Develo	250 FRANK H. OGAWA PLAZA	SUITE 4314	Capital Improvement Project Coor	19-AUG-97	NO	
30234 - Facilities Planning and Develo	250 Frank Ogawa Plaza	Suite 4300	Capital Improvement Project Coor	23-OCT-06	NO	
30234 - Facilities Planning and Develo	250 Frank Ogawa Plaza	2nd Floor	Capital Improvement Project Coor	14-APR-14	NO	
30234 - Facilities Planning and Develo	250 FRANK H. OGAWA PLAZA	SUITE 4314	Management Intern	12-APR-04	NO	
30234 - Facilities Planning and Develo	250 Frank Ogawa Plaza	2nd Floor	Project Manager II	15-JUL-02	NO	
30235 - Surveying	7101 Edgewater Dr - Bldg 4		Chief of Party	26-NOV-12	NO	
30235 - Surveying	7101 Edgewater Dr - Bldg 4		City Land Surveyor	02-AUG-04	NO	
30235 - Surveying	7101 Edgewater Dr - Bldg 4		Student Trainee, PT	06-AUG-12	NO	
30235 - Surveying	7101 Edgewater Dr - Bldg 4		Surveying Technician, Sr (Field)	12-SEP-89	NO	
30235 - Surveying	7101 Edgewater Dr - Bldg 4		Surveying Technician, Sr (Field)	02-SEP-08	NO	
30241 - Engineering Design and ROW	250 Frank Ogawa Plaza	4th Floor	Administrative Assistant II	30-APR-01	NO	
30241 - Engineering Design and ROW	250 Frank Ogawa Plaza	2nd Floor	Engineer, Civil Principal	17-OCT-84	NO	
30242 - Streets and Structures	250 Frank Ogawa Plaza	2nd Floor	Architectural Associate (Field)	13-FEB-90	NO	
30242 - Streets and Structures	250 Frank Ogawa Plaza	4th Floor	Drafting Technician, Int (Office)	27-OCT-03	NO	
30242 - Streets and Structures	250 Frank Ogawa Plaza	4th Floor	Drafting/Design Technician, Sr	20-MAY-91	NO	
30242 - Streets and Structures	250 Frank Ogawa Plaza	4th Floor	Engineer, Assistant II (Office)	05-JAN-87	NO	
30242 - Streets and Structures	250 Frank Ogawa Plaza	2nd Floor	Engineer, Assistant II (Office)	08-FEB-95	NO	
30242 - Streets and Structures	250 Frank Ogawa Plaza	2nd Floor	Engineer, Assistant II (Office)	07-JUL-03	NO	
30242 - Streets and Structures	250 Frank Ogawa Plaza	4th Floor	Engineer, Assistant II (Office)	18-JAN-05	NO	
30242 - Streets and Structures	250 Frank Ogawa Plaza	2nd Floor	Engineer, Assistant II (Office)	29-OCT-12	NO	
30242 - Streets and Structures	250 Frank Ogawa Plaza	4th Floor	Engineer, Civil (Office)	17-OCT-88	NO	
30242 - Streets and Structures	250 Frank Ogawa Plaza	4th Floor	Engineer, Civil (Office)	04-FEB-91	NO	
30242 - Streets and Structures	250 Frank Ogawa Plaza	2nd Floor	Engineer, Civil (Office)	26-MAR-12	NO	
30242 - Streets and Structures	250 Frank Ogawa Plaza	4th Floor	Engineer, Civil (Office)	14-MAY-12	NO	
30242 - Streets and Structures	250 Frank Ogawa Plaza	2nd Floor	Engineer, Civil (Office)	29-MAY-12	NO	
30242 - Streets and Structures	250 Frank Ogawa Plaza	4th Floor	Engineer, Civil Supv (Office)	28-JUL-84	NO	
30242 - Streets and Structures	250 Frank Ogawa Plaza	2nd Floor	Engineer, Civil Supv (Office)	04-JUN-07	NO	
30242 - Streets and Structures	250 Frank Ogawa Plaza	4th Floor	Public Service Representative, PT	29-OCT-12	YES	
30242 - Streets and Structures	250 Frank Ogawa Plaza	4th Floor	Public Service Representative, PT	24-FEB-14	YES	

OAKLAND PUBLIC WORKS, FY 2013-2014

ORGANIZATION	ADDRESS	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
30242 - Streets and Structures	250 Frank Ogawa Plaza	2nd Floor	Student Trainee, PT	06-AUG-12	NO	
30242 - Streets and Structures	250 Frank Ogawa Plaza	2nd Floor	Student Trainee, PT	25-MAR-13	NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	Suite 4340	Administrative Assistant II	02-JUN-87	NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	Suite 4340	Arboricultural Inspector	25-JUL-87	NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	2nd Floor	Construction Inspector (Field)	04-MAR-89	NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	2nd Floor	Construction Inspector (Field)	06-MAR-89	NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	Suite 4340	Construction Inspector (Field)	22-NOV-93	NO	Spanish
30243 - Right of Way Management	250 Frank Ogawa Plaza	Suite 4340	Construction Inspector (Field)	15-OCT-01	NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	Suite 4340	Construction Inspector (Field)	04-MAR-02	NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	Suite 4340	Construction Inspector (Field)	09-JUN-03	NO	Chinese
30243 - Right of Way Management	750 50th Ave.		Construction Inspector (Field)	29-MAR-04	NO	
30243 - Right of Way Management	750 50th Ave.		Construction Inspector (Field)	29-MAR-04	NO	
30243 - Right of Way Management	750 50th Ave.		Construction Inspector (Field)	29-MAR-04	NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	Suite 4340	Construction Inspector (Field)	11-OCT-04	NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	Suite 4340	Construction Inspector (Field)	11-OCT-04	NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	Suite 4340	Construction Inspector (Field)	11-OCT-04	NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	2nd Floor	Construction Inspector Sup (Field)	27-OCT-08	NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	Suite 4340	Construction Inspector, Sr (Field)	10-JUN-91	NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	Suite 4340	Construction Inspector, Sr (Field)	10-JUN-91	NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	2nd Floor	Engineer, Civil Supv (Office)	08-JAN-01	NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	Suite 4340	Public Service Representative	24-APR-06	YES	
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	4th Floor	Engineer, Assistant I (Office)	23-JAN-12	NO	
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	4th Floor	Engineer, Assistant II (Office)	19-JUL-82	NO	
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	4th Floor	Engineer, Assistant II (Office)	18-JAN-05	NO	
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	4th Floor	Engineer, Assistant II (Office)	23-APR-07	NO	
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	2nd Floor	Engineer, Assistant II (Office)	13-NOV-12	NO	
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	4th Floor	Engineer, Civil (Office)	25-FEB-91	NO	
30245 - Watershed and Stormwater P	250 Frank Ogawa Plaza	Suite 5301	Environmental Program Specialist	19-DEC-05	NO	
30245 - Watershed and Stormwater P	250 Frank Ogawa Plaza	2nd Floor	Program Analyst III	30-MAR-98	NO	
30245 - Watershed and Stormwater P	250 Frank Ogawa Plaza	2nd Floor	Program Analyst III	15-NOV-10	NO	
30261 - Transportation Services - Adn	250 Frank Ogawa Plaza	2nd Floor	Administrative Assistant II	13-NOV-06	YES	
30261 - Transportation Services - Adn	250 Frank Ogawa Plaza	4th Floor	Engineer, Civil Principal	23-APR-90	NO	
30261 - Transportation Services - Adn	250 Frank Ogawa Plaza	Suite 4344	Exempt Limited Duration Employee	25-MAR-13	NO	
30264 - Traffic Capital Projects	250 Frank Ogawa Plaza	Suite 4344	Engineer, Assistant II (Office)	15-OCT-96	NO	
30264 - Traffic Capital Projects	250 Frank Ogawa Plaza	Suite 4344	Engineer, Assistant II (Office)	02-JUL-01	NO	
30264 - Traffic Capital Projects	250 Frank Ogawa Plaza	2nd Floor	Engineer, Assistant II (Office)	18-OCT-10	NO	
30264 - Traffic Capital Projects	250 Frank Ogawa Plaza	2nd Floor	Engineer, Assistant II (Office)	19-FEB-13	NO	
30264 - Traffic Capital Projects	250 Frank Ogawa Plaza	Suite 4344	Engineer, Transportation	09-JUN-03	NO	
30264 - Traffic Capital Projects	250 Frank Ogawa Plaza	2nd Floor	Engineer, Transportation	20-JAN-04	NO	
30264 - Traffic Capital Projects	250 Frank Ogawa Plaza	4th Floor	Engineer, Transportation	17-FEB-04	NO	
30264 - Traffic Capital Projects	250 Frank Ogawa Plaza	4th Floor	Engineer, Transportation	10-MAY-04	NO	
30264 - Traffic Capital Projects	250 Frank Ogawa Plaza	Suite 4344	Engineer, Transportation Assistant	14-OCT-02	NO	
30264 - Traffic Capital Projects	250 Frank Ogawa Plaza	4th Floor	Engineer, Transportation Supv	02-MAR-88	NO	
30264 - Traffic Capital Projects	250 Frank Ogawa Plaza	2nd Floor	Engineering Intern, PT	02-APR-12	NO	
30264 - Traffic Capital Projects	250 Frank Ogawa Plaza	2nd Floor	Engineering Intern, PT	09-DEC-13	NO	
30264 - Traffic Capital Projects	250 Frank Ogawa Plaza	2nd Floor	Engineering Intern, PT	09-DEC-13	NO	
30264 - Traffic Capital Projects	250 Frank Ogawa Plaza	2nd Floor	Engineering Intern, PT	18-FEB-14	NO	
30264 - Traffic Capital Projects	250 Frank Ogawa Plaza	2nd Floor	Engineering Intern, PT	12-MAY-14	NO	
30264 - Traffic Capital Projects	250 Frank Ogawa Plaza	2nd Floor	Engineering Intern, PT	12-MAY-14	NO	
30264 - Traffic Capital Projects	250 Frank Ogawa Plaza	2nd Floor	Engineering Intern, PT	27-MAY-14	NO	

OAKLAND PUBLIC WORKS, FY 2013-2014

ORGANIZATION	ADDRESS	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
30265 - Traffic Safety Program	250 Frank Ogawa Plaza	Suite 4344	Engineer, Assistant II (Office)	16-SEP-02	NO	Chinese
30265 - Traffic Safety Program	250 Frank Ogawa Plaza	4th Floor	Engineer, Transportation	07-MAR-88	NO	
30265 - Traffic Safety Program	250 Frank Ogawa Plaza	4th Floor	Engineer, Transportation	07-SEP-88	NO	
30265 - Traffic Safety Program	250 Frank Ogawa Plaza	2nd Floor	Engineer, Transportation Assistant	31-MAY-01	NO	
30265 - Traffic Safety Program	250 Frank Ogawa Plaza	4th Floor	Engineer, Transportation Supv	28-APR-97	NO	
30265 - Traffic Safety Program	250 Frank Ogawa Plaza	Suite 4344	Engineering Technician II (Office)	08-NOV-04	NO	
30265 - Traffic Safety Program	250 Frank Ogawa Plaza	2nd Floor	Engineering Technician II (Office)	18-APR-11	NO	
30265 - Traffic Safety Program	250 Frank Ogawa Plaza	2nd Floor	Engineering Technician II (Office)	22-AUG-11	NO	
30275 - IPPD Plans and Programming	250 Frank Ogawa Plaza	Suite 4300	Engineer, Civil (Office)	04-SEP-12	NO	
30275 - IPPD Plans and Programming	250 Frank Ogawa Plaza	Suite 4300	Manager, Capital Improvement Pgrm	08-SEP-08	NO	
30275 - IPPD Plans and Programming	250 Frank Ogawa Plaza	Suite 4300	Program Analyst I	19-MAR-01	NO	
30275 - IPPD Plans and Programming	250 Frank Ogawa Plaza	Suite 4300	Program Analyst III	13-NOV-01	NO	
30275 - IPPD Plans and Programming	250 Frank Ogawa Plaza	Suite 4300	Student Trainee, PT	22-JAN-13	NO	
30275 - IPPD Plans and Programming	250 Frank Ogawa Plaza	Suite 4300	Student Trainee, PT	22-JAN-13	NO	
30275 - IPPD Plans and Programming	250 Frank Ogawa Plaza	Suite 4300	Student Trainee, PT	02-APR-13	NO	
30275 - IPPD Plans and Programming	250 Frank Ogawa Plaza	Suite 4300	Student Trainee, PT	21-JAN-14	NO	
30275 - IPPD Plans and Programming	250 Frank Ogawa Plaza	Suite 4300	Student Trainee, PT	21-JAN-14	NO	
30275 - IPPD Plans and Programming	250 Frank Ogawa Plaza	Suite 4300	Student Trainee, PT	21-JAN-14	NO	
30275 - IPPD Plans and Programming	250 Frank Ogawa Plaza	Suite 4300	Transportation Planner, Senior	25-AUG-08	NO	
30275 - IPPD Plans and Programming	250 Frank Ogawa Plaza	Suite 4300	Transportation Planner, Senior	09-JUL-12	NO	
30511 - Infrastructure& Ops Asst Dire	7101 Edgewater Dr - Bldg 4		Administrative Assistant I	03-MAR-03	NO	
30511 - Infrastructure& Ops Asst Dire	7101 Edgewater Dr - Bldg 4		Assist Director, Pub Works Agency	04-OCT-08	NO	
30511 - Infrastructure& Ops Asst Dire	7101 Edgewater Dr - Bldg 4		Budget & Operations Analyst III	17-FEB-01	NO	Chinese
30522 - Electrical Maintenance	7101 Edgewater Dr - Bldg 2		Administrative Assistant II	22-SEP-03	NO	
30522 - Electrical Maintenance	7101 Edgewater Dr - Bldg 2		Electrical Const & Maint Planner	29-DEC-95	NO	
30522 - Electrical Maintenance	7101 Edgewater Dr - Bldg 2		Electrical Engineer III	06-AUG-01	NO	
30522 - Electrical Maintenance	7101 Edgewater Dr - Bldg 2		Electrical Engineer III	15-JUL-06	NO	
30522 - Electrical Maintenance	7101 Edgewater Dr - Bldg 2		Electrical Supervisor	05-SEP-89	NO	
30522 - Electrical Maintenance	7101 Edgewater Dr - Bldg 2		Electrical Supervisor	21-MAR-95	NO	
30522 - Electrical Maintenance	7101 Edgewater Dr - Bldg 2		Electrician	03-JUL-72	NO	
30522 - Electrical Maintenance	7101 Edgewater Dr - Bldg 2		Electrician	05-SEP-89	NO	
30522 - Electrical Maintenance	7101 Edgewater Dr - Bldg 2		Electrician	15-SEP-03	NO	
30522 - Electrical Maintenance	7101 Edgewater Dr - Bldg 2		Electrician	31-JAN-05	NO	
30522 - Electrical Maintenance	7101 Edgewater Dr - Bldg 2		Electrician	17-DEC-07	NO	
30522 - Electrical Maintenance	7101 Edgewater Dr - Bldg 2		Electrician	31-DEC-07	NO	
30522 - Electrical Maintenance	7101 Edgewater Dr - Bldg 2		Electrician	23-JAN-12	NO	
30522 - Electrical Maintenance	7101 Edgewater Dr - Bldg 2		Electrician	23-JAN-12	NO	
30522 - Electrical Maintenance	7101 Edgewater Dr - Bldg 2		Electrician	02-APR-12	NO	
30522 - Electrical Maintenance	7101 Edgewater Dr - Bldg 2		Electrician Helper	02-JAN-07	NO	
30522 - Electrical Maintenance	7101 Edgewater Dr - Bldg 2		Electrician Leader	16-DEC-96	NO	
30522 - Electrical Maintenance	7101 Edgewater Dr - Bldg 2		Electrician Leader	15-OCT-01	NO	
30522 - Electrical Maintenance	250 Frank Ogawa Plaza	2nd Floor	Manager, Electrical Services	27-AUG-90	NO	
30523 - Electrical Traffic Maintenance	7101 Edgewater Drive		Public Works Maintenance Worker	03-SEP-88	NO	
30523 - Electrical Traffic Maintenance	7101 Edgewater Drive		Public Works Maintenance Worker	27-MAR-89	NO	
30523 - Electrical Traffic Maintenance	7101 Edgewater Drive		Public Works Maintenance Worker	17-MAR-14	NO	
30523 - Electrical Traffic Maintenance	7101 Edgewater Drive		Public Works Supervisor I	11-FEB-91	NO	
30523 - Electrical Traffic Maintenance	7101 Edgewater Drive		Public Works Supervisor II	18-SEP-89	NO	
30523 - Electrical Traffic Maintenance	7101 Edgewater Drive		Sign Maintenance Worker	08-DEC-97	NO	
30523 - Electrical Traffic Maintenance	7101 Edgewater Drive		Sign Maintenance Worker	15-DEC-97	NO	
30523 - Electrical Traffic Maintenance	7101 Edgewater Drive		Sign Maintenance Worker	10-JUN-02	NO	

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ORGANIZATION	ADDRESS	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
30523 - Electrical Traffic Maintenance	7101 Edgewater Drive		Sign Maintenance Worker	14-OCT-02	NO	
30523 - Electrical Traffic Maintenance	7101 Edgewater Drive		Sign Maintenance Worker	18-JAN-05	NO	
30523 - Electrical Traffic Maintenance	7101 Edgewater Drive		Traffic Painter	20-OCT-80	NO	
30523 - Electrical Traffic Maintenance	7101 Edgewater Drive		Traffic Painter	26-FEB-90	NO	
30523 - Electrical Traffic Maintenance	7101 Edgewater Drive		Traffic Painter	07-MAY-90	NO	
30523 - Electrical Traffic Maintenance	7101 Edgewater Drive		Traffic Painter	21-JAN-92	NO	
30523 - Electrical Traffic Maintenance	7101 Edgewater Drive		Traffic Sign Maker	08-FEB-88	NO	
30523 - Electrical Traffic Maintenance	7101 Edgewater Drive		Traffic Sign Maker	15-MAR-04	NO	
30524 - Electrical Services: Meter Op	250 Frank Ogawa Plaza	1st Floor	Parking Meter Repair Worker	11-AUG-86	NO	
30524 - Electrical Services: Meter Op	250 Frank Ogawa Plaza	1st Floor	Parking Meter Repair Worker	26-AUG-86	NO	
30524 - Electrical Services: Meter Op	250 Frank Ogawa Plaza	1st Floor	Parking Meter Repair Worker	20-MAR-89	NO	
30524 - Electrical Services: Meter Op	250 Frank Ogawa Plaza	1st Floor	Parking Meter Repair Worker	02-SEP-97	NO	
30524 - Electrical Services: Meter Op	250 Frank Ogawa Plaza	1st Floor	Parking Meter Repair Worker	01-APR-02	NO	
30524 - Electrical Services: Meter Op	250 Frank Ogawa Plaza	1st Floor	Parking Meter Repair Worker	03-JAN-05	NO	
30524 - Electrical Services: Meter Op	250 Frank Ogawa Plaza	1st Floor	Parking Meter Repair Worker	17-JAN-06	NO	
30524 - Electrical Services: Meter Op	250 Frank Ogawa Plaza	1st Floor	Public Works Supervisor I	15-DEC-97	NO	
30531 - Infrastructure Maint Admin	7101 Edgewater Dr - Bldg 4		Administrative Assistant II	24-AUG-09	NO	
30531 - Infrastructure Maint Admin	7101 Edgewater Dr - Bldg 4		Management Assistant	24-SEP-01	NO	
30531 - Infrastructure Maint Admin	7101 Edgewater Dr - Bldg 4		Public Works Operations Manager	18-APR-11	NO	
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4		Heavy Equipment Operator	14-OCT-02	NO	
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4		Public Works Maintenance Worker	21-FEB-78	NO	
30532 - Storm Drain Maintenance	5821 Shepherd Canyon Rd		Public Works Maintenance Worker	16-JUL-78	NO	
30532 - Storm Drain Maintenance	5050 COLISEUM WAY		Public Works Maintenance Worker	22-AUG-88	NO	
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4		Public Works Maintenance Worker	16-FEB-93	NO	
30532 - Storm Drain Maintenance	5821 Shepherd Canyon Rd		Public Works Maintenance Worker	15-DEC-97	NO	
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4		Public Works Maintenance Worker	20-MAR-99	NO	
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4		Public Works Maintenance Worker	23-JUL-01	NO	
30532 - Storm Drain Maintenance	5821 Shepherd Canyon Rd		Public Works Maintenance Worker	03-AUG-02	NO	
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4		Public Works Maintenance Worker	02-FEB-04	NO	
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4		Public Works Maintenance Worker	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	5821 Shepherd Canyon Rd		Public Works Supervisor I	19-APR-99	NO	
30532 - Storm Drain Maintenance	5821 Shepherd Canyon Rd		Public Works Supervisor II	21-AUG-89	NO	
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4		Street Maintenance Leader	17-JAN-89	NO	
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4		Street Maintenance Leader	03-JUL-93	NO	
30532 - Storm Drain Maintenance	5050 COLISEUM WAY		Street Maintenance Leader	11-DEC-00	NO	
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4		Street Maintenance Leader	23-JUL-01	NO	
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4		Street Maintenance Leader	23-JUL-01	NO	
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4		Street Maintenance Leader	13-MAY-02	NO	
30532 - Storm Drain Maintenance	5821 Shepherd Canyon Rd		Street Maintenance Leader	09-MAY-05	NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4		Heavy Equipment Operator	28-JAN-85	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		Public Works Supervisor I	05-OCT-87	NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4		Public Works Supervisor I	18-OCT-93	NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4		Public Works Supervisor I	01-OCT-94	NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4		Public Works Supervisor I	25-NOV-98	NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4		Public Works Supervisor I	27-DEC-99	NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4		Public Works Supervisor II	12-OCT-87	NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4		Sewer Maintenance Leader	24-JAN-83	NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4		Sewer Maintenance Leader	20-OCT-86	NO	



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30534 - Street & Sidewalk Maintenance	750 50th Ave.		Concrete Finisher	12-OCT-87	NO	
30534 - Street & Sidewalk Maintenance	750 50th Ave.		Concrete Finisher	07-MAY-90	NO	
30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr - Bldg 4		Concrete Finisher	06-JUL-04	NO	
30534 - Street & Sidewalk Maintenance	750 50th Ave.		Heavy Equipment Operator	30-APR-84	NO	
30534 - Street & Sidewalk Maintenance	750 50th Ave.		Heavy Equipment Operator	12-OCT-87	NO	
30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr - Bldg 4		Heavy Equipment Operator	25-JUN-12	NO	
30534 - Street & Sidewalk Maintenance	750 50th Ave.		Public Works Maintenance Worker	27-MAR-89	NO	
30534 - Street & Sidewalk Maintenance	5821 Shepherd Canyon Rd		Public Works Maintenance Worker	16-FEB-93	NO	
30534 - Street & Sidewalk Maintenance	5050 COLISEUM WAY		Public Works Maintenance Worker	15-DEC-97	NO	
30534 - Street & Sidewalk Maintenance	750 50th Ave.		Public Works Maintenance Worker	14-FEB-00	NO	
30534 - Street & Sidewalk Maintenance	750 50th Ave.		Public Works Maintenance Worker	21-DEC-03	NO	
30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr - Bldg 4		Public Works Maintenance Worker	09-MAY-05	NO	
30534 - Street & Sidewalk Maintenance	5050 COLISEUM WAY		Public Works Maintenance Worker	09-MAY-05	NO	
30534 - Street & Sidewalk Maintenance	750 50th Ave.		Public Works Maintenance Worker	15-MAY-06	NO	
30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr - Bldg 4		Public Works Maintenance Worker	07-MAY-07	NO	
30534 - Street & Sidewalk Maintenance	5050 COLISEUM WAY		Public Works Maintenance Worker	08-AUG-09	NO	
30534 - Street & Sidewalk Maintenance	750 50th Ave.		Public Works Maintenance Worker	20-SEP-10	NO	Spanish
30534 - Street & Sidewalk Maintenance	5050 COLISEUM WAY		Public Works Maintenance Worker	20-SEP-10	NO	
30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr - Bldg 4		Public Works Maintenance Worker	13-MAY-13	NO	
30534 - Street & Sidewalk Maintenance	5050 COLISEUM WAY		Public Works Maintenance Worker	13-MAY-13	NO	
30534 - Street & Sidewalk Maintenance	5050 COLISEUM WAY		Public Works Maintenance Worker	17-MAR-14	NO	
30534 - Street & Sidewalk Maintenance	5050 COLISEUM WAY		Public Works Maintenance Worker	17-MAR-14	NO	
30534 - Street & Sidewalk Maintenance	750 50th Ave.		Public Works Maintenance Worker	17-MAR-14	NO	
30534 - Street & Sidewalk Maintenance	750 50th Ave.		Public Works Maintenance Worker	31-MAR-14	NO	
30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr - Bldg 4		Public Works Maintenance Worker	31-MAR-14	NO	
30534 - Street & Sidewalk Maintenance	5821 Shepherd Canyon Rd		Public Works Supervisor I	22-AUG-88	NO	
30534 - Street & Sidewalk Maintenance	750 50th Ave.		Public Works Supervisor I	04-FEB-91	NO	
30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr - Bldg 4		Public Works Supervisor I	17-FEB-04	NO	
30534 - Street & Sidewalk Maintenance	750 50th Ave.		Public Works Supervisor II	31-JAN-83	NO	
30534 - Street & Sidewalk Maintenance	750 50th Ave.		Street Maintenance Leader	30-APR-84	NO	
30534 - Street & Sidewalk Maintenance	750 50th Ave.		Street Maintenance Leader	14-JAN-85	NO	
30534 - Street & Sidewalk Maintenance	750 50th Ave.		Street Maintenance Leader	21-APR-86	NO	
30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr - Bldg 4		Street Maintenance Leader	07-MAY-90	NO	
30534 - Street & Sidewalk Maintenance	750 50th Ave.		Street Maintenance Leader	04-FEB-91	NO	
30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr - Bldg 4		Street Maintenance Leader	30-DEC-91	NO	
30534 - Street & Sidewalk Maintenance	5821 Shepherd Canyon Rd		Street Maintenance Leader	11-OCT-93	NO	
30534 - Street & Sidewalk Maintenance	750 50th Ave.		Street Maintenance Leader	19-APR-99	NO	
30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr - Bldg 4		Street Maintenance Leader	18-JAN-05	NO	
30534 - Street & Sidewalk Maintenance	5050 COLISEUM WAY		Street Maintenance Leader	09-MAY-05	NO	
30534 - Street & Sidewalk Maintenance	750 50th Ave.		Street Maintenance Leader	31-AUG-09	NO	
30541 - Equipment Services Administrator	7101 Edgewater Dr - Bldg 2		Administrative Assistant II	07-OCT-02	NO	Spanish
30541 - Equipment Services Administrator	7101 Edgewater Dr - Bldg 2		Auto Equipment Mechanic	30-NOV-92	NO	
30541 - Equipment Services Administrator	7101 Edgewater Dr - Bldg 2		Auto Equipment Mechanic	07-DEC-92	NO	
30541 - Equipment Services Administrator	7101 Edgewater Dr - Bldg 2		Auto Equipment Mechanic	15-JUN-98	NO	
30541 - Equipment Services Administrator	7101 Edgewater Dr - Bldg 2		Auto Equipment Mechanic	15-AUG-03	NO	
30541 - Equipment Services Administrator	7101 Edgewater Dr - Bldg 2		Auto Equipment Mechanic	19-MAY-05	NO	
30541 - Equipment Services Administrator	7101 Edgewater Dr - Bldg 2		Auto Equipment Mechanic	01-JUN-05	NO	
30541 - Equipment Services Administrator	7101 Edgewater Dr - Bldg 2		Auto Equipment Mechanic	27-FEB-06	NO	
30541 - Equipment Services Administrator	7101 Edgewater Dr - Bldg 2		Auto Equipment Mechanic	13-AUG-07	NO	
30541 - Equipment Services Administrator	7101 Edgewater Dr - Bldg 2		Auto Equipment Mechanic	05-NOV-07	NO	

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30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Auto Equipment Mechanic	12-MAY-14	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Auto Equipment Service Worker	27-SEP-04	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Auto Equipment Service Worker	02-OCT-06	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Auto Equipment Service Worker	15-AUG-07	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Auto Equipment Service Worker	03-DEC-07	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Blacksmith Welder	15-JUN-98	NO	
30541 - Equipment Services Administ	250 Frank Ogawa Plaza	Suite 5301	Electro-Mechanical Machinist	13-MAR-00	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Equipment Body Repair Worker	14-FEB-95	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Equipment Body Repair Worker	26-SEP-05	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Equipment Body Repair Worker	02-JUN-08	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Equipment Parts Technician	11-SEP-90	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Equipment Parts Technician	19-NOV-07	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Equipment Parts Technician	18-FEB-14	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Equipment Services Superintendent	01-JUN-99	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Equipment Supervisor	11-AUG-03	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Facility Security Assistant, PT	31-MAR-14	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Fleet Specialist	08-FEB-88	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Heavy Equipment Mechanic	07-NOV-88	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Heavy Equipment Mechanic	09-JUL-90	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Heavy Equipment Mechanic	11-MAR-91	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Heavy Equipment Mechanic	15-JUL-91	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Heavy Equipment Mechanic	04-MAR-96	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Heavy Equipment Mechanic	19-OCT-98	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Heavy Equipment Mechanic	20-DEC-04	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Heavy Equipment Mechanic	23-OCT-06	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Heavy Equipment Mechanic	06-NOV-06	NO	
30541 - Equipment Services Administ	250 Frank Ogawa Plaza	Suite 5301	Heavy Equipment Mechanic	22-FEB-11	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Heavy Equipment Mechanic	25-JUN-12	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Heavy Equipment Mechanic	31-MAR-14	NO	
30541 - Equipment Services Administ	250 Frank Ogawa Plaza	Suite 5301	Heavy Equipment Mechanic	31-MAR-14	NO	
30541 - Equipment Services Administ	250 Frank Ogawa Plaza	Suite 5301	Heavy Equipment Mechanic	31-MAR-14	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Heavy Equipment Service Worker	18-SEP-95	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Heavy Equipment Service Worker	29-AUG-05	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Heavy Equipment Service Worker	07-JAN-13	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Heavy Equipment Service Worker	29-APR-13	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Heavy Equipment Service Worker	31-MAR-14	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Heavy Equipment Service Worker	12-MAY-14	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Heavy Equipment Service Worker	12-MAY-14	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Heavy Equipment Supervisor	30-JAN-89	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Heavy Equipment Supervisor	05-NOV-07	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Manager, Equipment Services	26-MAY-14	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Office Assistant II	13-JAN-88	NO	
30541 - Equipment Services Administ	7101 Edgewater Dr - Bldg 2		Temp Contract Svcs Employee, PT	31-MAR-14	NO	
30611 - Facilities & Environ Asst. Dire	7101 Edgewater Dr - Bldg 4		Administrative Assistant II	02-MAY-87	NO	
30611 - Facilities & Environ Asst. Dire	7101 Edgewater Dr - Bldg 2		Administrative Services Manager I	01-OCT-87	NO	
30631 - Facility Services Admin	250 Frank Ogawa Plaza	Suite 1329	Administrative Analyst II	10-SEP-96	NO	Chinese
30631 - Facility Services Admin	250 Frank Ogawa Plaza	Suite 1329	Administrative Assistant II	24-MAR-08	NO	
30631 - Facility Services Admin	250 Frank Ogawa Plaza	Suite 1329	Facilities Complex Manager	29-MAY-12	NO	
30631 - Facility Services Admin	7101 Edgewater Dr - Bldg 2		Manager, Building Services	06-MAY-95	NO	
30632 - Civic Center Complex	150 Frank H. Ogawa Plaza	Suite No. 6353	Custodial Services Supervisor I	19-OCT-96	NO	

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30632 - Civic Center Complex	150 Frank H. Ogawa Plaza	Suite No. 6353	Custodian	10-DEC-96	NO	Spanish
30632 - Civic Center Complex	250 Frank Ogawa Plaza	Suite 1329	Custodian	24-NOV-97	NO	
30632 - Civic Center Complex	150 Frank H. Ogawa Plaza	Suite No. 6353	Custodian	29-NOV-97	NO	Chinese
30632 - Civic Center Complex	150 Frank H. Ogawa Plaza	Suite No. 6353	Custodian	28-JUL-98	NO	
30632 - Civic Center Complex	150 Frank H. Ogawa Plaza	Suite No. 6353	Custodian	02-JAN-01	NO	
30632 - Civic Center Complex	250 Frank Ogawa Plaza	Suite 1329	Custodian	06-MAY-02	NO	
30632 - Civic Center Complex	150 Frank H. Ogawa Plaza	Suite No. 6353	Custodian	26-SEP-06	NO	
30632 - Civic Center Complex	250 Frank Ogawa Plaza	Suite 1329	Custodian	10-OCT-06	NO	
30632 - Civic Center Complex	250 Frank Ogawa Plaza	Suite 1329	Custodian Supervisor	08-NOV-99	NO	
30632 - Civic Center Complex	250 Frank Ogawa Plaza	Suite 1329	Custodian, PPT	31-JAN-04	NO	
30632 - Civic Center Complex	250 Frank Ogawa Plaza	Suite 1329	Custodian, PPT	28-AUG-04	NO	
30632 - Civic Center Complex	250 Frank Ogawa Plaza	Suite 1329	Custodian, PT	12-JUN-00	NO	
30632 - Civic Center Complex	250 Frank Ogawa Plaza	Suite 1329	Custodian, PT	21-NOV-05	NO	
30632 - Civic Center Complex	250 Frank Ogawa Plaza	Suite 1329	Custodian, PT	09-OCT-06	NO	
30632 - Civic Center Complex	250 Frank Ogawa Plaza	Suite 1329	Custodian, PT	03-MAY-10	NO	
30632 - Civic Center Complex	250 Frank Ogawa Plaza	Suite 1329	Custodian, PT	03-MAY-10	NO	
30632 - Civic Center Complex	250 Frank Ogawa Plaza	Suite 1329	Custodian, PT	18-FEB-14	NO	
30632 - Civic Center Complex	250 Frank Ogawa Plaza	Suite 1329	Custodian, PT	18-FEB-14	NO	
30632 - Civic Center Complex	250 Frank Ogawa Plaza	Suite 1329	Custodian, PT	18-FEB-14	NO	
30632 - Civic Center Complex	150 Frank H. Ogawa Plaza	Suite No. 6353	Stationary Engineer	01-FEB-99	NO	
30632 - Civic Center Complex	150 Frank H. Ogawa Plaza	Suite No. 6353	Stationary Engineer	18-AUG-03	NO	
30632 - Civic Center Complex	150 Frank H. Ogawa Plaza	Suite No. 6353	Stationary Engineer	10-MAY-04	NO	
30632 - Civic Center Complex	150 Frank H. Ogawa Plaza	Suite No. 6353	Stationary Engineer, Chief	15-NOV-10	NO	
30633 - Hall of Justice Complex	150 Frank H. Ogawa Plaza	Suite No. 6353	Custodian	26-JUN-72	NO	
30633 - Hall of Justice Complex	150 Frank H. Ogawa Plaza	Suite No. 6353	Custodian	11-MAY-92	NO	
30633 - Hall of Justice Complex	250 Frank Ogawa Plaza	Suite 1329	Custodian	13-MAY-96	NO	
30633 - Hall of Justice Complex	150 Frank H. Ogawa Plaza	Suite No. 6353	Custodian	29-APR-98	NO	
30633 - Hall of Justice Complex	150 Frank H. Ogawa Plaza	Suite No. 6353	Custodian	06-JUL-02	NO	
30633 - Hall of Justice Complex	250 Frank Ogawa Plaza	Suite 1329	Custodian	31-JAN-04	NO	
30633 - Hall of Justice Complex	150 Frank H. Ogawa Plaza	Suite No. 6353	Custodian	17-MAY-04	NO	
30633 - Hall of Justice Complex	150 Frank H. Ogawa Plaza	Suite No. 6353	Custodian	04-NOV-06	NO	
30633 - Hall of Justice Complex	250 Frank Ogawa Plaza	Suite 1329	Custodian, PT	04-MAR-13	NO	
30633 - Hall of Justice Complex	250 Frank Ogawa Plaza	Suite 1329	Custodian, PT	28-MAY-13	NO	
30633 - Hall of Justice Complex	250 Frank Ogawa Plaza	Suite 1329	Custodian, PT	18-FEB-14	NO	
30633 - Hall of Justice Complex	250 Frank Ogawa Plaza	Suite 1329	Maintenance Mechanic	31-JUL-06	NO	
30633 - Hall of Justice Complex	7101 Edgewater Dr - Bldg 2		Stationary Engineer	24-AUG-09	NO	
30633 - Hall of Justice Complex	1000 Oak Street		Stationary Engineer, Chief	05-NOV-07	NO	
30634 - Plant Operations	250 Frank Ogawa Plaza	Suite 1329	Construction & Maintenance Mechanic	17-DEC-90	NO	
30634 - Plant Operations	250 Frank Ogawa Plaza	Suite 1329	Custodian	04-JAN-99	NO	
30634 - Plant Operations	1000 Oak Street		Stationary Engineer	30-JUN-97	NO	
30634 - Plant Operations	1000 Oak Street		Stationary Engineer	23-MAR-98	NO	
30634 - Plant Operations	7101 Edgewater Dr - Bldg 2		Stationary Engineer	30-SEP-02	NO	
30634 - Plant Operations	1000 Oak Street		Stationary Engineer, Chief	10-JAN-05	NO	
30635 - Roving Custodial	7101 Edgewater Dr - Bldg 4		Custodial Services Supervisor I	02-JUL-07	NO	
30635 - Roving Custodial	250 Frank Ogawa Plaza	Suite 1329	Custodial Services Supervisor I	07-JAN-13	NO	
30635 - Roving Custodial	666 Bellvue Ave		Custodian	18-AUG-80	NO	
30635 - Roving Custodial	7101 Edgewater Dr - Bldg 4		Custodian	23-AUG-93	NO	
30635 - Roving Custodial	666 Bellvue Ave		Custodian	31-MAY-95	NO	
30635 - Roving Custodial	666 Bellvue Ave		Custodian	11-JAN-97	NO	
30635 - Roving Custodial	7101 Edgewater Dr - Bldg 4		Custodian	19-JUL-97	NO	

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30635 - Roving Custodial	666 Bellvue Ave		Custodian	07-OCT-98	NO	
30635 - Roving Custodial	666 Bellvue Ave		Custodian	04-MAR-00	NO	
30635 - Roving Custodial	7101 Edgewater Dr - Bldg 4		Custodian	30-OCT-00	NO	
30635 - Roving Custodial	250 Frank Ogawa Plaza	Suite 1329	Custodian	02-FEB-02	NO	
30635 - Roving Custodial	7101 Edgewater Dr - Bldg 4		Custodian	30-MAR-02	NO	
30635 - Roving Custodial	666 Bellvue Ave		Custodian	22-JUN-02	NO	
30635 - Roving Custodial	666 Bellvue Ave		Custodian	22-JUN-02	NO	
30635 - Roving Custodial	666 Bellvue Ave		Custodian	08-DEC-03	NO	
30635 - Roving Custodial	250 Frank Ogawa Plaza	Suite 1329	Custodian	19-JUN-04	NO	
30635 - Roving Custodial	250 Frank Ogawa Plaza	Suite 1329	Custodian	24-SEP-04	NO	
30635 - Roving Custodial	666 Bellvue Ave		Custodian	16-JUL-05	NO	
30635 - Roving Custodial	7101 Edgewater Dr - Bldg 4		Custodian	31-JUL-06	NO	
30635 - Roving Custodial	666 Bellvue Ave		Custodian	20-OCT-06	NO	
30635 - Roving Custodial	666 Bellvue Ave		Custodian	21-FEB-07	NO	
30635 - Roving Custodial	250 Frank Ogawa Plaza	Suite 1329	Custodian	03-OCT-11	NO	
30635 - Roving Custodial	666 Bellvue Ave		Custodian	04-MAR-13	NO	
30635 - Roving Custodial	666 Bellvue Ave		Custodian	28-MAY-13	NO	
30635 - Roving Custodial	666 Bellvue Ave		Custodian, PPT	25-JUL-98	NO	
30635 - Roving Custodial	666 Bellvue Ave		Custodian, PPT	22-MAY-04	NO	
30635 - Roving Custodial	666 Bellvue Ave		Custodian, PT	18-APR-98	NO	
30635 - Roving Custodial	666 Bellvue Ave		Custodian, PT	16-SEP-00	NO	
30635 - Roving Custodial	666 Bellvue Ave		Custodian, PT	03-AUG-02	NO	
30635 - Roving Custodial	666 Bellvue Ave		Custodian, PT	31-AUG-02	NO	
30635 - Roving Custodial	666 Bellvue Ave		Custodian, PT	31-AUG-02	NO	
30635 - Roving Custodial	666 Bellvue Ave		Custodian, PT	01-AUG-05	NO	
30635 - Roving Custodial	666 Bellvue Ave		Custodian, PT	08-MAY-06	NO	
30635 - Roving Custodial	666 Bellvue Ave		Custodian, PT	20-NOV-06	NO	
30635 - Roving Custodial	250 Frank Ogawa Plaza	Suite 1329	Custodian, PT	21-MAY-07	NO	
30635 - Roving Custodial	250 Frank Ogawa Plaza	Suite 1329	Custodian, PT	03-MAY-10	NO	
30635 - Roving Custodial	666 Bellvue Ave		Custodian, PT	10-JUL-10	NO	
30635 - Roving Custodial	666 Bellvue Ave		Custodian, PT	13-NOV-10	NO	
30635 - Roving Custodial	666 Bellvue Ave		Custodian, PT	22-JAN-11	NO	
30635 - Roving Custodial	666 Bellvue Ave		Custodian, PT	16-APR-11	NO	
30635 - Roving Custodial	250 Frank Ogawa Plaza	Suite 1329	Custodian, PT	09-JUL-12	NO	
30635 - Roving Custodial	250 Frank Ogawa Plaza	Suite 1329	Custodian, PT	09-JUL-12	NO	
30635 - Roving Custodial	250 Frank Ogawa Plaza	Suite 1329	Custodian, PT	02-MAR-13	NO	
30635 - Roving Custodial	250 Frank Ogawa Plaza	Suite 1329	Custodian, PT	04-MAR-13	NO	
30635 - Roving Custodial	250 Frank Ogawa Plaza	Suite 1329	Custodian, PT	28-MAY-13	NO	
30635 - Roving Custodial	666 Bellvue Ave		Custodian, PT	18-FEB-14	NO	
30635 - Roving Custodial	666 Bellvue Ave		Custodian, PT	18-FEB-14	NO	
30635 - Roving Custodial	250 Frank Ogawa Plaza	Suite 1329	Maintenance Mechanic	29-APR-13	NO	
30635 - Roving Custodial	250 Frank Ogawa Plaza	Suite 1329	Maintenance Mechanic	07-DEC-13	NO	
30635 - Roving Custodial	250 Frank Ogawa Plaza	Suite 1329	Maintenance Mechanic	07-DEC-13	NO	
30635 - Roving Custodial	250 Frank Ogawa Plaza	Suite 1329	Painter	27-MAY-14	NO	
30635 - Roving Custodial	250 Frank Ogawa Plaza	Suite 1329	Pool Technician	18-JUL-87	NO	
30635 - Roving Custodial	250 Frank Ogawa Plaza	Suite 1329	Pool Technician	16-JUL-90	NO	
30635 - Roving Custodial	250 Frank Ogawa Plaza	Suite 1329	Pool Technician, PPT	14-APR-14	NO	
30651 - Parks/Bldg Maint Admin	7101 Edgewater Dr - Bldg 4		Administrative Analyst II	16-JAN-07	NO	
30651 - Parks/Bldg Maint Admin	7101 Edgewater Dr - Bldg 4		Administrative Assistant II	15-NOV-10	NO	
30651 - Parks/Bldg Maint Admin	7101 Edgewater Dr - Bldg 4		Facilities Complex Manager	04-JAN-14	NO	

OAKLAND PUBLIC WORKS, FY 2013-2014

ORGANIZATION	ADDRESS	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
30651 - Parks/Bldg Maint Admin	7101 Edgewater Dr - Bldg 4		Manager, Park Services	08-JUL-87	NO	
30652 - Landscape Maintenance	666 Bellvue Ave		Gardener Crew Leader	05-JUL-83	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Gardener Crew Leader	09-JUL-84	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Gardener Crew Leader	17-DEC-85	NO	
30652 - Landscape Maintenance	1520 Lakeside Drive		Gardener Crew Leader	11-JUL-87	NO	
30652 - Landscape Maintenance	1520 Lakeside Drive		Gardener Crew Leader	04-MAR-89	NO	
30652 - Landscape Maintenance	1520 Lakeside Drive		Gardener Crew Leader	01-JUL-89	NO	
30652 - Landscape Maintenance	1520 Lakeside Drive		Gardener Crew Leader	31-OCT-98	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Gardener Crew Leader	27-MAY-00	NO	
30652 - Landscape Maintenance	1520 Lakeside Drive		Gardener Crew Leader	17-APR-06	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	09-MAY-11	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-OCT-11	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Gardener Crew Leader	03-OCT-11	NO	
30652 - Landscape Maintenance	7101 Edgewater Drive		Gardener Crew Leader	06-AUG-12	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Gardener Crew Leader	14-APR-14	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Gardener Crew Leader	14-APR-14	NO	
30652 - Landscape Maintenance	666 Bellvue Ave		Gardener II	16-DEC-85	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Gardener II	21-JUL-90	NO	
30652 - Landscape Maintenance	1520 Lakeside Drive		Gardener II	11-DEC-99	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Gardener II	24-JUN-00	NO	
30652 - Landscape Maintenance	1520 Lakeside Drive		Gardener II	23-MAY-05	NO	
30652 - Landscape Maintenance	666 Bellvue Ave		Gardener II	13-JUN-11	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Gardener II	15-APR-13	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Irrigation Repair Specialist	16-DEC-85	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Irrigation Repair Specialist	20-NOV-93	NO	
30652 - Landscape Maintenance	666 Bellvue Ave		Park Attendant, PT	31-AUG-02	NO	
30652 - Landscape Maintenance	666 Bellvue Ave		Park Attendant, PT	03-MAR-04	NO	
30652 - Landscape Maintenance	666 Bellvue Ave		Park Attendant, PT	01-JUL-06	NO	
30652 - Landscape Maintenance	666 Bellvue Ave		Park Attendant, PT	03-JUL-06	NO	
30652 - Landscape Maintenance	666 Bellvue Ave		Park Attendant, PT	11-SEP-06	NO	
30652 - Landscape Maintenance	666 Bellvue Ave		Park Attendant, PT	11-SEP-06	NO	
30652 - Landscape Maintenance	666 Bellvue Ave		Park Attendant, PT	07-MAY-07	NO	
30652 - Landscape Maintenance	666 Bellvue Ave		Park Attendant, PT	04-JUN-07	NO	
30652 - Landscape Maintenance	666 Bellvue Ave		Park Attendant, PT	08-OCT-07	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Attendant, PT	08-MAR-08	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Attendant, PT	08-AUG-09	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Attendant, PT	08-AUG-09	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Attendant, PT	08-AUG-09	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Attendant, PT	08-AUG-09	NO	
30652 - Landscape Maintenance	666 Bellvue Ave		Park Attendant, PT	03-MAY-10	NO	
30652 - Landscape Maintenance	666 Bellvue Ave		Park Attendant, PT	03-MAY-10	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Attendant, PT	01-JUN-10	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Attendant, PT	28-JUN-10	NO	
30652 - Landscape Maintenance	666 Bellvue Ave		Park Attendant, PT	09-MAY-11	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Attendant, PT	09-MAY-11	NO	
30652 - Landscape Maintenance	666 Bellvue Ave		Park Attendant, PT	09-MAY-11	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Attendant, PT	09-MAY-11	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Attendant, PT	09-MAY-11	NO	

OAKLAND PUBLIC WORKS, FY 2013-2014

ORGANIZATION	ADDRESS	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Attendant, PT	09-MAY-11	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Attendant, PT	13-JUN-11	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Attendant, PT	13-JUN-11	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Attendant, PT	27-JUN-11	NO	
30652 - Landscape Maintenance	666 Bellvue Ave		Park Attendant, PT	04-SEP-12	NO	
30652 - Landscape Maintenance	666 Bellvue Ave		Park Attendant, PT	04-SEP-12	NO	
30652 - Landscape Maintenance	666 Bellvue Ave		Park Attendant, PT	04-SEP-12	NO	
30652 - Landscape Maintenance	666 Bellvue Ave		Park Attendant, PT	04-SEP-12	NO	
30652 - Landscape Maintenance	666 Bellvue Ave		Park Attendant, PT	04-SEP-12	NO	
30652 - Landscape Maintenance	666 Bellvue Ave		Park Attendant, PT	04-SEP-12	NO	
30652 - Landscape Maintenance	666 Bellvue Ave		Park Attendant, PT	04-SEP-12	NO	
30652 - Landscape Maintenance	666 Bellvue Ave		Park Attendant, PT	04-SEP-12	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Attendant, PT	08-JUL-13	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Attendant, PT	08-JUL-13	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Attendant, PT	08-JUL-13	NO	
30652 - Landscape Maintenance	666 Bellvue Ave		Park Attendant, PT	08-JUL-13	NO	
30652 - Landscape Maintenance	666 Bellvue Ave		Park Attendant, PT	08-JUL-13	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Attendant, PT	08-JUL-13	NO	
30652 - Landscape Maintenance	666 Bellvue Ave		Park Attendant, PT	08-JUL-13	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Attendant, PT	08-JUL-13	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Attendant, PT	22-JUL-13	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Attendant, PT	12-NOV-13	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Attendant, PT	12-NOV-13	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Attendant, PT	12-NOV-13	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Attendant, PT	12-NOV-13	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Attendant, PT	12-NOV-13	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Attendant, PT	12-NOV-13	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Attendant, PT	12-NOV-13	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Attendant, PT	12-NOV-13	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Attendant, PT	12-NOV-13	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Equipment Operator	04-FEB-75	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Equipment Operator	10-MAY-82	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Equipment Operator	15-OCT-88	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 Supervisor I	08-NOV-80	NO	
30652 - Landscape Maintenance	1520 Lakeside Drive		Park Supervisor I	14-APR-01	NO	
30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	SUITE 201	Park Supervisor I	06-AUG-12	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Supervisor I	21-JAN-14	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4		Park Supervisor II	12-JUN-12	NO	
30654 - Tree Services	7101 Edgewater Dr - Bldg 4		Administrative Assistant I	01-AUG-92	NO	
30654 - Tree Services	7101 Edgewater Dr - Bldg 4		Arboricultural Inspector	24-MAR-90	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 High Climber	14-AUG-93	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	09-JAN-88	NO	
30654 - Tree Services	7101 Edgewater Dr - Bldg 4		Tree Trimmer	17-SEP-88	NO	
30654 - Tree Services	7101 Edgewater Dr - Bldg 4		Tree Trimmer	27-APR-91	NO	
30654 - Tree Services	7101 Edgewater Dr - Bldg 4		Tree Trimmer	24-AUG-96	NO	
30654 - Tree Services	7101 Edgewater Dr - Bldg 4		Tree Trimmer	13-JUN-98	NO	
30654 - Tree Services	7101 Edgewater Dr - Bldg 4		Tree Trimmer	23-NOV-02	NO	

OAKLAND PUBLIC WORKS, FY 2013-2014

ORGANIZATION	ADDRESS	ADDRESS	JOB CLASS	HIRE DATE	PCP	LANG
30654 - Tree Services	7101 Edgewater Dr - Bldg 4		Tree Trimmer	14-FEB-05	NO	
30654 - Tree Services	7101 Edgewater Dr - Bldg 4		Tree Trimmer	07-SEP-09	NO	
30654 - Tree Services	7101 Edgewater Dr - Bldg 4		Tree Trimmer	15-NOV-10	NO	
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2		Construction & Maintenance Mechanic	10-DEC-90	NO	
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2		Construction & Maintenance Mechanic	26-OCT-02	NO	
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2		Construction & Maintenance Supv I	10-DEC-90	NO	
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2		Electrician	03-NOV-97	NO	
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2		Electrician	28-JUN-10	NO	
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2		Electrician Leader	31-JAN-05	NO	
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2		Painter	02-SEP-87	NO	
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2		Painter	23-JAN-89	NO	
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2		Painter	03-NOV-99	NO	
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2		Plumber	01-NOV-94	NO	
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2		Plumber	15-APR-02	NO	
30658 - Bldgs Structural	7101 Edgewater Dr - Bldg 2		Carpenter	18-OCT-93	NO	
30658 - Bldgs Structural	7101 Edgewater Dr - Bldg 2		Carpenter	26-MAR-07	NO	
30658 - Bldgs Structural	7101 Edgewater Dr - Bldg 2		Carpenter	26-MAR-07	NO	
30658 - Bldgs Structural	7101 Edgewater Dr - Bldg 2		Carpenter	26-MAR-07	NO	
30658 - Bldgs Structural	7101 Edgewater Dr - Bldg 2		Carpenter	19-NOV-07	NO	
30658 - Bldgs Structural	7101 Edgewater Dr - Bldg 2		Construction & Maintenance Mechanic	12-JUN-00	NO	
30658 - Bldgs Structural	7101 Edgewater Dr - Bldg 2		Construction & Maintenance Mechanic	28-OCT-02	NO	
30658 - Bldgs Structural	7101 Edgewater Dr - Bldg 2		Construction & Maintenance Mechanic	31-JUL-06	NO	
30658 - Bldgs Structural	7101 Edgewater Dr - Bldg 2		Construction & Maintenance Supv I	30-NOV-13	NO	
30658 - Bldgs Structural	7101 Edgewater Dr - Bldg 2		Maintenance Mechanic	15-MAY-85	NO	
30658 - Bldgs Structural	7101 Edgewater Dr - Bldg 2		Maintenance Mechanic	15-MAY-00	NO	
30658 - Bldgs Structural	7101 Edgewater Dr - Bldg 2		Maintenance Mechanic	21-MAY-07	NO	
30658 - Bldgs Structural	7101 Edgewater Dr - Bldg 2		Maintenance Mechanic	21-MAY-07	NO	
30658 - Bldgs Structural	7101 Edgewater Dr - Bldg 2		Maintenance Mechanic	15-APR-13	NO	
30671 - SCGA Admin	5821 Shepherd Canyon Rd		Administrative Assistant II	03-MAY-06	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	24-OCT-88	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	12-OCT-87	NO	
30672 - Street Cleaning	5050 COLISEUM WAY		Public Works Supervisor I	29-JAN-96	NO	
30672 - Street Cleaning	750 50th Ave.		Public Works Supervisor II	14-AUG-93	NO	
30672 - Street Cleaning	5821 Shepherd Canyon Rd		Street Maintenance Leader	25-MAR-00	NO	
30672 - Street Cleaning	5821 Shepherd Canyon Rd		Street Sweeper Operator	19-FEB-82	NO	
30672 - Street Cleaning	5050 COLISEUM WAY		Street Sweeper Operator	04-MAR-85	NO	
30672 - Street Cleaning	5050 COLISEUM WAY		Street Sweeper Operator	04-MAY-87	NO	
30672 - Street Cleaning	5050 COLISEUM WAY		Street Sweeper Operator	12-OCT-87	NO	
30672 - Street Cleaning	5050 COLISEUM WAY		Street Sweeper Operator	23-JAN-89	NO	
30672 - Street Cleaning	5821 Shepherd Canyon Rd		Street Sweeper Operator	16-APR-90	NO	
30672 - Street Cleaning	5821 Shepherd Canyon Rd		Street Sweeper Operator	10-SEP-96	NO	
30672 - Street Cleaning	5821 Shepherd Canyon Rd		Street Sweeper Operator	29-JUN-98	NO	
30672 - Street Cleaning	5050 COLISEUM WAY		Street Sweeper Operator	22-JUL-01	NO	
30672 - Street Cleaning	5050 COLISEUM WAY		Street Sweeper Operator	04-MAR-02	NO	
30672 - Street Cleaning	5050 COLISEUM WAY		Street Sweeper Operator	13-MAY-02	NO	
30672 - Street Cleaning	5050 COLISEUM WAY		Street Sweeper Operator	13-MAY-02	NO	
30672 - Street Cleaning	5050 COLISEUM WAY		Street Sweeper Operator	29-AUG-05	NO	
30672 - Street Cleaning	5821 Shepherd Canyon Rd		Street Sweeper Operator	23-OCT-06	NO	

OAKLAND PUBLIC WORKS, FY 2013-2014

ORGANIZATION	ADDRESS	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
30672 - Street Cleaning	5050 COLISEUM WAY		Street Sweeper Operator	25-OCT-07	NO	
30672 - Street Cleaning	5050 COLISEUM WAY		Street Sweeper Operator	01-DEC-08	NO	
30672 - Street Cleaning	5050 COLISEUM WAY		Street Sweeper Operator	01-OCT-12	NO	
30672 - Street Cleaning	5050 COLISEUM WAY		Street Sweeper Operator	03-SEP-13	NO	
30672 - Street Cleaning	5050 COLISEUM WAY		Street Sweeper Operator	03-SEP-13	NO	
30673 - Graffiti Abatement & Rapid R	5050 COLISEUM WAY		Electrical Painter	17-JUL-89	NO	
30673 - Graffiti Abatement & Rapid R	5050 COLISEUM WAY		Electrical Painter	25-SEP-89	NO	
30673 - Graffiti Abatement & Rapid R	5050 COLISEUM WAY		Electrical Painter	28-JUL-97	NO	
30673 - Graffiti Abatement & Rapid R	5050 COLISEUM WAY		Painter	11-JAN-88	NO	
30673 - Graffiti Abatement & Rapid R	750 50th Ave.		Painter	03-SEP-13	NO	
30673 - Graffiti Abatement & Rapid R	750 50th Ave.		Painter	16-SEP-13	NO	
30673 - Graffiti Abatement & Rapid R	7101 Edgewater Dr - Bldg 4		Public Works Supervisor I	15-DEC-97	NO	
30674 - Illegal Dumping	750 50th Ave.		Facility Security Assistant, PT	18-APR-88	NO	
30674 - Illegal Dumping	750 50th Ave.		Public Works Maintenance Worker	14-JAN-85	NO	
30674 - Illegal Dumping	750 50th Ave.		Public Works Maintenance Worker	16-JAN-85	NO	
30674 - Illegal Dumping	5821 Shepherd Canyon Rd		Public Works Maintenance Worker	22-AUG-88	NO	
30674 - Illegal Dumping	750 50th Ave.		Public Works Maintenance Worker	05-JUL-89	NO	
30674 - Illegal Dumping	5821 Shepherd Canyon Rd		Public Works Maintenance Worker	05-AUG-89	NO	
30674 - Illegal Dumping	750 50th Ave.		Public Works Maintenance Worker	18-AUG-90	NO	
30674 - Illegal Dumping	750 50th Ave.		Public Works Maintenance Worker	13-JUL-96	NO	
30674 - Illegal Dumping	750 50th Ave.		Public Works Maintenance Worker	15-DEC-97	NO	
30674 - Illegal Dumping	5050 COLISEUM WAY		Public Works Maintenance Worker	19-APR-99	NO	
30674 - Illegal Dumping	5821 Shepherd Canyon Rd		Public Works Maintenance Worker	09-AUG-99	NO	
30674 - Illegal Dumping	750 50th Ave.		Public Works Maintenance Worker	24-JUN-00	NO	
30674 - Illegal Dumping	7101 Edgewater Dr - Bldg 4		Public Works Maintenance Worker	14-APR-01	NO	
30674 - Illegal Dumping	750 50th Ave.		Public Works Maintenance Worker	20-OCT-02	NO	
30674 - Illegal Dumping	5050 COLISEUM WAY		Public Works Maintenance Worker	22-OCT-02	NO	
30674 - Illegal Dumping	750 50th Ave.		Public Works Maintenance Worker	13-OCT-03	NO	
30674 - Illegal Dumping	5821 Shepherd Canyon Rd		Public Works Maintenance Worker	04-OCT-04	NO	
30674 - Illegal Dumping	5821 Shepherd Canyon Rd		Public Works Maintenance Worker	09-MAY-05	NO	
30674 - Illegal Dumping	5821 Shepherd Canyon Rd		Public Works Maintenance Worker	02-JAN-07	NO	
30674 - Illegal Dumping	750 50th Ave.		Public Works Maintenance Worker	22-JAN-11	NO	
30674 - Illegal Dumping	One Frank Ogawa Plaza	3rd Floor	Public Works Maintenance Worker	19-FEB-11	NO	
30674 - Illegal Dumping	750 50th Ave.		Public Works Maintenance Worker	29-APR-13	NO	
30674 - Illegal Dumping	5050 COLISEUM WAY		Public Works Maintenance Worker	29-APR-13	NO	
30674 - Illegal Dumping	7101 Edgewater Dr - Bldg 4		Public Works Maintenance Worker	13-MAY-13	NO	
30674 - Illegal Dumping	750 50th Ave.		Public Works Maintenance Worker	28-MAY-13	NO	
30674 - Illegal Dumping	750 50th Ave.		Public Works Maintenance Worker	01-MAR-14	NO	
30674 - Illegal Dumping	750 50th Ave.		Public Works Maintenance Worker	01-MAR-14	NO	
30674 - Illegal Dumping	750 50th Ave.		Public Works Maintenance Worker	01-MAR-14	NO	
30674 - Illegal Dumping	5050 COLISEUM WAY		Public Works Supervisor I	29-JUN-98	NO	
30674 - Illegal Dumping	5821 Shepherd Canyon Rd		Public Works Supervisor I	29-OCT-03	NO	
30674 - Illegal Dumping	5821 Shepherd Canyon Rd		Public Works Supervisor II	27-JAN-86	NO	
30674 - Illegal Dumping	5050 COLISEUM WAY		Street Maintenance Leader	11-MAR-85	NO	
30674 - Illegal Dumping	750 50th Ave.		Street Maintenance Leader	18-AUG-86	NO	
30674 - Illegal Dumping	750 50th Ave.		Street Maintenance Leader	22-AUG-88	NO	
30674 - Illegal Dumping	5050 COLISEUM WAY		Street Maintenance Leader	31-JUL-89	NO	
30674 - Illegal Dumping	7101 Edgewater Dr - Bldg 4		Street Maintenance Leader	07-MAY-90	NO	
30674 - Illegal Dumping	750 50th Ave.		Street Maintenance Leader	20-JUN-92	NO	
30674 - Illegal Dumping	750 50th Ave.		Street Maintenance Leader	11-OCT-93	NO	

OAKLAND PUBLIC WORKS, FY 2013-2014

ORGANIZATION	ADDRESS	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
30674 - Illegal Dumping	750 50th Ave.		Street Maintenance Leader	10-JUL-00	NO	
30674 - Illegal Dumping	750 50th Ave.		Street Maintenance Leader	16-OCT-01	NO	
30674 - Illegal Dumping	750 50th Ave.		Street Maintenance Leader	28-OCT-03	NO	
30674 - Illegal Dumping	7101 Edgewater Dr - Bldg 4		Street Maintenance Leader	17-JAN-05	NO	
30681 - Environmental Services Admi	250 Frank Ogawa Plaza	Suite 5301	Administrative Assistant II	03-JAN-07	NO	
30681 - Environmental Services Admi	250 Frank Ogawa Plaza	Suite 5301	Manager, Environmental Services	11-DEC-06	NO	
30682 - Env Svcs Recycling & Solid W	250 Frank Ogawa Plaza	Suite 5301	Environmental Services Intern	12-OCT-98	NO	
30682 - Env Svcs Recycling & Solid W	250 Frank Ogawa Plaza	Suite 5301	Recycling Specialist	01-DEC-93	NO	
30682 - Env Svcs Recycling & Solid W	250 Frank Ogawa Plaza	Suite 5301	Recycling Specialist	02-OCT-00	NO	
30682 - Env Svcs Recycling & Solid W	250 Frank Ogawa Plaza	Suite 5301	Recycling Specialist	11-SEP-07	NO	
30682 - Env Svcs Recycling & Solid W	250 Frank Ogawa Plaza	Suite 5301	Recycling Specialist, Senior	14-JUL-97	NO	
30682 - Env Svcs Recycling & Solid W	250 Frank Ogawa Plaza	Suite 5301	Recycling Specialist, Senior	30-JUL-01	NO	
30682 - Env Svcs Recycling & Solid W	250 Frank Ogawa Plaza	Suite 5301	Solid Waste/Recycling Prog Sup	24-AUG-04	NO	
30683 - Env Svcs Environmental Rem	250 Frank Ogawa Plaza	Suite 5301	Environmental Program Specialist	22-SEP-03	NO	
30683 - Env Svcs Environmental Rem	250 Frank Ogawa Plaza	Suite 5301	Environmental Program Specialist	05-JAN-04	NO	
30683 - Env Svcs Environmental Rem	250 Frank Ogawa Plaza	Suite 5301	Environmental Program Specialist	03-OCT-05	NO	
30683 - Env Svcs Environmental Rem	250 Frank Ogawa Plaza	Suite 5301	Management Intern	17-DEC-12	NO	
30683 - Env Svcs Environmental Rem	250 Frank Ogawa Plaza	Suite 5301	Program Analyst III	10-SEP-13	NO	
30684 - Env Svcs Sustainability	250 Frank Ogawa Plaza	Suite 5301	Program Analyst II	18-OCT-04	NO	
30685 - Env Svcs Watershed Program	250 Frank Ogawa Plaza	Suite 5301	Program Analyst II	05-AUG-13	NO	
30685 - Env Svcs Watershed Program	250 Frank Ogawa Plaza	Suite 5301	Student Trainee, PT	07-JAN-13	NO	
30685 - Env Svcs Watershed Program	250 Frank Ogawa Plaza	Suite 5301	Student Trainee, PT	17-SEP-13	NO	
30689 - Env Svcs Energy Group	250 Frank Ogawa Plaza	Suite 5301	Electrical Engineer II	16-SEP-02	NO	
30689 - Env Svcs Energy Group	250 Frank Ogawa Plaza	Suite 5301	Energy Engineer III	21-MAY-90	NO	
30689 - Env Svcs Energy Group	250 Frank Ogawa Plaza	Suite 5301	Management Intern, PT	14-APR-14	NO	
30689 - Env Svcs Energy Group	250 Frank Ogawa Plaza	Suite 5301	Program Analyst III	31-MAR-14	NO	
30682 - Env Svcs Recycling & Solid W	250 Frank Ogawa Plaza	Suite 5301	Program Analyst I	Vacant	YES	
*New hires have hire date highlighted in grey						

OAKLAND PUBLIC WORKS, FY 2013-2014							
Row Labels	Count of JOB_CLASS	Count of New Hire	Count of PCP	Count of Spanish	Count of chinese	% SP	% CH
<b>30111 - Director and Human Resources Unit</b>	<b>4</b>						
Agency Director, Public Works	1						
Exec Asst to Agency Director	1						
Manager, Agency Administrative	1						
Temp Contract Svcs Employee, PT	1						
<b>30112 - Human Resources</b>	<b>13</b>		<b>1</b>			<b>0%</b>	<b>0%</b>
Administrative Assistant I	1		1				
Administrative Assistant II	1						
Administrative Assistant II (CONF)	1						
Manager, Support Services	1						
Payroll Personnel Clerk III	4						
Program Analyst I	1						
Support Services Supervisor	3						
Training & Public Svcs Admin	1						
<b>30121 - PWA Fiscal Services</b>	<b>13</b>						
Account Clerk II	1						
Account Clerk III	3						
Accountant I	2						
Accountant II	2						
Accountant III	3						
Budget & Grants Administrator	1						
Management Intern	1						
<b>30131 - Public Works Call Center</b>	<b>5</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>20%</b>	<b>40%</b>
Management Assistant	1		1				
Public Service Representative	4	1	4	1	2		
<b>30181 - Management Information Systems Unit</b>	<b>2</b>						
Management Intern	1						
Manager, Technology Pgm	1						
<b>30211 - Engineering and Construction - Administration</b>	<b>5</b>						
Administrative Assistant II	1						
Administrative Services Manager I	1						
Assist Director, Pub Works Agency	1						
Management Intern	1						
Project Manager II	1						
<b>30214 - ADA Programs</b>	<b>3</b>	<b>1</b>	<b>1</b>			<b>0%</b>	<b>0%</b>
ADA Projects Coordinator	1						
Administrative Assistant II	1		1				
Program Analyst III	1	1					
<b>30231 - Project Delivery - Administration</b>	<b>1</b>						
Engineer, Civil Principal	1						
<b>30232 - Construction Management and Material Testing</b>	<b>20</b>						
Architectural Assistant (Office)	1						
Construction Coordinator	1						
Construction Inspector (Field)	3						
Construction Inspector Sup (Field)	2						
Engineer, Assistant II (Office)	4						
Engineer, Civil (Field)	3						
Engineer, Civil (Office)	1						
Engineer, Civil Supervising (Field)	1						
Engineer, Civil Supv (Office)	1						

OAKLAND PUBLIC WORKS, FY 2013-2014							
Row Labels	Count of JOB_CLASS	Count of New Hire	Count of PCP	Count of Spanish	Count of chinese	% SP	% CH
Engineer, Transportation Assistant	1						
Engineering Intern, PT	2						
<b>30233 - Project Management</b>	<b>5</b>	<b>1</b>					
Administrative Assistant II	1						
Capital Improvement Project Coor	4	1					
<b>30234 - Facilities Planning and Development</b>	<b>5</b>	<b>1</b>					
Capital Improvement Project Coor	3	1					
Management Intern	1						
Project Manager II	1						
<b>30235 - Surveying</b>	<b>5</b>						
Chief of Party	1						
City Land Surveyor	1						
Student Trainee, PT	1						
Surveying Technician, Sr (Field)	2						
<b>30241 - Engineering Design and ROW - Administration</b>	<b>2</b>						
Administrative Assistant II	1						
Engineer, Civil Principal	1						
<b>30242 - Streets and Structures</b>	<b>19</b>	<b>1</b>	<b>2</b>			<b>0%</b>	<b>0%</b>
Architectural Associate (Field)	1						
Drafting Technician, Int (Office)	1						
Drafting/Design Technician, Sr	1						
Engineer, Assistant II (Office)	5						
Engineer, Civil (Office)	5						
Engineer, Civil Supv (Office)	2						
Public Service Representative, PT	2	1	2				
Student Trainee, PT	2						
<b>30243 - Right of Way Management</b>	<b>19</b>		<b>1</b>			<b>0%</b>	<b>0%</b>
Administrative Assistant II	1						
Arboricultural Inspector	1						
Construction Inspector (Field)	12						
Construction Inspector Sup (Field)	1						
Construction Inspector, Sr (Field)	2						
Engineer, Civil Supv (Office)	1						
Public Service Representative	1		1				
<b>30244 - Sanitary Sewer Design</b>	<b>6</b>						
Engineer, Assistant I (Office)	1						
Engineer, Assistant II (Office)	4						
Engineer, Civil (Office)	1						
<b>30245 - Watershed and Stormwater Program</b>	<b>3</b>						
Environmental Program Specialist	1						
Program Analyst III	2						
<b>30261 - Transportation Services - Administration</b>	<b>3</b>			<b>1</b>		<b>0%</b>	<b>0%</b>
Administrative Assistant II	1			1			
Engineer, Civil Principal	1						
Exempt Limited Duration Employee	1						
<b>30264 - Traffic Capital Projects</b>	<b>17</b>	<b>6</b>					
Engineer, Assistant II (Office)	4						
Engineer, Transportation	4						
Engineer, Transportation Assistant	1						
Engineer, Transportation Supv	1						

OAKLAND PUBLIC WORKS, FY 2013-2014							
Row Labels	Count of JOB_CLASS	Count of New Hire	Count of PCP	Count of Spanish	Count of chinese	% SP	% CH
Engineering Intern, PT	7	6					
<b>30265 - Traffic Safety Program</b>	<b>8</b>						
Engineer, Assistant II (Office)	1						
Engineer, Transportation	2						
Engineer, Transportation Assistant	1						
Engineer, Transportation Supv	1						
Engineering Technician II (Office)	3						
<b>30275 - IPPD Plans and Programming</b>	<b>12</b>	<b>3</b>					
Engineer, Civil (Office)	1						
Manager, Capital Improvement Pgrm	1						
Program Analyst I	1						
Program Analyst III	1						
Student Trainee, PT	6	3					
Transportation Planner, Senior	2						
<b>30511 - Infrastructure&amp; Ops Asst Director's Office</b>	<b>3</b>						
Administrative Assistant I	1						
Assist Director, Pub Works Agency	1						
Budget & Operations Analyst III	1						
<b>30522 - Electrical Maintenance</b>	<b>19</b>						
Administrative Assistant II	1						
Electrical Const & Maint Planner	1						
Electrical Engineer III	2						
Electrical Supervisor	2						
Electrician	9						
Electrician Helper	1						
Electrician Leader	2						
Manager, Electrical Services	1						
<b>30523 - Electrical Traffic Maintenance</b>	<b>16</b>	<b>1</b>					
Public Works Maintenance Worker	3	1					
Public Works Supervisor I	1						
Public Works Supervisor II	1						
Sign Maintenance Worker	5						
Traffic Painter	4						
Traffic Sign Maker	2						
<b>30524 - Electrical Services: Meter Operations</b>	<b>8</b>						
Parking Meter Repair Worker	7						
Public Works Supervisor I	1						
<b>30531 - Infrastructure Maint Admin</b>	<b>3</b>						
Administrative Assistant II	1						
Management Assistant	1						
Public Works Operations Manager	1						
<b>30532 - Storm Drain Maintenance</b>	<b>21</b>						
Heavy Equipment Operator	1						
Public Works Maintenance Worker	10						
Public Works Supervisor I	2						
Public Works Supervisor II	1						
Street Maintenance Leader	7						
<b>30533 - Sewer System Maintenance</b>	<b>60</b>	<b>6</b>					
Heavy Equipment Operator	2						
Public Works Supervisor I	5						

OAKLAND PUBLIC WORKS, FY 2013-2014							
Row Labels	Count of JOB_CLASS	Count of New Hire	Count of PCP	Count of Spanish	Count of chinese	% SP	% CH
Public Works Supervisor II	1						
Sewer Maintenance Leader	22	1					
Sewer Maintenance Planner	1	1					
Sewer Maintenance Worker	29	4					
<b>30534 - Street &amp; Sidewalk Maintenance</b>	<b>40</b>	<b>5</b>					
Concrete Finisher	3						
Heavy Equipment Operator	3						
Public Works Maintenance Worker	19	5					
Public Works Supervisor I	3						
Public Works Supervisor II	1						
Street Maintenance Leader	11						
<b>30541 - Equipment Services Administration</b>	<b>53</b>	<b>11</b>					
Administrative Assistant II	1						
Auto Equipment Mechanic	10	1					
Auto Equipment Service Worker	4						
Blacksmith Welder	1						
Electro-Mechanical Machinist	1						
Equipment Body Repair Worker	3						
Equipment Parts Technician	3	1					
Equipment Services Superintendent	1						
Equipment Supervisor	1						
Facility Security Assistant, PT	1	1					
Fleet Specialist	1						
Heavy Equipment Mechanic	14	3					
Heavy Equipment Service Worker	7	3					
Heavy Equipment Supervisor	2						
Manager, Equipment Services	1	1					
Office Assistant II	1						
Temp Contract Svcs Employee, PT	1	1					
<b>30611 - Facilities &amp; Environ Asst. Director's Office</b>	<b>2</b>						
Administrative Assistant II	1						
Administrative Services Manager I	1						
<b>30631 - Facility Services Admin</b>	<b>4</b>						
Administrative Analyst II	1						
Administrative Assistant II	1						
Facilities Complex Manager	1						
Manager, Building Services	1						
<b>30632 - Civic Center Complex</b>	<b>24</b>	<b>3</b>					
Custodial Services Supervisor I	1						
Custodian	8						
Custodian Supervisor	1						
Custodian, PPT	2						
Custodian, PT	8	3					
Stationary Engineer	3						
Stationary Engineer, Chief	1						
<b>30633 - Hall of Justice Complex</b>	<b>14</b>	<b>1</b>					
Custodian	8						
Custodian, PT	3	1					
Maintenance Mechanic	1						
Stationary Engineer	1						

OAKLAND PUBLIC WORKS, FY 2013-2014							
Row Labels	Count of JOB_CLASS	Count of New Hire	Count of PCP	Count of Spanish	Count of chinese	% SP	% CH
Stationary Engineer, Chief	1						
<b>30634 - Plant Operations</b>	<b>6</b>						
Construction & Maintenance Mechanic	1						
Custodian	1						
Stationary Engineer	3						
Stationary Engineer, Chief	1						
<b>30635 - Roving Custodial</b>	<b>54</b>	<b>6</b>					
Custodial Services Supervisor I	2						
Custodian	22						
Custodian, PPT	2						
Custodian, PT	21	2					
Maintenance Mechanic	3	2					
Painter	1	1					
Pool Technician	2						
Pool Technician, PPT	1	1					
<b>30651 - Parks/Bldg Maint Admin</b>	<b>4</b>	<b>1</b>					
Administrative Analyst II	1						
Administrative Assistant II	1						
Facilities Complex Manager	1	1					
Manager, Park Services	1						
<b>30652 - Landscape Maintenance</b>	<b>88</b>	<b>21</b>					
Gardener Crew Leader	17	2					
Gardener II	7						
Irrigation Repair Specialist	2						
Park Attendant, PT	53	18					
Park Equipment Operator	4						
Park Supervisor I	4	1					
Park Supervisor II	1						
<b>30654 - Tree Services</b>	<b>14</b>						
Administrative Assistant I	1						
Arboricultural Inspector	1						
Tree High Climber	2						
Tree Supervisor I	1						
Tree Supervisor II	1						
Tree Trimmer	8						
<b>30655 - Bldgs Electrical &amp; Painting</b>	<b>11</b>						
Construction & Maintenance Mechanic	2						
Construction & Maintenance Supv I	1						
Electrician	2						
Electrician Leader	1						
Painter	3						
Plumber	2						
<b>30658 - Bldgs Structural</b>	<b>14</b>	<b>1</b>					
Carpenter	5						
Construction & Maintenance Mechanic	3						
Construction & Maintenance Supv I	1	1					
Maintenance Mechanic	5						
<b>30671 - SCGA Admin</b>	<b>2</b>						
Administrative Assistant II	1						
Public Works Operations Manager	1						

OAKLAND PUBLIC WORKS, FY 2013-2014							
Row Labels	Count of JOB_CLASS	Count of New Hire	Count of PCP	Count of Spanish	Count of chinese	% SP	% CH
<b>30672 - Street Cleaning</b>	<b>25</b>	<b>2</b>					
Public Works Maintenance Worker	2						
Public Works Supervisor I	2						
Public Works Supervisor II	1						
Street Maintenance Leader	1						
Street Sweeper Operator	19	2					
<b>30673 - Graffiti Abatement &amp; Rapid Response</b>	<b>7</b>	<b>2</b>					
Electrical Painter	3						
Painter	3	2					
Public Works Supervisor I	1						
<b>30674 - Illegal Dumping</b>	<b>42</b>	<b>3</b>					
Facility Security Assistant, PT	1						
Public Works Maintenance Worker	27	3					
Public Works Supervisor I	2						
Public Works Supervisor II	1						
Street Maintenance Leader	11						
<b>30681 - Environmental Services Admin</b>	<b>2</b>						
Administrative Assistant II	1						
Manager, Environmental Services	1						
<b>30682 - Env Svcs Recycling &amp; Solid Waste</b>	<b>8</b>	<b>1</b>	<b>1</b>				
Environmental Services Intern	1						
Program Analyst I	1	1	1				
Recycling Specialist	3						
Recycling Specialist, Senior	2						
Solid Waste/Recycling Prog Sup	1						
<b>30683 - Env Svcs Environmental Remediation</b>	<b>5</b>	<b>1</b>					
Environmental Program Specialist	3						
Management Intern	1						
Program Analyst III	1	1					
<b>30684 - Env Svcs Sustainability</b>	<b>1</b>						
Program Analyst II	1						
<b>30685 - Env Svcs Watershed Program</b>	<b>3</b>	<b>2</b>					
Program Analyst II	1	1					
Student Trainee, PT	2	1					
<b>30689 - Env Svcs Energy Group</b>	<b>4</b>	<b>2</b>					
Electrical Engineer II	1						
Energy Engineer III	1						
Management Intern, PT	1	1					
Program Analyst III	1	1					
(blank)							
<b>Grand Total</b>	<b>727</b>	<b>83</b>	<b>12</b>	<b>1</b>	<b>2</b>	<b>8%</b>	<b>17%</b>



CITY OF OAKLAND

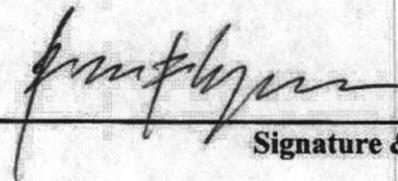
**EQUAL ACCESS ORDINANCE  
ANNUAL COMPLIANCE PLAN**

**PART I: DEPARTMENT HEAD CERTIFICATION**

**DEPARTMENT NAME: Planning & Building Department  
FISCAL YEAR: 2013 - 2014**

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

**I, Rachel Flynn, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Planning & Building Department was submitted on June 30, 2014.**

 6.30.14  
\_\_\_\_\_  
Signature & Date

RACHEL FLYNN  
\_\_\_\_\_  
Print Name & Title

DIRECTOR  
PLANNING + BLDG DEPT.

**PLANNING & BUILDING DEPARTMENT (PBD)**

**PART II Quantitative Assessment**

<b>TABLE 1: DEPARTMENT CONTACT</b>		
<i>Department Head</i>	<i>Language Access Coordinator</i>	<i>SPOC</i>
Rachel Flynn Director 250 Frank H. Ogawa Plaza 3rd Floor, Suite 3315 Oakland, CA 94612 phone: (510) 238-2229 email: <a href="mailto:rflynn@oaklandnet.com">rflynn@oaklandnet.com</a>	Melanie Cockerham Administrative Analyst II 250 Frank H. Ogawa Plaza 3rd Floor, Suite 3315 Oakland, CA 94612 phone: (510) 238-3471 email: <a href="mailto:mcockerham@oaklandnet.com">mcockerham@oaklandnet.com</a>	Melanie Cockerham Administrative Analyst II 250 Frank H. Ogawa Plaza 3rd Floor, Suite 3315 Oakland, CA 94612 phone: (510) 238-3471 email: <a href="mailto:mcockerham@oaklandnet.com">mcockerham@oaklandnet.com</a>

<b>TABLE 2: SUPER PCP UNIT</b>	<b>GOAL</b>		<b>ACTUAL</b>		<b>SP BPCP</b>	<b>CH BPCP</b>
	<b>Bilingual Staff</b>		<b>Bilingual Staff</b>		<b>Goals Met?</b>	<b>Goals Met?</b>
Planning (84211)	1 SP	1 CH	5 SP	0 CH	YES	NO
Zoning (84229)						
Engineering: Project Coordination (84432)	1 SP Internal & 1 SP External	1 CH Internal & 1 CH External	2 SP Internal & 7 SP External	8 CH Internal 1 CH External	YES	YES
Admin: Engineering (84411)						
Admin: Building Inspection (84412)						
Engineering: Permit Center (84421)						
Building & Infrastructure Plan Check (84431)						
Inspections: Commercial Building (84451)						
Inspections: Residential Building (84452)						
Inspections: Infrastructure (84453)						
Inspections: Neighborhood Preservation (84454)						

SP = Spanish, CH = Chinese

<b>TABLE 3: DEPARTMENT ORGANIZATION STRUCTURE</b>
Admin: Planning & Building
Planning
Zoning
Engineering: Project Coordination
Admin: Building Inspection
Engineering: Permit Center
Building & Infrastructure Plan Check
Inspections: Commercial Building
Inspections: Residential Building
Inspections: Infrastructure
Inspections: Neighborhood Preservation

<b>TABLE 4: VITAL DOCUMENTS</b>	<b>Spanish</b>	<b>Chinese</b>	<b>Other Language(s)</b>
Bicycle Program Newsletters	YES	YES	Vietnamese
CityRacks Bike Rack Request Form	YES	YES	Vietnamese
Blight Abatement Brochure	YES	YES	
Dogs in Oakland	YES	YES	
Keep Oakland Beautiful, Clean and Green	YES	YES	
Home Occupation	YES	YES	
How to Reach Us	YES	YES	
MJ Residential Additions and Alterations	YES	YES	
Plot Plan	YES	YES	
Services and Permits	YES	YES	
Single Family Dwellings	YES	YES	
What is a Variance?	YES	YES	
Report of Building Record	NO	NO	
Records Request	NO	NO	
Plan and Permit Retrieval Request	NO	NO	
How to Contact Us	YES	YES	
Important Additions and Alterations for Residents	YES	YES	
Site Plans	YES	YES	

**Percentage of vital documents translated into threshold language(s) = 83%**

<b>TABLE 5: RECORDED TELEPHONIC MESSAGES</b>	<b>Multilingual Lines</b>	<b>Status</b>
Planning and Zoning-Intake Scheduling Appointment	238-3940	Completed
Planning and Zoning-Zoning Division Voicemail	238-3911	Completed
Blight Hotline	238-3381	Completed
Building Services Division-Billing Appeals Unit	238-3452	In Progress

**Percentage of public phone number with translated voice recording = 75%**

**PART III – QUALITATIVE ASSESSMENT (NARRATIVE)**

**PLANNING & BUILDING DEPARTMENT (PBD)  
 FISCAL YEAR 2013-2014**

**A. BILINGUAL PUBLIC CONTACT POSITIONS ASSESSMENT**

Please provide, in the table below, a summary assessment of public contact positions and the number of bilingual public contact position employees. In addition, department shall refer to Department staffing chart for comprehensive analysis.

ASSESSMENT		SPANISH PCP			CHINESE PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
115.5	89.5	10	15	YES	5	8	YES

1. Provide a summary narrative assessment and analysis 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.

Planning & Building Department meets compliance with Equal Access to Services Ordinance related to bilingual employees in Public Contact Positions. Bureau of Planning and the Bureau of Building had a total of 115.50 FTE of which 89.50 are PCP positions in this FY 2013-2014. The actual bilingual Spanish speaking PCP and bilingual Chinese speaking PCP exceeded the baseline goal for the year. The Planning & Building Department met and exceeded the Equal Access Goal.

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

During FY 2013-14, Planning & Building Department (PBD) conducted recruitment of five PCP positions. For all recruitments the Planning & Building Department works with Human Resources Department (HR) and the Equal Access Office (EAO) to assess the Public Contact Position status and language requirements for each respective position, further, PBD advertises each recruitment in publications targeting bilingual candidates. PBD’s methods for employee bilingual language skills assessment and testing are coordinated by HR.

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

Best practices utilized by PBD include: providing signage in multiple languages; providing community documents and forms in multiple languages; utilizing staff in other departments to provide a needed language; providing interpreters at community meetings; etc.

Though the Bureau of Planning is deficient in Chinese speaking employees, the Bureau of Building has many Chinese speaking employees, who remain available to assist the Bureau of Planning as needed.

PLANNING BUILDING DEPARTMENT, FY 2013-2014

ORGANIZATION	ADDRESS_LINE_1	ADDRESS_LINE_2	JOB_CLASS	HIRE_DATE	PCP	LANG
84111 - Admin: Planning, Building &	250 Frank H. Ogawa Plaza	Suite 3330	Account Clerk III	26-NOV-12	NO	
84111 - Admin: Planning, Building &	250 FRANK H. OGAWA PLAZA	SUITE 4314	Administrative Analyst II	30-SEP-96	NO	
84111 - Admin: Planning, Building &	250 Frank H. Ogawa Plaza	Suite 3330	Administrative Services Manager I	30-OCT-06	NO	
84111 - Admin: Planning, Building &	250 Frank H. Ogawa Plaza	Suite 3330	Director of Planning & Building	04-MAR-13	NO	
84111 - Admin: Planning, Building &	250 FRANK H. OGAWA PLAZA, 3RD FL		Public Service Representative	03-FEB-14	YES	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL		Deputy Director/City Planner	12-NOV-02	NO	
84211 - Planning	250 Frank H. Ogawa Plaza	Suite 3315	Graphic Delineator	16-JUN-08	NO	
84211 - Planning	250 Frank H. Ogawa Plaza	Suite 3330	Planner II	07-JUN-06	YES	Other
84211 - Planning	250 Frank H. Ogawa Plaza	Suite 3330	Planner II	06-AUG-07	YES	
84211 - Planning	250 Frank H. Ogawa Plaza	Suite 3330	Planner II	22-OCT-07	YES	Spanish
84211 - Planning	250 Frank H. Ogawa Plaza	Suite 3330	Planner III	29-APR-03	YES	
84211 - Planning	250 Frank H. Ogawa Plaza	Suite 3330	Planner III	05-MAR-07	YES	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL		Planner III	04-SEP-07	YES	
84211 - Planning	250 Frank H. Ogawa Plaza	Suite 3330	Planner III, Historic Preservation	29-AUG-83	YES	
84211 - Planning	250 Frank H. Ogawa Plaza	Suite 3330	Planner III, PPT	08-SEP-03	YES	
84211 - Planning	250 Frank H. Ogawa Plaza	Suite 3330	Planner III, PPT	24-JAN-05	YES	
84211 - Planning	250 Frank H. Ogawa Plaza	Suite 3330	Planner IV	20-AUG-84	NO	
84211 - Planning	250 Frank H. Ogawa Plaza	Suite 3330	Planner V	14-JUN-10	NO	
84211 - Planning	250 Frank H. Ogawa Plaza	Suite 3330	Planning Intern, PT	12-OCT-93	NO	
84211 - Planning	250 Frank H. Ogawa Plaza	Suite 3330	Planning Intern, PT	23-JUL-12	NO	
84229 - Zoning	250 Frank Ogawa Plaza	2nd Floor	Administrative Assistant I	31-MAR-01	YES	
84229 - Zoning	250 Frank H. Ogawa Plaza	Suite 3330	Administrative Assistant II	05-MAR-84	YES	
84229 - Zoning	250 Frank H. Ogawa Plaza	Suite 3330	Manager, Zoning	29-JAN-01	NO	
84229 - Zoning	250 Frank H. Ogawa Plaza	Suite 3330	Planner I	17-MAY-04	YES	
84229 - Zoning	250 Frank H. Ogawa Plaza	Suite 3330	Planner I	27-FEB-06	YES	Spanish
84229 - Zoning	250 Frank H. Ogawa Plaza	Suite 3330	Planner II	07-AUG-89	YES	
84229 - Zoning	250 Frank Ogawa Plaza	2nd Floor	Planner II	07-FEB-01	YES	
84229 - Zoning	250 Frank Ogawa Plaza	2nd Floor	Planner II	27-JUN-05	YES	
84229 - Zoning	250 Frank H. Ogawa Plaza	Suite 3330	Planner II	29-AUG-05	YES	Spanish
84229 - Zoning	250 Frank H. Ogawa Plaza	Suite 3330	Planner II	02-JAN-07	YES	
84229 - Zoning	250 Frank H. Ogawa Plaza	Suite 3330	Planner II	13-FEB-07	YES	
84229 - Zoning	250 Frank H. Ogawa Plaza	Suite 3330	Planner II, Design Review	08-JAN-92	YES	
84229 - Zoning	250 Frank H. Ogawa Plaza	Suite 3330	Planner III	30-DEC-91	YES	
84229 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL		Planner III	28-AUG-00	YES	Spanish
84229 - Zoning	250 Frank H. Ogawa Plaza	Suite 3330	Planner III	01-MAY-01	YES	
84229 - Zoning	250 Frank H. Ogawa Plaza	Suite 3330	Planner III	08-APR-02	YES	
84229 - Zoning	250 Frank H. Ogawa Plaza	Suite 3330	Planner III	04-NOV-02	YES	
84229 - Zoning	250 Frank H. Ogawa Plaza	Suite 3330	Planning Intern, PT	08-AUG-11	NO	
84229 - Zoning	250 Frank H. Ogawa Plaza	Suite 3330	Planning Intern, PT	16-SEP-13	NO	
84229 - Zoning	250 Frank H. Ogawa Plaza	Suite 3330	Planning Intern, PT	31-MAR-14	NO	
84229 - Zoning	250 Frank H. Ogawa Plaza	Suite 3330	Public Service Representative	29-SEP-97	YES	
84411 - Admin: Engineering	250 Frank Ogawa Plaza	2nd Floor	Deputy Director/Building Official	08-JUL-13	NO	
84412 - Admin: Building Inspection	250 Frank Ogawa Plaza	2nd Floor	Account Clerk II	24-SEP-07	NO	
84412 - Admin: Building Inspection	250 Frank Ogawa Plaza	2nd Floor	Administrative Assistant I, PT	25-JUN-12	NO	
84412 - Admin: Building Inspection	250 Frank H. Ogawa Plaza	Suite 3330	Management Assistant	02-SEP-80	NO	
84412 - Admin: Building Inspection	250 Frank H. Ogawa Plaza	Suite 3330	Office Assistant II	16-OCT-06	YES	Chinese
84412 - Admin: Building Inspection	250 Frank Ogawa Plaza	2nd Floor	Office Assistant II	16-OCT-06	YES	
84412 - Admin: Building Inspection	250 Frank Ogawa Plaza	2nd Floor	Office Manager	11-MAR-96	NO	
84412 - Admin: Building Inspection	250 Frank H. Ogawa Plaza	Suite 3330	Public Service Rep, PPT	03-SEP-11	YES	French
84412 - Admin: Building Inspection	250 Frank H. Ogawa Plaza	Suite 3330	Public Service Representative	30-MAY-89	YES	

PLANNING BUILDING DEPARTMENT, FY 2013-2014

ORGANIZATION	ADDRESS_LINE_1	ADDRESS_LINE	JOB_CLASS	HIRE_DATE	PCP	LANG
84412 - Admin: Building Inspection	250 Frank H. Ogawa Plaza	Suite 3330	Public Service Representative	04-DEC-06	YES	
84412 - Admin: Building Inspection	250 Frank H. Ogawa Plaza	Suite 3330	Public Service Representative	02-JUN-08	YES	
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	2nd Floor	Account Clerk III	21-MAR-05	NO	
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	2nd Floor	Engineer, Assistant II (Office)	28-MAR-88	YES	
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	2nd Floor	Engineer, Civil (Office)	22-FEB-05	YES	Chinese
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	2nd Floor	Engineer, Civil Principal	29-AUG-11	NO	
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	2nd Floor	Permit Technician II	27-AUG-90	YES	
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	2nd Floor	Principal Inspection Supv	23-MAR-92	YES	
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	2nd Floor	Process Coordinator II	26-JUN-89	NO	
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	2nd Floor	Public Service Representative	19-MAR-73	YES	Spanish
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	2nd Floor	Public Service Representative	27-JUL-87	YES	
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	2nd Floor	Public Service Representative	21-APR-08	YES	Chinese
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	2nd Floor	Specialty Combination Insp, Senior	01-JUL-85	YES	Spanish
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	2nd Floor	Specialty Combination Insp, Senior	01-NOV-99	YES	
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	2nd Floor	Specialty Combination Inspector	15-MAY-89	YES	
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	2nd Floor	Specialty Combination Inspector	15-MAY-89	YES	
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	2nd Floor	Specialty Combination Inspector	31-OCT-89	YES	
84421 - Engineering: Permit Center	250 Frank H. Ogawa Plaza	Suite 3330	Specialty Combination Inspector	27-AUG-90	YES	
84421 - Engineering: Permit Center	250 Frank H. Ogawa Plaza	Suite 3330	Specialty Combination Inspector	10-JUN-91	YES	Vietnamese
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	2nd Floor	Specialty Combination Inspector	13-AUG-01	YES	
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	2nd Floor	Specialty Combination Inspector	23-MAY-05	YES	
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	2nd Floor	Specialty Combination Inspector	23-MAY-05	YES	
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	2nd Floor	Specialty Combination Inspector	16-OCT-06	YES	
84431 - Building & Infrastructure Pla	250 Frank Ogawa Plaza	2nd Floor	Engineer, Civil (Office)	10-FEB-75	YES	Chinese
84431 - Building & Infrastructure Pla	250 Frank Ogawa Plaza	2nd Floor	Engineer, Civil (Office)	03-JAN-89	YES	Chinese
84431 - Building & Infrastructure Pla	250 Frank Ogawa Plaza	2nd Floor	Engineer, Civil (Office)	07-JAN-91	YES	Hindi
84431 - Building & Infrastructure Pla	250 Frank Ogawa Plaza	2nd Floor	Engineer, Civil (Office)	09-JUL-01	YES	
84432 - Engineering: Project Coordin	250 Frank Ogawa Plaza	2nd Floor	Engineer, Assistant II (Office)	25-AUG-01	YES	
84432 - Engineering: Project Coordin	250 Frank Ogawa Plaza	2nd Floor	Engineer, Civil (Office)	10-SEP-03	NO	
84432 - Engineering: Project Coordin	250 Frank Ogawa Plaza	2nd Floor	Engineer, Civil (Office)	06-DEC-04	NO	
84432 - Engineering: Project Coordin	250 Frank Ogawa Plaza	2nd Floor	Engineering Technician II (Office)	18-JAN-00	YES	Spanish
84433 - Engineering: Infrastructure	250 Frank H. Ogawa Plaza	Suite 3330	Planner IV	11-JAN-88	NO	Spanish
84433 - Engineering: Infrastructure	250 Frank Ogawa Plaza	2nd Floor	Process Coordinator III	02-APR-90	NO	
84451 - Inspections: Commercial Bu	250 Frank Ogawa Plaza	2nd Floor	Engineer, Civil Principal	17-APR-89	YES	Chinese
84451 - Inspections: Commercial Bu	250 Frank Ogawa Plaza	2nd Floor	Specialty Combination Inspector	15-MAY-89	YES	
84451 - Inspections: Commercial Bu	250 Frank H. Ogawa Plaza	Suite 3330	Specialty Combination Inspector	06-NOV-89	YES	
84451 - Inspections: Commercial Bu	250 Frank Ogawa Plaza	2nd Floor	Specialty Combination Inspector	06-OCT-98	YES	Spanish
84451 - Inspections: Commercial Bu	250 Frank Ogawa Plaza	2nd Floor	Specialty Combination Inspector	15-NOV-99	YES	Spanish
84451 - Inspections: Commercial Bu	250 Frank Ogawa Plaza	2nd Floor	Specialty Combination Inspector	08-JAN-01	YES	
84451 - Inspections: Commercial Bu	250 Frank Ogawa Plaza	2nd Floor	Specialty Combination Inspector	24-JUL-06	YES	
84451 - Inspections: Commercial Bu	250 Frank Ogawa Plaza	2nd Floor	Specialty Combination Inspector	13-FEB-07	YES	Spanish
84452 - Inspections: Residential Buil	250 Frank Ogawa Plaza	2nd Floor	Account Clerk II	24-SEP-07	YES	Chinese
84452 - Inspections: Residential Buil	250 Frank Ogawa Plaza	2nd Floor	Specialty Combination Inspector	18-JUN-84	YES	
84452 - Inspections: Residential Buil	250 Frank Ogawa Plaza	2nd Floor	Specialty Combination Inspector	29-JUL-91	YES	
84452 - Inspections: Residential Buil	250 Frank Ogawa Plaza	2nd Floor	Specialty Combination Inspector	26-OCT-92	YES	Spanish
84452 - Inspections: Residential Buil	250 Frank Ogawa Plaza	2nd Floor	Specialty Combination Inspector	01-NOV-99	YES	
84452 - Inspections: Residential Buil	250 Frank Ogawa Plaza	2nd Floor	Specialty Combination Inspector	13-DEC-99	YES	Spanish
84452 - Inspections: Residential Buil	250 Frank Ogawa Plaza	2nd Floor	Specialty Combination Inspector	23-MAY-05	YES	
84452 - Inspections: Residential Buil	250 Frank Ogawa Plaza	2nd Floor	Specialty Combination Inspector	24-JUL-06	YES	
84452 - Inspections: Residential Buil	250 Frank Ogawa Plaza	2nd Floor	Specialty Combination Inspector	24-JUL-06	YES	

PLANNING BUILDING DEPARTMENT, FY 2013-2014

ORGANIZATION	ADDRESS_LINE_1	ADDRESS_LINE	JOB_CLASS	HIRE_DATE	PCP	LANG
84453 - Inspections: Infrastructure	250 Frank H. Ogawa Plaza	Suite 3330	Construction Inspector, Sr (Office)	23-MAR-95	YES	
84453 - Inspections: Infrastructure	250 Frank H. Ogawa Plaza	Suite 3330	Construction Inspector, Sr (Office)	24-JUL-00	YES	Spanish
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Plaza	Suite 3330	Construction Inspector, Sr (Office)	01-NOV-99	YES	Tagalog
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Plaza	Suite 3330	Planner III	06-JAN-97	YES	
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Plaza	Suite 3330	Principal Inspection Supv	05-OCT-98	NO	
84454 - Inspections: Neighborhood	250 Frank Ogawa Plaza	2nd Floor	Program Analyst I	31-OCT-11	YES	
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Plaza	Suite 3330	Specialty Combination Insp, Senior	23-APR-01	YES	Tagalog
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Plaza	Suite 3330	Specialty Combination Inspector	23-MAY-05	YES	
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Plaza	Suite 3330	Specialty Combination Inspector	24-JUL-06	YES	
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Plaza	Suite 3330	Specialty Combination Inspector	13-FEB-07	YES	
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Plaza	Suite 3330	Specialty Combination Inspector	12-MAR-07	YES	
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Plaza	Suite 3330	Specialty Combination Inspector	12-MAR-07	YES	
84454 - Inspections: Neighborhood	250 Frank H. Ogawa Plaza	Suite 3330	Specialty Combination Inspector	06-JAN-14	YES	
84454 - Inspections: Neighborhood	250 Frank Ogawa Plaza	2nd Floor	Specialty Combination Inspector	28-APR-14	YES	Chinese
84454 - Inspections: Neighborhood	250 Frank Ogawa Plaza	2nd Floor	Specialty Combination Inspector	28-APR-14	YES	
84454 - Inspections: Neighborhood	250 Frank Ogawa Plaza	2nd Floor	Specialty Combination Inspector	28-APR-14	YES	Spanish
84454 - Inspections: Neighborhood	250 Frank Ogawa Plaza	2nd Floor	Specialty Combination Inspector	28-APR-14	YES	Spanish
New hires have hire date shown in grey						

PLANNING & BUILDING DEPARTMENT, FY 2013-2014

Row Labels	Count of JOB_CLASS	Count of New Hire	Count of PCP	Count of Spanish	Count of Chinese	% SP	% CH
<b>84111 - Admin: Planning, Building &amp; Neighborhood Preserv</b>	<b>5</b>	<b>1</b>	<b>1</b>			<b>0%</b>	<b>0%</b>
Account Clerk III	1						
Administrative Analyst II	1						
Administrative Services Manager I	1						
Director of Planning & Building	1						
Public Service Representative	1	1	1				
<b>84211 - Planning</b>	<b>15</b>		<b>9</b>	<b>1</b>		<b>11%</b>	<b>0%</b>
Deputy Director/City Planner	1						
Graphic Delineator	1						
Planner II	3		3	1			
Planner III	3		3				
Planner III, Historic Preservation	1		1				
Planner III, PPT	2		2				
Planner IV	1						
Planner V	1						
Planning Intern, PT	2						
<b>84229 - Zoning</b>	<b>21</b>	<b>2</b>	<b>17</b>	<b>3</b>		<b>18%</b>	<b>0%</b>
Administrative Assistant I	1		1				
Administrative Assistant II	1		1				
Manager, Zoning	1						
Planner I	2		2	1			
Planner II	6		6	1			
Planner II, Design Review	1		1				
Planner III	5		5	1			
Planning Intern, PT	3	2					
Public Service Representative	1		1				
<b>84411 - Admin: Engineering</b>	<b>1</b>	<b>1</b>					
Deputy Director/Building Official	1	1					
<b>84412 - Admin: Building Inspection</b>	<b>10</b>		<b>6</b>		<b>1</b>	<b>0%</b>	<b>17%</b>
Account Clerk II	1						
Administrative Assistant I, PT	1						
Management Assistant	1						
Office Assistant II	2		2		1		
Office Manager	1						
Public Service Rep, PPT	1		1				
Public Service Representative	3		3				
<b>84421 - Engineering: Permit Center</b>	<b>21</b>		<b>18</b>	<b>2</b>	<b>2</b>	<b>11%</b>	<b>11%</b>
Account Clerk III	1						
Engineer, Assistant II (Office)	1		1				
Engineer, Civil (Office)	1		1		1		
Engineer, Civil Principal	1						
Permit Technician II	1		1				
Principal Inspection Supv	1		1				
Process Coordinator II	1						
Public Service Representative	3		3	1	1		

PLANNING & BUILDING DEPARTMENT, FY 2013-2014

Row Labels	Count of JOB_CLASS	Count of New Hire	Count of PCP	Count of Spanish	Count of Chinese	% SP	% CH
Specialty Combination Insp, Senior	2		2	1			
Specialty Combination Inspector	9		9				
<b>84431 - Building &amp; Infrastructure Plan Check</b>	<b>4</b>		<b>4</b>		<b>2</b>	<b>0%</b>	<b>50%</b>
Engineer, Civil (Office)	4		4		2		
<b>84432 - Engineering: Project Coordination</b>	<b>4</b>		<b>2</b>	<b>1</b>		<b>50%</b>	<b>0%</b>
Engineer, Assistant II (Office)	1		1				
Engineer, Civil (Office)	2						
Engineering Technician II (Office)	1		1	1			
<b>84433 - Engineering: Infrastructure Plan Check</b>	<b>2</b>						
Planner IV	1						
Process Coordinator III	1						
<b>84451 - Inspections: Commercial Building</b>	<b>8</b>		<b>8</b>	<b>3</b>	<b>1</b>	<b>38%</b>	<b>13%</b>
Engineer, Civil Principal	1		1		1		
Specialty Combination Inspector	7		7	3			
<b>84452 - Inspections: Residential Building</b>	<b>9</b>		<b>9</b>	<b>2</b>	<b>1</b>	<b>22%</b>	<b>11%</b>
Account Clerk II	1		1		1		
Specialty Combination Inspector	8		8	2			
<b>84453 - Inspections: Infrastructure</b>	<b>2</b>		<b>2</b>	<b>1</b>		<b>50%</b>	<b>0%</b>
Construction Inspector, Sr (Office)	2		2	1			
<b>84454 - Inspections: Neighborhood Preservation</b>	<b>15</b>	<b>5</b>	<b>14</b>	<b>2</b>	<b>1</b>	<b>14%</b>	<b>7%</b>
Construction Inspector, Sr (Office)	1		1				
Planner III	1		1				
Principal Inspection Supv	1						
Program Analyst I	1		1				
Specialty Combination Insp, Senior	1		1				
Specialty Combination Inspector	10	5	10	2	1	20%	10%
<b>Grand Total</b>	<b>117</b>	<b>9</b>	<b>90</b>	<b>15</b>	<b>8</b>	<b>17%</b>	<b>9%</b>

**PART III – QUALITATIVE ASSESSMENT (NARRATIVE)**

**[Oakland Police Department]  
FISCAL YEAR 2013-2014**

**A. BILINGUAL PUBLIC CONTACT POSITIONS ASSESSMENT**

**Please provide, in the table below, a summary assessment of public contact positions and the number of bilingual public contact position employees. In addition, department shall refer to Department staffing chart for comprehensive analysis.**

ASSESSMENT		SPANISH PCP			CHINESE (Mandarin/Cantonese) PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
1111	1003	114	130	Yes	56	53	No

- 1. Provide a summary narrative assessment and analysis 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.**

With an authorized strength of 675 sworn and 436.35 civilian (part time and full time) personnel, the Oakland Police Department (OPD) is required to have 114 Spanish PCP (11.39%) and 56 Chinese (Mandarin/Cantonese) PCP (5.63%) employees. Out of approximately 1,111 employees, there are currently 130 Spanish-speaking and 53 Chinese-speaking (Mandarin/Cantonese) bilingual employees assigned to field operations and specialty units such as the Internal Affairs Division, Criminal Investigation Division, Special Operations Section, Training Section, Bureaus of Field Operations, Records Division, Fiscal Services Division, Traffic Operations Section, Personnel Section and the Office of Chief of Police Office.

OPD currently employs more bilingual Spanish speakers than required (130 versus 114). However, the number of bilingual Chinese-speaking (Mandarin/Cantonese) employees is less than required (53 versus 56). Continued efforts are underway to ensure that Mandarin/Cantonese and Spanish speakers are recruited. Efforts are also being made to attract applicants who are bilingual in other languages.

Recruiting Mandarin/Cantonese speakers continues to be a challenge for the Oakland Police Department. As the Department continues to focus on hiring more Mandarin/Cantonese speakers, we seek to increase our understanding of possible barriers to our efforts.

We are focused on improving our connection with Chinese and Latino communities. We have dedicated ourselves to building trust, increasing understanding of law enforcement careers, providing opportunities for open dialogue, offering career preparation workshops, and making

our desire for bilingual candidates highly visible. The steps we have taken to this end are discussed below in question #2.

**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.**

We have identified the need for greater visibility within the Chinese and Latino communities and increased visibility and transparency in our hiring process. OPD staff (Personnel Section) continues to collaborate with the Equal Access Coordinator and Human Resources Management Department in each recruitment cycle with the goal of attracting Mandarin/Cantonese and Spanish speaking candidates. Our outreach and recruitment strategies include:

- Staffing the Recruiting Unit and recruiting outreach events with a diverse group of officers and civilian employees in an effort to represent and recruit to the diversity of Oakland. Currently, the Recruiting Unit staff includes bilingual (Spanish and Cantonese/Mandarin) employees. They are readily available to respond and engage with the community and PCP applicants.
- Placing newspaper and radio advertisements in Latino and Asian media outlets.
- Creating recruitment posters in Chinese and Spanish and distributing them throughout the City to promote police officer job opportunities.
- Creating and distributing job flyers in Chinese and Spanish to community organizations such as the Chinese Chamber of Commerce and Unity Council.
- Establishing ongoing relationships with criminal justice and social science directors at local universities/colleges/high schools to promote law enforcement careers to a diverse student body.
- Updating the recruitment website at [www.opdjobs.com](http://www.opdjobs.com) to include information on a diversity of careers in policing such as Police Officer Trainee, Police Cadet, Police Services Technicians, Police Communications Dispatcher, Police Records Specialist, Reserve Police Officers as well as volunteer opportunities.
- Increasing media exposure through featured recruitment stories on television stations with local connections, including KTVU, ABC and KCBS.
- Ensuring that weekly job announcements are emailed to community partners.
- Provided career information and practice workshops in Asian and Spanish communities at locations throughout Oakland.
- Partnering with the Unity Council to discuss and evaluate our processes with the goal of improving interest and access for bilingual Spanish-speaking applicants.

We believe that our efforts are showing positive results as indicated by the diversity of the most recent and current Police Academy classes.

**3. Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department. Please share with us your success story.**

In 2013, OPD's goals were to strengthen outreach efforts to the Spanish and Chinese communities, increase our pool of applicants, and hire and graduate these diverse applicants. These efforts have begun to show positive results as reflected in the diversity of the 168<sup>th</sup> and 169<sup>th</sup> Basic Academy graduates. The 168<sup>th</sup> Academy graduated 1 Chinese and 13 Spanish speakers and the 169<sup>th</sup> academy yielded 13 Spanish speaking Police Officers. These graduates represent a gain of 22 bilingual speakers within one year.

Table 1 – Police Officer Trainee 168<sup>th</sup> Academy

	Date	All Applicants		Bilingual Spanish		Bilingual Chinese	
Applications Received	02/15/13	3824		856		134	
Invited to Physical Agility	02/25/13	3760	98%	771	90%	126	94%
Invited to Written	03/22/13	1275	34%	270	35%	52	41%
Invited to Oral Interview	04/23/13	830	65%	159	58%	32	61%
Referred to Department	06/17/13	450	54%	80	50%	14	43%
Invited to Academy	09/30/13	57	13%	13	16%	1	7%
Academy Graduation	04/04/14	47	82%	13	100%	1	100%

Table 2 – Police Officer Trainee 169<sup>th</sup> Academy

	Date	All Applicants		Bilingual Spanish		Bilingual Chinese	
Applications Received	06/28/13	2477		516		101	
Invited to Physical Agility	07/13/13	2413	97%	502	97%	99	98%
Invited to Written	08/05/13	1131	46%	232	46%	46	46%
Invited to Oral Interview	09/10/13	736	65%	130	56%	29	56%
Referred to Department	09/25/13	382	51%	64	49%	9	31%
Invited to Academy	12/30/13	52	13%	10	15%	0	0%
Academy Graduation	07/03/14	34	65%	8	80%	0	0%

Two additional academies currently in progress with a total of 13 Spanish and 8 Chinese speakers will graduate in September and October 2014. The potential gain from these academies is an additional 22 bilingual OPD employees.

Currently, OPD needs to hire three more Chinese (Mandarin/Cantonese) speakers to reach the 56-person hiring goal. We have reached and surpassed the hiring goal for Spanish-speaking employees. At the commencement of the 170<sup>th</sup> and external academy, we will have met and surpassed hiring goals in both categories.

Staff has implemented several “best practices” strategies focused on connecting with the Asian/Latino communities. We have found the following has assisted in our goal:

- Creating recruitment posters/pamphlets that depict both sworn and civilian jobs, distributing them at job fairs, and posting them on the [www.oaklandpolice.com](http://www.oaklandpolice.com) and [www.opdjobs.com](http://www.opdjobs.com) websites;
- Utilizing social media (e.g., Twitter and Facebook accounts) to reach a wider variety of potential applicants;
- Collaborating with Asian/Latino professional associations/organizations which provide services to non-English speaking community members;
- Distributing translated job flyers at vendors and non-profit organizations throughout Chinatown and the Fruitvale District to generate awareness and interest;
- Increasing OPD staff presence in the community through appearances at events;
- Actively participating and engaging with community boards and groups.

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

The Oakland Police Department is committed to hiring qualified candidates, including bilingual employees, to serve the City of Oakland. We understand the importance of continuing our efforts to create a police department that reflects and serves the diversity of Oakland. In addition to hiring efforts, we aim to utilize available resources in the most efficient manner by placing bilingual staff in positions and locations identified as having frequent public contacts such as the Police Administration Building lobby, Investigations Division on the second floor and Records Division on the first and third floors.

The Language Interpretation Line (over-the-phone translation service that provides access to interpretation in over 20 different languages) is offered to LES persons. Public notices in Chinese and Spanish provided by the Equal Access Department announce the availability of these translation services and have been posted in public access facilities throughout OPD. The option of utilizing the Language Interpretation Line is available to staff when a bilingual speaker is not physically available to provide translation. This option is utilized frequently at the 911 Communications Center when non-English speakers reach out for assistance over the phone.

OPD is in compliance with the requirement to have important publications and documents translated into Chinese and Spanish and provides multilingual links to such documents on its website ([www.oaklandpolice.com](http://www.oaklandpolice.com)). It also ensures that various service units' phone line communication is provided in Chinese (Mandarin/Cantonese) and Spanish as well as English.

We will continue to work diligently in our efforts to ensure that LEA members of our community have access to police services.

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

The Department's plan for the next 12 months includes expanding outreach efforts, utilizing social media to connect with diverse groups, increasing involvement of the Latino and Asian communities in the recruitment and staff selection processes (including opportunities to participate on Oral Board Panels for Police Officer Trainee selection), and continuing our commitment to work closely with Equal Access staff to assist and facilitate services allowing residents easy access to bilingual staff and services within OPD.

Equal Access and OPD staff will continue to work collaboratively to ensure that vital documents are translated into Chinese and Spanish and that all required postings of available services are kept current. We will ensure that OPD staff maintains access to the Language Interpretation Line and we will continue to maintain a current database of bilingual staff. The Information Technology Department is exploring the capabilities of alternative translation software with the intent of decreasing turnaround time in translating website content into Chinese and Spanish.

The OPD Recruitment Plan includes recruitment activities focused on recruiting a diverse pool of candidates for the Police Officer Trainee position and civilian positions. Examples of these activities include:

- Holding workshops at sites in the community to assist interested individuals in acquiring the skills needed to pass the Police Officer Trainee written exam. Historically these workshops have been held at the Police Administration Building.
- Working collaboratively with the Peralta Community College District to offer applicable courses in an effort to better prepare a broader group of applicants to pass the written tests.
- Expanding our recruitments efforts to include identified locations in Central and Southern California.
- Continuing our effort to create easily accessible information on careers in law.
- Increasing transparency in the recruiting, testing and hiring process through community education via website posting of jobs in the City and Oakland Police Department websites.
- Attending meetings with job developers at the Unity Council and other non-profit organization representatives to discuss on-line application (NeoGov), selection/testing process and background investigation process.
- Continuing collaborations with the Unity Council.

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

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

The Oakland Police Department posts notices in the following locations:

- Police Communications Center lobby (7101 Edgewater Bldg 8)
- Police Administration Building (455 7<sup>th</sup> Street)
  - Records Counter/ Patrol Desk/Lobby

- 2nd and 3rd floors
- Office of Chief of Police, 8th floor
- Eastmont substation (2651 73<sup>rd</sup> Avenue)
- Internal Affairs Division (250 Frank H. Ogawa Ste. C)
- Recruiting Unit (250 Frank H. Ogawa Ste. D)
- Animal Shelter (1101 29<sup>th</sup> Avenue)

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

The Equal Access staff has a database that tracks all vital documents they receive for translation. A recent survey of their vital documents spreadsheet indicates that we are 100% in compliance.

As a practice, OPD staff works with Equal Access staff to coordinate when new or revised documents require translation.

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

During this report cycle, OPD translated documents including Police Officer Trainee recruitment posters/pamphlets, annual open house posters, public records requests, community surveys, public safety tips, and the Monitor's Quarterly Reports on OPD's progress with the Negotiated Settlement Agreement.

**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). What is the corrective action plan and timeline in getting the rest of the telephone lines translated?**

The Oakland Police Department has completed multilingual phone message recording for phone lines that are frequently used by individuals seeking police-related services/information. We are 100% in compliance with this requirement. As a practice, OPD works with Equal Access staff to record phone messages in Cantonese, Mandarin and Spanish.

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

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

Based on survey results, it does not appear that any concerns or service gaps related to language requirements were specifically noted for OPD. OPD remains dedicated to providing equal and fair access and services to all residents. We recognize there is still work to be done in the areas of attracting and hiring Chinese-speaking (Mandarin/Cantonese) candidates. We also recognize the need to remain consistent with our recent successes in hiring Spanish

speakers. We will continue to work closely with Equal Access staff to reach compliance with the ordinance goals for Mandarin/Cantonese speakers and to maintain compliance in regards to Spanish speakers. OPD is committed to recognizing challenges, identifying potential solutions, and implementing purposeful practices.

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

OPD Training Bulletin VIII (R) – *Language Access* outlines the Department’s expectations in regards to providing language access services when encountering LES populations. The bulletin directs staff to take all reasonable steps to ensure timely and accurate communication and access to all individuals regardless of primary language.

The training bulletin addresses the uses of an interpreter in situations such as police contacts, informing of Miranda rights, follow up investigative interviews, formal interviews, consent to searches/search warrants, offense reports and translated documents. It also provides guidelines in determining the type of interpreter needed, depending on the circumstances of the incident.

OPD staff has been trained and directed to utilize bilingual speaking employees whenever possible when working with LES populations. We have provided access to the Language Interpretation Line as a second option.

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

OPD is in compliance with the Administrative Instructions (AI) and Equal Access Ordinance to inform LES Spanish and Chinese populations of their rights to bilingual services. There are visible postings of the Interpretation Services Notice in the pre-designated and publicly accessible locations. Vital phone information is provided in Mandarin/Cantonese and Spanish and vital public documents are translated and made available in Chinese and Spanish.

**4. Did the Department receive any complaints regarding the Department’s provision of bilingual oral and written services? Please describe the Department’s procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.**

There are no records of complaints regarding OPD’s provision of bilingual oral and written services. Department General Order (DGO) M3 – *Complaints* sets forth procedural steps to receive, respond, investigate and document each claim related to OPD. Per DGO-M3 guidelines, all personnel in the Department have received training on how to handle such issues should they arise. The Internal Affairs Division is responsible for the intake of complaints, assigns an investigator depending on the nature of the complaint, and documents the final outcome. Four civilian Intake Technicians are responsible for receiving such complaints; two are bilingual Chinese speakers. A Spanish speaking position is currently being recruited by the Human Resources Management (HRM) Department.

**E. Action Plan**

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

OPD is committed to serving the community with equal and fair access to services regardless of language spoken. The Department’s commitment includes the following steps:

- Continuing to utilize existing bilingual staff to provide interpretation services;
- Increasing OPD's visibility in the Asian and Latino communities to proactively recruit selective language applicants; increasing outreach efforts in the Asian and Latino communities, focusing on newspaper and radio advertisement;
- Continuing to provide access to the Language Interpretation Line for all staff;
- Continuing collaborative efforts with Equal Access staff to ensure that document translation continues and that compliance with the ordinance is reached.

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

All OPD designated locations have language access posters announcing the option of language interpretation services. Staff is provided with the access code and instruction to contact the Language Interpretation Line when such services are necessary.

OPD’s Annual Compliance plan will be posted on its website ([www.oaklandpolice.com](http://www.oaklandpolice.com)) after City Council reviews and approves the FY13/14 Equal Access Annual Compliance Plan. The Human Resources Management Department (HRMD) staff will present the FY13/14 plan at the Finance Management Meeting in September 2014.

**Additional Information:**

Police Officers Distribution by Beat District

Police Officers	Police Officers	Spanish BPCP	Chinese BPCP	Other Language
District 1 (94607, 94612)	94	9	1	5
District 2 (94608, 94609, 94611, 94618)	74	4	2	4
District 3 (94602, 94606, 94610)	85	12	5	6
District 4 (94601, 94611)	87	10	2	4
District 5 (94603, 94605, 94621)	89	13	3	3
Other Division (CID, IAD, Training etc.)	219	23	6	13
TOTAL	648	71	19	35
PERCENTAGE	100%	11%	3%	5%

Volunteer Application	YES	YES	
When Dogs Bite in Oakland	YES	YES	
When to Give Your Dog Freedom	YES	YES	
(TF-2093) Vehicle Release Fee (stored vehicles)	YES	YES	
(TF-2093a) Tow Advisement (Sideshow)	YES	YES	
(TF-2093a) Vehicle Towed and Impounded	YES	YES	
(TF-2093b) Vehicle Towed in Violation of 14602	YES	YES	
Impound Fee Ordinance 12649	YES	YES	
Post Storage Tow Hearing Form	YES	YES	
Vehicle Release Authorization by Owner	YES	YES	

**Percentage of vital documents translated into threshold language(s) = 100%**

<b>TABLE 5: RECORDED TELEPHONIC MESSAGES</b>	<b>Multilingual Lines</b>	<b>Status</b>
Chief of Police	238-3365	Completed
Internal Affairs Division	238-3161	Completed
Patrol Desk (Information)	238-3455	Completed
Drug/Prostitution Hotline	238-3784	Completed
Fireworks Hotline	238-2373	Completed
Sexual Assault Tip Line	637-0298	Completed
Traffic Complaint	238-3155	Completed
Chinatown Substation	238-7930	Completed
Neighborhood Services Division	986-2715	Completed
Criminal Investigation Division	238-3744	Completed
Animal Services	535-5603	Completed
Emergency	777-3211	Completed
Non-Emergency	777-3333	Completed
Records Division	238-3021	Completed

**Percentage of public phone number with translated voice recording = 100%**

Future vacancies in the Bureau of Planning may be selectively certified for Chinese-speaking applicants. Additional vacancies will be filled based on the bilingual need at the time of recruitment.

Department representative attended Annual Language Access Coordinators Meeting to keep abreast of current requirements and materials necessary to achieve/maintain compliance to Equal Access Ordinance.

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

The Bureau of Planning works collaboratively with the Equal Access Office on projects in the community. The Equal Access Office has provided scheduled interpreters for events and has translated community meeting agendas and handouts. During these community meetings, the Equal Access Office has utilized audio interpretation equipment to provide direct interpretations to limited-English speaking persons attending meetings.

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

Future vacancies in the Bureau of Planning may be selectively certified for Chinese-speaking applicants. Additional vacancies will be filled based on the bilingual need at the time of recruitment.

The Bureau of Planning will continue to work collaboratively with the Equal Access Office on projects in the community to provide scheduled interpreters for events and translation of community meeting agendas and handouts and, where necessary, coordinate audio interpretation equipment to provide direct interpretations to limited-English speaking persons attending meetings.

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

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

Notices are posted at the Permits & Zoning Service Center Counters at 250 Frank H. Ogawa Plaza, 2<sup>nd</sup> Floor. Posted notices include Spanish and Chinese threshold languages.

Notices are posted prominently and readily visible at the Inspections Service Center Counter at 250 Frank H. Ogawa Plaza, 2<sup>nd</sup> Floor.

PBD administrative staff verifies adequate stock of these readily available documents on a regular basis.

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

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?

A total of fifteen documents out of all pamphlet publications and/or one page information sheets & forms have been translated into threshold languages.

Within the next 12 month period PBD will initiate a comprehensive review of all current pamphlet publications, one-page information sheets, forms, etc. for accuracy, relevance and translation.

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

Public access telephone line draft voicemail message scripts were translated for recording purposes.

**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). What is the corrective action plan and timeline in getting the rest of the telephone lines translated?

Though multilingual access was in place for a portion of the covered period, technical revisions of voicemail boxes (IT) and necessary modifications to voicemail scripts are taking place. PBD expects to complete script modification, translation verification and recordings no later than July 31, 2014.

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

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

Planning & Building will address service gaps by providing translated materials and having bilingual staff available for language translation during the course of business hours.

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

Planning & Building facilitates communication with LES populations by providing translated materials and having bilingual staff available for language translation during the course of business hours.

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

Notices are posted at the Permits & Zoning Service Center Counters and at the Inspections Service Center Counter. PBD administrative staff verifies adequate stock of readily available documents on a regular basis. The Bureau of Building includes a customer satisfaction survey on its website, which provides a forum to receive feedback on language services. The survey will be adjusted to also cover the Bureau of Planning and specifically inquire about language services and interpreted into Spanish and Chinese.

4. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? Please describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.

Planning & Building Department did not receive any complaints regarding its provision of bilingual oral and written services. Procedures for documenting actions taken to resolve any complaints (as described in this context), maintaining copies of the complaint(s) & resolution(s) will be drafted during the next review period (FY15).

**E. Action Plan**

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

Future vacancies in the Bureau of Planning may be selectively certified for Chinese-speaking applicants. Additional vacancies will be filled based on the bilingual need at the time of recruitment.

Perform a comprehensive review and accounting of all PBD public access lines to ensure accessibility to LES Populations.

PBD will initiate a comprehensive review of all current pamphlet publications, one-page information sheets, forms, etc. for accuracy, relevance and translation.

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

Notices are posted at the Permits & Zoning Service Center Counters at 250 Frank H. Ogawa Plaza, 2<sup>nd</sup> Floor. Posted notices include Spanish and Chinese threshold languages.

Notices are posted prominently and readily visible at the Inspections Service Center Counter at 250 Frank H. Ogawa Plaza, 2<sup>nd</sup> Floor.

PBD Annual Compliance Plan is not currently posted on the Department's page, but prior years are on Equal Access Division's website.



**EQUAL ACCESS ORDINANCE  
ANNUAL COMPLIANCE PLAN**

**PART I: DEPARTMENT HEAD CERTIFICATION**

DEPARTMENT NAME: Oakland Police Department  
FISCAL YEAR: 2013/2014

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

I, [Sean Whent], hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for [Oakland Police Department] was submitted on [July 22, 2014].

 29JUL14  
Signature & Date

AC P. Figueroa for S. Whent  
Sean Whent  
Chief of Police  
Oakland Police Department

**POLICE DEPARTMENT (POLICE)**

**PART II Quantitative Assessment**

<b>TABLE 1: DEPARTMENT CONTACT</b>		
<i>Department Head</i>	<i>Language Access Coordinator</i>	<i>SPOC</i>
Sean Whent Chief of Police 455 7th Street, 7th Floor Oakland, CA 94607 phone: (510) 238-3365 fax: (510) 238-4736 email: <a href="mailto:swhent@oaklandnet.com">swhent@oaklandnet.com</a>	Penny Ha Support Services Supervisor 455 7th Street, 7th Floor Oakland, CA 94607 phone: (510) 238-3733 fax: (510) 238-4736 email: <a href="mailto:pha2@oaklandnet.com">pha2@oaklandnet.com</a>	Cee Belue Police Services Manager I 455 7th Street, 7th Floor Oakland, CA 94607 phone: (510) 238-6971 fax: (510) 238-4736 email: <a href="mailto:cbelue@oaklandnet.com">cbelue@oaklandnet.com</a>

<b>TABLE 2: SUPER PCP DEPARTMENT</b>	<b>GOAL Bilingual Staff</b>		<b>ACTUAL Bilingual Staff</b>		<b>Spanish Goals Met?</b>	<b>Chinese Goals Met?</b>
1. Animal Shelter (103130)	1 SP	--	3 SP	2 CH	YES	YES
2. Training Unit (103430)						
3. Records Unit (103240)	1 SP	1 CH	1 SP	1 CH	YES	YES
4. Records & Warrants (103242)						
5. Communications Unit (103310)	9 SP	4 CH	10 SP	4 CH	YES	YES

*SP = Spanish, CH = Chinese*

<b>TABLE 3: DEPARTMENT ORGANIZATION STRUCTURE</b>
Office of Chief - Administration
Chief of Staff
Internal Affairs
Fiscal Services
Office of the Inspector General
Intelligence
Research and Planning
Assistant Chief of Police
Bureau of Field Operations West
Field Training Program
Police Area 1
Police Area 2
Police Area 3
Bureau of Field Operations East
Police Area 4
Police Area 5
Special Operations Division
Traffic Investigation and Enforcement
Animal Services Section
Special Operations Section

Parking Enforcement
Bureau of Services
Communications Division
OPD 911 Dispatch
Crime Lab
Police Personnel and Training Division
Background and Recruiting
Records Division
Public Records Request Unit
Warrants
Information Systems
Property and Evidence
Information Technology/Fleet
Comstat/Ceasefire
Crime Analysis
Criminal Investigation Division
Identification Section
Robbery/Burglary
Felony Assault and Gangs
Homicide
Youth & School Services
Special Victims

<b>TABLE 4: VITAL DOCUMENTS</b>	<b>Spanish</b>	<b>Chinese</b>	<b>Other Language(s)</b>
(TF-862-2) Citizen Additional Report	YES	YES	
(TF-952) Parking Courtesy Warning	YES	YES	
(TF-1084) Property Record/Receipt and Release	YES	YES	
(TF-2096) Notification to Seyes Crime Victim	YES	YES	
(TF-3053) Business Information Record Card	YES	YES	
(TF-3075) Noise Complaint Notice	YES	YES	
(TF-3098) Filing a Complaint	YES	YES	Vietnamese
(TF-3104) Vehicles "For Sale" Parking Warning	YES	YES	
(TF-3107) Annoyance Call Procedures	YES	YES	
(TF-3145) Alarm Activation Notice	YES	YES	
(TF-3168) Identity Theft	YES	YES	
(TF-3202) Tow Resource Guide	YES	YES	
(TF-3264) Citizen Notification Card	YES	YES	
(TF-3267) Identity Theft Summary Report	YES	YES	
ALCO Sheriff Info. Form	YES	YES	
OPD Bicycle Unit Release Form	YES	YES	
OPD Property Section Release Form	YES	YES	
(TF-869) Resource Card for Vic. Of Violent Crimes	YES	YES	

About the Oakland Animal Services	YES	YES	
After Hours Cages Information Card	YES	YES	
Cat Adoption Questionnaire	YES	YES	
Cats and Scratching Form	YES	YES	
Children and Dogs Info. Form	YES	YES	
Conditions for Keeping a Potential Dangerous Dog	YES	YES	
Conditions for Keeping a Vicious Dog	YES	YES	
Did You Know About Rabbits?	YES	YES	
Dog Adoption Questionnaire	YES	YES	
Dog Bite Info. Form	YES	YES	
Dogs in Oakland Flyer	YES	YES	
Estimate of Fees Form	YES	YES	
Fowl in Oakland	YES	YES	
Free Spay and Neuter Surgery for Cats	YES	YES	
Home Quarantine Agreement	YES	YES	
Introducing Cats to Cats Info. Form	YES	YES	
Introducing Cats to Dogs Info. Form	YES	YES	
Introducing Dogs to Dogs Info. Form	YES	YES	
Is a Small Dog Right for Me?	YES	YES	
Kitten Proofing Your Home Info. Form	YES	YES	
List of Veterinary Clinics	YES	YES	
Multiplication Chart for Breeding Cats Info.	YES	YES	
Municipal Code Changes for Animals Info.	YES	YES	
Myths and Facts about Spaying and Neutering	YES	YES	
New Fees for Animal Services	YES	YES	
Pet Adoption Form	YES	YES	
Potentially Dangerous Dog Permit	YES	YES	
Preventing Litter Boyes Problem Info. Form	YES	YES	
Property Inspection Requirement Form	YES	YES	
Puppy House Training Info. Form	YES	YES	
Quarantine Notice	YES	YES	
Rabbit Adoption Questionnaire	YES	YES	
Rabies Control Disposition Notice	YES	YES	
Refusal to Quarantine Biting Animal	YES	YES	
Request for Hearing (Potentially Dangerous Dog)	YES	YES	
Siyes Months Property Inspection Requirement Form	YES	YES	
Statement of Account	YES	YES	
Statement of Buyer Form	YES	YES	
To Adopt You Must	YES	YES	
Vicious Dog License	YES	YES	

## POLICE DEPARTMENT, FY 2013-2014

ORGANIZ	LOCATION	ADDRESS		JOB_CLASS	HIRE_DATE	PCP	LANG
102321	OPD - CRIMINAL INVESTIATION DIVISIO	455 7th Street	2nd Floor	Sergeant of Police (PERS)	25-JUL-88	YES	
102321	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Police Officer (PERS)	16-JAN-96	YES	Other
102321	OPD - CRIMINAL INVESTIGATION DIVIS	455 7TH STREET	ROOM 215	Sergeant of Police (PERS)	16-SEP-96	YES	Spanish
102321	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Officer (PERS)	17-MAY-02	YES	
102321	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Officer (PERS)	22-JUL-02	YES	Other
102321	OPD - PATROL AREA 1, ADMINISTRATIC	Oakland Police Dep	Patrol Area I, Adminis	Police Officer (PERS)	06-FEB-06	YES	Spanish
102321	OPD - PATROL AREA 1, ADMINISTRATIC	Oakland Police Dep	Patrol Area I, Adminis	Police Officer (PERS)	05-JUN-06	YES	
102321	OPD - PATROL AREA 3, ADMINISTRATIC	2701 73RD AVENUE	Patrol Area III Admini	Police Officer (PERS)	26-FEB-07	YES	Spanish
102322	OPD - CRIMINAL INVESTIGATION DIVIS	455 7TH STREET	ROOM 215	Sergeant of Police (PERS)	15-JAN-03	YES	
102330	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Sergeant of Police (PERS)	25-JUN-90	YES	
102330	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Lieutenant of Police (PERS)	17-SEP-90	YES	
102330	OPD - CHIEF OF POLICE	CHIEF OF POLICE	455 7TH STREET, 8TH	Police Records Specialist	06-MAY-91	YES	
102330	OPD - CRIMINAL INVESTIGATION DIVIS	455 7TH STREET	ROOM 215	Administrative Analyst II	30-SEP-91	YES	
102330	OPD - FOOT PATROL	455 7th Street	Room B-19	Police Officer (PERS)	10-FEB-92	YES	
102330	OPD - PATROL AREA 2, ADMINISTRATIC	455 7TH STREET		Police Officer (PERS)	23-JAN-93	YES	
102330	OPD - BUREAU OF INVESTIGATION	455 7th Street	Room 818	Sergeant of Police (PERS)	07-NOV-97	YES	
102330	OPD - PATROL AREA 2, ADMINISTRATIC	455 7TH STREET		Sergeant of Police (PERS)	27-FEB-98	YES	
102330	OPD - PATROL AREA 3, ADMINISTRATIC	2701 73RD AVENUE	Patrol Area III Admini	Police Officer (PERS)	08-MAY-98	YES	
102330	OPD - CRIMINAL INVESTIGATION DIVIS	455 7TH STREET	ROOM 215	Sergeant of Police (PERS)	21-DEC-98	YES	
102330	OPD - BUREAU OF INVESTIGATION	455 7th Street	Room 818	Police Records Specialist	03-MAR-99	YES	
102330	OPD - TRAFFIC ENFORCEMENT UNIT	455 7th Street	Room 109	Police Officer (PERS)	16-JUN-00	YES	
102330	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Officer (PERS)	23-APR-01	YES	
102330	OPD - PATROL AREA 3, ADMINISTRATIC	2701 73RD AVENUE	Patrol Area III Admini	Police Officer (PERS)	20-MAY-02	YES	
102330	OPD - CRIMINALISTICS DIVISION	455 7TH STREET	ROOM 608	Police Officer (PERS)	02-OCT-03	YES	Spanish
102330	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	05-JUN-06	YES	Spanish
102330	OPD - PATROL AREA 2, ADMINISTRATIC	455 7TH STREET		Police Officer (PERS)	05-JUN-06	YES	Spanish
102330	OPD - FOOT PATROL	455 7th Street	Room B-19	Police Officer (PERS)	11-SEP-06	YES	
102330	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	23-JUL-08	YES	Spanish
102330	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	01-AUG-11	YES	
102340	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Police Officer (PERS)	05-SEP-89	NO	
102340	OPD - CRIMINAL INVESTIGATION DIVIS	455 7TH STREET	ROOM 215	Sergeant of Police (PERS)	07-JAN-91	YES	
102340	OPD - CRIMINAL INVESTIGATION DIVIS	455 7TH STREET	ROOM 215	Lieutenant of Police (PERS)	06-FEB-91	YES	
102340	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Officer (PERS)	28-MAY-91	YES	
102340	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Lieutenant of Police (PERS)	23-SEP-91	YES	Chinese
102340	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Police Officer (PERS)	03-FEB-92	YES	
102340	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Officer (PERS)	16-JAN-96	YES	Chinese
102340	OPD - PATROL AREA 2, ADMINISTRATIC	455 7TH STREET		Police Officer (PERS)	20-FEB-97	YES	Spanish
102340	OPD - CID ROBBERY SECTION	455 7th Street	Room 232	Police Officer (PERS)	21-APR-97	YES	
102340	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Sergeant of Police (PERS)	04-MAY-98	YES	Chinese
102340	OPD - PATROL AREA 1, ADMINISTRATIC	Oakland Police Dep	Patrol Area I, Adminis	Police Officer (PERS)	08-JUN-98	YES	Spanish
102340	OPD - PATROL AREA 3, ADMINISTRATIC	2701 73RD AVENUE	Patrol Area III Admini	Police Officer (PERS)	14-JUN-99	YES	
102340	OPD - PATROL AREA 3, ADMINISTRATIC	2701 73RD AVENUE	Patrol Area III Admini	Police Officer (PERS)	22-NOV-99	YES	
102340	OPD - PATROL AREA 1, ADMINISTRATIC	Oakland Police Dep	Patrol Area I, Adminis	Police Officer (PERS)	07-DEC-00	YES	Spanish
102340	OPD - PATROL AREA 2, ADMINISTRATIC	455 7TH STREET		Police Officer (PERS)	06-FEB-06	YES	
102340	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Police Records Specialist	01-JUL-13	YES	
102350	OPD - CRIMINAL INVESTIGATION DIVISIO	455 7th Street	2nd Floor	Police Services Technician II	22-AUG-83	YES	
102350	OPD - YOUTH SERVICES	455 7th Street	4th Floor	Police Services Technician II	01-AUG-84	YES	
102350	OPD - TRAINING FACILITY	77 Jack London Square		Lieutenant of Police (PERS)	06-JAN-86	NO	
102350	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	21-MAR-88	YES	
102350	OPD - EASTMONT SUBSTATION	2651 73RD AVENUE		Police Officer (PERS)	06-FEB-89	YES	Other



POLICE DEPARTMENT, FY 2013-2014

ORGANIZ	LOCATION	ADDRESS		JOB_CLASS	HIRE_DATE	PCP	LANG
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PT	21-APR-08	YES	
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PT	30-JUN-08	YES	
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PT	06-JAN-09	YES	
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PT	18-MAY-09	YES	
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PT	12-JUL-10	YES	
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PT	12-JUL-10	YES	
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PT	12-JUL-10	YES	
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PT	09-AUG-10	YES	
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PT	08-JAN-11	YES	
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PT	08-JAN-11	YES	
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PT	21-MAR-11	YES	Spanish
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PT	21-MAR-11	YES	
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PT	21-MAR-11	YES	
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PT	21-MAR-11	YES	
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PT	21-MAR-11	YES	
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PT	21-MAR-11	YES	
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PPT	09-JUL-11	YES	
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PPT	11-JUL-11	YES	
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PPT	11-JUL-11	YES	
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PT	11-JUL-11	YES	
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PT	23-JAN-12	YES	
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PT	23-JAN-12	YES	
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PT	23-JAN-12	YES	
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PT	02-APR-13	YES	
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PT	02-APR-13	YES	
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PT	02-APR-13	YES	
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PT	02-APR-13	YES	
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PT	02-APR-13	YES	
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PT	02-APR-13	YES	
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PPT	17-AUG-13	YES	Chinese
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PT	10-SEP-13	YES	Chinese
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PT	10-DEC-13	YES	
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PT	10-DEC-13	YES	
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician, PT	10-DEC-13	YES	
107511	- Dalziel Bldg 1st Floor	250 Frank Ogawa P	1st Floor	Parking Control Technician	28-APR-14	YES	
107710	- OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Services Technician II	02-FEB-87	YES	Chinese
107710	- OPD - PATROL AREA 3, ADMINISTRATIC	2701 73RD AVENUE	Patrol Area III Admini	Police Officer (PERS)	14-MAY-90	YES	
107710	- OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Services Technician II	10-MAR-97	YES	
107710	- OPD - PATROL AREA 2, ADMINISTRATIC	455 7TH STREET		Sergeant of Police (PERS)	13-OCT-97	YES	
107710	- OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Sergeant of Police (PERS)	12-JAN-98	YES	
107710	- OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Police Officer (PERS)	08-MAY-98	YES	
107710	- OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Services Technician II	07-DEC-98	YES	
107710	- OPD - PATROL AREA 2, ADMINISTRATIC	455 7TH STREET		Police Officer (PERS)	01-MAR-00	YES	
107710	- OPD - PATROL AREA 2, ADMINISTRATIC	455 7TH STREET		Police Officer (PERS)	01-MAR-00	YES	
107710	- OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Administrative Analyst II	11-JAN-10	NO	Chinese
108010	- OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Lieutenant of Police (PERS)	06-FEB-89	YES	
108010	- OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Officer (PERS)	19-JUN-89	YES	
108010	- OPD - PLANNING & FISCAL DIVISION	455 7th Street	Room 712	Police Records Specialist	16-OCT-89	NO	Other
108010	- OPD - PATROL AREA 1, ADMINISTRATIC	Oakland Police Dep	Patrol Area I, Adminis	Police Services Technician II	19-MAR-90	YES	

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108010	OPD - CHIEF OF POLICE	CHIEF OF POLICE	455 7TH STREET, 8TH	Police Records Specialist	29-APR-91	YES	
108010	OPD - HOMICIDE SECTION	455 7TH STREET, 2ND	Homicide Section	Police Records Specialist	10-JUN-91	NO	Chinese
108010	OPD - PERSONNEL SECTION	455 7TH STREET, ROOM	Personnel Section	Police Officer (PERS)	22-MAR-99	YES	
108010	OPD - BFO ADMIN	455 7TH STREET, 1ST	FLOOR	Sergeant of Police (PERS)	12-AUG-99	YES	Other
108010	OPD - FOOT PATROL	455 7th Street	Room B-19	Police Services Technician II	17-DEC-07	YES	
108010	OPD - CRIME ANALYSIS UNIT	455 7th Street	Room B-48	Administrative Analyst II	20-OCT-08	NO	Spanish
108010	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Police Records Specialist	31-AUG-09	YES	
108110	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET		Sergeant of Police (PERS)	11-DEC-78	YES	
108110	OPD - PATROL AREA 3, ADMINISTRATIVE	2701 73RD AVENUE	Patrol Area III Admini	Police Evidence Technician	23-JUL-84	YES	
108110	OPD - BFO ADMIN	455 7TH STREET, 1ST	FLOOR	Sergeant of Police (PERS)	31-MAR-86	YES	
108110	OPD - BFO ADMIN	455 7TH STREET, 1ST	FLOOR	Sergeant of Police (PERS)	04-APR-86	YES	
108110	OPD - PATROL AREA 1, ADMINISTRATIVE	Oakland Police Dep	Patrol Area I, Adminis	Police Officer (PERS)	20-JUL-87	YES	
108110	OPD - PERSONNEL SECTION	455 7TH STREET, ROOM	Personnel Section	Police Officer (PERS)	10-AUG-87	NO	
108110	OPD - PATROL AREA 1, ADMINISTRATIVE	Oakland Police Dep	Patrol Area I, Adminis	Police Officer (PERS)	30-NOV-87	YES	
108110	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Lieutenant of Police (PERS)	28-MAR-88	YES	
108110	OPD - POLICE SERVICES ADMINISTRATIVE	455 7th Street	8th Floor	Police Officer (PERS)	28-MAR-88	YES	
108110	OPD - BFO ADMIN	455 7TH STREET, 1ST	FLOOR	Police Officer (PERS)	01-AUG-88	YES	
108110	OPD - POLICE SERVICES ADMINISTRATIVE	455 7th Street	8th Floor	Sergeant of Police (PERS)	06-FEB-89	YES	
108110	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET		Sergeant of Police (PERS)	06-MAR-89	YES	
108110	OPD - PATROL AREA 1, ADMINISTRATIVE	Oakland Police Dep	Patrol Area I, Adminis	Police Officer (PERS)	13-MAR-89	YES	
108110	OPD - PATROL AREA 3, ADMINISTRATIVE	2701 73RD AVENUE	Patrol Area III Admini	Sergeant of Police (PERS)	17-APR-89	YES	
108110	OPD - BFO ADMIN	455 7TH STREET, 1ST	FLOOR	Sergeant of Police (PERS)	15-MAY-89	YES	
108110	OPD - POLICE SERVICES ADMINISTRATIVE	455 7th Street	8th Floor	Police Officer (PERS)	19-JUN-89	YES	
108110	OPD - BFO ADMIN	455 7TH STREET, 1ST	FLOOR	Sergeant of Police (PERS)	14-AUG-89	YES	
108110	OPD - BUREAU OF INVESTIGATION	455 7th Street	Room 818	Police Officer (PERS)	14-MAY-90	YES	
108110	OPD - FOOT PATROL	455 7th Street	Room B-19	Police Officer (PERS)	04-FEB-91	YES	
108110	OPD - CRIMINAL INVESTIATION DIVISIO	455 7th Street	2nd Floor	Sergeant of Police (PERS)	20-JUL-92	YES	
108110	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET		Police Officer (PERS)	26-OCT-92	YES	
108110	OPD - BFO ADMIN	455 7TH STREET, 1ST	FLOOR	Police Officer (PERS)	29-JAN-94	YES	Spanish
108110	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET		Police Officer (PERS)	08-SEP-94	YES	
108110	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET		Police Officer (PERS)	12-SEP-94	YES	
108110	OPD - PATROL AREA 1, ADMINISTRATIVE	Oakland Police Dep	Patrol Area I, Adminis	Police Officer (PERS)	06-JAN-97	YES	
108110	OPD - CID ROBBERY SECTION	455 7th Street	Room 232	Lieutenant of Police (PERS)	23-MAR-98	YES	
108110	OPD - YOUTH SERVICES	455 7th Street	4th Floor	Police Officer (PERS)	27-APR-98	YES	
108110	OPD - PERSONNEL SECTION	455 7TH STREET, ROOM	Personnel Section	Police Officer (PERS)	03-AUG-98	YES	Other
108110	OPD - PATROL AREA 1, ADMINISTRATIVE	Oakland Police Dep	Patrol Area I, Adminis	Police Officer (PERS)	05-OCT-98	YES	Spanish
108110	OPD - POLICE SERVICES ADMINISTRATIVE	455 7th Street	8th Floor	Police Officer (PERS)	03-FEB-99	YES	
108110	OPD - PERSONNEL SECTION	455 7TH STREET, ROOM	Personnel Section	Police Officer (PERS)	15-MAR-99	YES	Other
108110	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET		Police Officer (PERS)	23-NOV-99	YES	Spanish
108110	OPD - BFO ADMIN	455 7TH STREET, 1ST	FLOOR	Sergeant of Police (PERS)	14-FEB-00	YES	
108110	OPD - BFO ADMIN	455 7TH STREET, 1ST	FLOOR	Police Officer (PERS)	15-MAY-00	YES	
108110	OPD - PATROL AREA 1, ADMINISTRATIVE	Oakland Police Dep	Patrol Area I, Adminis	Police Officer (PERS)	22-MAY-00	YES	
108110	OPD - PERSONNEL SECTION	455 7TH STREET, ROOM	Personnel Section	Police Officer (PERS)	26-JUN-00	YES	
108110	OPD - BFO ADMIN	455 7TH STREET, 1ST	FLOOR	Sergeant of Police (PERS)	30-JUL-01	YES	Chinese
108110	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET		Sergeant of Police (PERS)	08-OCT-01	YES	
108110	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET		Police Officer (PERS)	12-DEC-01	YES	
108110	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET		Police Evidence Technician	14-OCT-02	YES	
108110	OPD - BFO ADMIN	455 7TH STREET, 1ST	FLOOR	Police Officer (PERS)	26-SEP-05	YES	
108110	OPD - BFO ADMIN	455 7TH STREET, 1ST	FLOOR	Police Officer (PERS)	11-SEP-06	YES	
108110	OPD - BFO ADMIN	455 7TH STREET, 1ST	FLOOR	Police Officer (PERS)	11-SEP-06	YES	

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108110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	11-DEC-06	YES		
108110	OPD - PATROL AREA 1, ADMINISTRATIVE	Oakland Police Dep	Patrol Area I, Adminis	Police Officer (PERS)	26-FEB-07	YES	
108110	OPD - PATROL AREA 3, ADMINISTRATIVE	2701 73RD AVENUE	Patrol Area III Adminis	Police Officer (PERS)	26-FEB-07	YES	
108110	OPD - PATROL AREA 3, ADMINISTRATIVE	2701 73RD AVENUE	Patrol Area III Adminis	Police Officer (PERS)	26-FEB-07	YES	
108110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	09-JUL-07	YES		
108110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	15-OCT-07	YES		
108110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	15-OCT-07	YES		
108110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	28-JAN-08	YES	Spanish	
108110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Evidence Technician	05-MAY-08	YES		
108110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	21-FEB-11	YES		
108110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	21-FEB-11	YES		
108110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	21-FEB-11	YES		
108110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	17-SEP-12	YES		
108110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Evidence Technician	29-OCT-12	YES		
108110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	10-NOV-12	YES		
108110	OPD - TRAINING FACILITY	77 Jack London Square	Police Officer (PERS)	25-MAR-13	NO	Spanish	
108110	OPD - TRAINING FACILITY	77 Jack London Square	Police Officer (PERS)	25-MAR-13	NO		
108110	OPD - TRAINING FACILITY	77 Jack London Square	Police Officer (PERS)	25-MAR-13	NO		
108110	OPD - TRAINING FACILITY	77 Jack London Square	Police Officer (PERS)	25-MAR-13	NO		
108110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Services Technician II	02-DEC-13	YES		
108110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Services Technician II	02-DEC-13	YES		
108110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Services Technician II	06-JAN-14	YES		
108110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Services Technician II	06-JAN-14	YES		
108120	OPD - TRAINING FACILITY	77 Jack London Square	Police Officer (PERS)	16-JUN-84	YES		
108120	OPD - PERSONNEL SECTION	455 7TH STREET, RQ	Personnel Section	Police Officer (PERS)	28-NOV-88	YES	
108120	OPD - POLICE SERVICES ADMINISTRATIVE	455 7th Street	8th Floor	Sergeant of Police (PERS)	30-JAN-89	YES	
108120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Captain of Police (PERS)	12-JUN-89	YES	Spanish	
108120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Sergeant of Police (PERS)	02-JAN-90	YES		
108120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	08-FEB-91	YES		
108120	OPD - CRIME PREVENTION UNIT	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	04-OCT-95	YES		
108120	OPD - PERSONNEL SECTION	455 7TH STREET, RQ	Personnel Section	Police Officer (PERS)	13-FEB-96	YES	
108120	OPD - POLICE SERVICES ADMINISTRATIVE	455 7th Street	8th Floor	Police Officer (PERS)	21-FEB-97	YES	
108120	OPD - POLICE SERVICES ADMINISTRATIVE	455 7th Street	8th Floor	Police Officer (PERS)	21-FEB-97	YES	
108120	OPD - PATROL AREA 1, ADMINISTRATIVE	Oakland Police Dep	Patrol Area I, Adminis	Police Officer (PERS)	06-NOV-97	YES	Spanish
108120	OPD - POLICE SERVICES ADMINISTRATIVE	455 7th Street	8th Floor	Sergeant of Police (PERS)	07-NOV-97	YES	
108120	OPD - PATROL AREA 3, ADMINISTRATIVE	2701 73RD AVENUE	Patrol Area III Adminis	Police Officer (PERS)	06-MAY-98	YES	
108120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	11-MAY-98	YES		
108120	OPD - PATROL AREA 3, ADMINISTRATIVE	2701 73RD AVENUE	Patrol Area III Adminis	Police Officer (PERS)	29-JUL-98	YES	
108120	OPD - PERSONNEL SECTION	455 7TH STREET, RQ	Personnel Section	Police Officer (PERS)	03-AUG-98	YES	
108120	OPD - POLICE SERVICES ADMINISTRATIVE	455 7th Street	8th Floor	Sergeant of Police (PERS)	03-AUG-98	YES	
108120	OPD - PERSONNEL SECTION	455 7TH STREET, RQ	Personnel Section	Police Officer (PERS)	14-SEP-98	YES	
108120	OPD - CRIMINAL INVESTIGATION DIVISION	455 7TH STREET	ROOM 215	Lieutenant of Police (PERS)	22-MAR-99	YES	
108120	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET		Police Officer (PERS)	19-APR-99	YES	Other
108120	OPD - PERSONNEL SECTION	455 7TH STREET, RQ	Personnel Section	Police Officer (PERS)	08-NOV-99	YES	
108120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	22-NOV-99	YES		
108120	OPD - PERSONNEL SECTION	455 7TH STREET, RQ	Personnel Section	Police Officer (PERS)	07-FEB-00	YES	
108120	OPD - POLICE SERVICES ADMINISTRATIVE	455 7th Street	8th Floor	Sergeant of Police (PERS)	14-FEB-00	YES	
108120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	06-MAR-00	YES		
108120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	09-MAR-00	YES		
108120	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET		Police Officer (PERS)	13-MAR-00	YES	Spanish

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107510	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	27-JAN-14	YES	
107510	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	27-JAN-14	YES	
107510	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	27-JAN-14	YES	
107510	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	31-MAR-14	YES	
107510	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	31-MAR-14	YES	
107510	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	31-MAR-14	YES	
107510	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Records Specialist	16-APR-14	YES	
107511	FMA - PARKING	250 Frank Ogawa P Suite 1333	Parking Control Technician	26-APR-82	YES	
107511	Dalziel Bldg 1st Floor	250 Frank Ogawa P 1st Floor	Parking Control Technician	13-AUG-84	YES	
107511	FMA - PARKING	250 Frank Ogawa P Suite 1333	Parking Control Technician	13-AUG-84	YES	
107511	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Parking Control Technician	04-OCT-88	YES	Chinese
107511	FMA - PARKING	250 Frank Ogawa P Suite 1333	Parking Control Technician	28-MAR-89	YES	
107511	Dalziel Bldg 1st Floor	250 Frank Ogawa P 1st Floor	Public Service Representative	19-MAY-89	YES	
107511	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Parking Control Technician	15-OCT-90	YES	
107511	Dalziel Bldg 1st Floor	250 Frank Ogawa P 1st Floor	Parking Enforcement Supervisor I	23-APR-94	YES	
107511	FMA - PARKING	250 Frank Ogawa P Suite 1333	Parking Control Technician	22-OCT-94	YES	
107511	Dalziel Bldg 1st Floor	250 Frank Ogawa P 1st Floor	Parking Control Technician, PPT	25-JUL-95	YES	
107511	Dalziel Bldg 1st Floor	250 Frank Ogawa P 1st Floor	Parking Control Technician, PPT	02-JAN-96	YES	
107511	FMA - PARKING	250 Frank Ogawa P Suite 1333	Parking Control Technician	10-SEP-96	YES	
107511	Dalziel Bldg 1st Floor	250 Frank Ogawa P 1st Floor	Parking Control Technician, PT	13-JAN-97	YES	
107511	Dalziel Bldg 1st Floor	250 Frank Ogawa P 1st Floor	Parking Control Technician	21-APR-98	YES	
107511	Dalziel Bldg 1st Floor	250 Frank Ogawa P 1st Floor	Parking Control Technician, PT	01-JUN-98	YES	
107511	Dalziel Bldg 1st Floor	250 Frank Ogawa P 1st Floor	Parking Control Technician	23-FEB-99	YES	
107511	Dalziel Bldg 1st Floor	250 Frank Ogawa P 1st Floor	Parking Enforcement Supervisor I	26-JUL-99	YES	
107511	FMA - PARKING	250 Frank Ogawa P Suite 1333	Parking Control Technician	27-JUL-99	YES	Spanish
107511	Dalziel Bldg 1st Floor	250 Frank Ogawa P 1st Floor	Parking Control Technician	26-OCT-99	YES	
107511	Dalziel Bldg 1st Floor	250 Frank Ogawa P 1st Floor	Parking Control Technician	26-OCT-99	YES	
107511	FMA - PARKING	250 Frank Ogawa P Suite 1333	Parking Control Technician	08-JAN-00	YES	
107511	FMA - PARKING	250 Frank Ogawa P Suite 1333	Parking Control Technician	02-APR-01	YES	Spanish
107511	Dalziel Bldg 1st Floor	250 Frank Ogawa P 1st Floor	Parking Control Technician, PT	02-APR-01	YES	
107511	Dalziel Bldg 1st Floor	250 Frank Ogawa P 1st Floor	Parking Control Technician, PT	02-APR-01	YES	
107511	Dalziel Bldg 1st Floor	250 Frank Ogawa P 1st Floor	Parking Control Technician, PPT	04-NOV-02	YES	
107511	Dalziel Bldg 1st Floor	250 Frank Ogawa P 1st Floor	Parking Control Technician	09-DEC-02	YES	
107511	Dalziel Bldg 1st Floor	250 Frank Ogawa P 1st Floor	Parking Enforcement Supervisor I	09-DEC-02	YES	
107511	FMA - PARKING	250 Frank Ogawa P Suite 1333	Parking Control Technician	14-APR-03	YES	
107511	Dalziel Bldg 1st Floor	250 Frank Ogawa P 1st Floor	Parking Control Technician, PT	14-APR-03	YES	
107511	Dalziel Bldg 1st Floor	250 Frank Ogawa P 1st Floor	Parking Enforcement Supervisor I	20-JAN-04	YES	
107511	Dalziel Bldg 1st Floor	250 Frank Ogawa P 1st Floor	Parking Control Technician, PT	29-MAR-04	YES	
107511	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Parking Control Technician	09-MAY-05	YES	
107511	Dalziel Bldg 1st Floor	250 Frank Ogawa P 1st Floor	Parking Control Technician, PT	10-JUL-06	YES	
107511	FMA - PARKING	250 Frank Ogawa P Suite 1333	Parking Control Technician	12-SEP-06	YES	
107511	Dalziel Bldg 1st Floor	250 Frank Ogawa P 1st Floor	Parking Control Technician, PT	12-SEP-06	YES	
107511	Dalziel Bldg 1st Floor	250 Frank Ogawa P 1st Floor	Parking Control Technician	24-MAR-07	YES	
107511	Dalziel Bldg 1st Floor	250 Frank Ogawa P 1st Floor	Parking Control Technician, PT	23-APR-07	YES	
107511	Dalziel Bldg 1st Floor	250 Frank Ogawa P 1st Floor	Parking Control Technician, PT	07-MAY-07	YES	Spanish
107511	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street 8th Floor	Parking Control Technician, PPT	27-AUG-07	YES	Spanish
107511	Dalziel Bldg 1st Floor	250 Frank Ogawa P 1st Floor	Parking Control Technician	05-NOV-07	YES	
107511	FMA - PARKING	250 Frank Ogawa P Suite 1333	Parking Control Technician	05-NOV-07	YES	
107511	Dalziel Bldg 1st Floor	250 Frank Ogawa P 1st Floor	Parking Control Technician, PPT	05-NOV-07	YES	
107511	Dalziel Bldg 1st Floor	250 Frank Ogawa P 1st Floor	Parking Control Technician, PT	28-JAN-08	YES	Spanish

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ORGANIZ	LOCATION	ADDRESS		JOB_CLASS	HIRE_DATE	PCP	LANG
102510	OPD - PERSONNEL SECTION	455 7TH STREET, ROOM 822	Personnel Section	Police Officer (PERS)	27-JAN-97	YES	Other
102510	OPD - PATROL AREA 3, ADMINISTRATIVE	2701 73RD AVENUE	Patrol Area III Admin	Police Officer (PERS)	21-FEB-97	YES	
102510	OPD - CID ROBBERY SECTION	455 7th Street	Room 232	Sergeant of Police (PERS)	03-AUG-98	YES	Spanish
102510	OPD - POLICE SERVICES ADMINISTRATIVE	455 7th Street	8th Floor	Police Officer (PERS)	17-MAY-02	YES	
102510	OPD - PATROL AREA 3, ADMINISTRATIVE	2701 73RD AVENUE	Patrol Area III Admin	Police Officer (PERS)	11-DEC-06	YES	
102610	OPD - Criminalistics Division	455 7th Street	Room 608	Manager, Crime Laboratory	13-OCT-81	NO	
102610	OPD - Criminalistics Division	455 7th Street	Room 608	Office Assistant II	27-NOV-95	NO	
102610	OPD - Criminalistics Division	455 7th Street	Room 608	Criminalist III	01-MAR-99	NO	
102610	OPD - Criminalistics Division	455 7th Street	Room 608	Criminalist II	23-MAR-00	NO	
102610	OPD - Criminalistics Division	455 7th Street	Room 608	Criminalist II	04-JUN-01	NO	
102610	OPD - Criminalistics Division	455 7th Street	Room 608	Criminalist II	16-OCT-01	NO	
102610	OPD - Criminalistics Division	455 7th Street	Room 608	Criminalist III	17-FEB-03	NO	
102610	OPD - Criminalistics Division	455 7th Street	Room 608	Criminalist II	05-APR-04	NO	
102610	OPD - Criminalistics Division	455 7th Street	Room 608	Criminalist II	03-JUL-06	NO	
102610	OPD - Criminalistics Division	455 7th Street	Room 608	Criminalist II	26-MAR-07	NO	
102610	OPD - Criminalistics Division	455 7th Street	Room 608	Criminalist II	04-JUN-07	NO	
102610	OPD - CRIMINALISTICS DIVISION	455 7TH STREET	ROOM 608	Latent Print Examiner III	30-JUL-07	NO	
102610	OPD - Criminalistics Division	455 7th Street	Room 608	Criminalist III	13-AUG-07	NO	
102610	OPD - Criminalistics Division	455 7th Street	Room 608	Latent Print Examiner II	11-AUG-08	NO	
102610	OPD - Criminalistics Division	455 7th Street	Room 608	Criminalist II	25-AUG-08	NO	
102610	OPD - Criminalistics Division	455 7th Street	Room 608	Criminalist II	20-OCT-08	NO	
102610	OPD - Criminalistics Division	455 7th Street	Room 608	Criminalist II	20-OCT-08	NO	
102610	OPD - CRIMINALISTICS DIVISION	455 7TH STREET	ROOM 608	Latent Print Examiner I	01-NOV-10	NO	
102610	OPD - CRIMINALISTICS DIVISION	455 7TH STREET	ROOM 608	Criminalist I	04-APR-11	NO	
102610	OPD - CRIMINALISTICS DIVISION	455 7TH STREET	ROOM 608	Criminalist I	08-SEP-12	NO	
102610	OPD - CRIMINALISTICS DIVISION	455 7TH STREET	ROOM 608	Criminalist I	04-NOV-13	NO	
102610	OPD - CRIMINALISTICS DIVISION	455 7TH STREET	ROOM 608	Latent Print Examiner II	11-NOV-13	NO	
102610	OPD - CRIMINALISTICS DIVISION	455 7TH STREET	ROOM 608	Forensic Technician	06-JAN-14	NO	
102610	OPD - CRIMINALISTICS DIVISION	455 7TH STREET	ROOM 608	Criminalist II	14-APR-14	NO	
103110	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Deputy Chief of Police (PERS)	25-AUG-97	NO	
103130	OPD - ANIMAL SERVICES	1101 29TH AVENUE		Animal Care Attendant, PT	02-JAN-97	NO	
103130	OPD - CRIME ANALYST SECTION	455 7TH STREET, 9TH FLOOR		Police Officer (PERS)	31-JUL-98	YES	
103130	OPD - ANIMAL SERVICES	1101 29TH AVENUE		Police Records Specialist	21-AUG-00	YES	
103130	OPD - ANIMAL SERVICES	1101 29TH AVENUE		Temp Contract Svcs Employee, PT	03-FEB-01	NO	
103130	OPD - ANIMAL SERVICES	1101 29TH AVENUE		Animal Control Officer	14-APR-03	YES	
103130	OPD - ANIMAL SERVICES	1101 29TH AVENUE		Animal Care Attendant, PT	22-MAY-03	NO	
103130	OPD - ANIMAL SERVICES	1101 29TH AVENUE		Animal Control Officer	22-MAY-03	YES	Chinese
103130	OPD - ANIMAL SERVICES	1101 29TH AVENUE		Animal Care Attendant, PT	26-OCT-04	NO	
103130	OPD - ANIMAL SERVICES	1101 29TH AVENUE		Animal Control Officer	05-NOV-05	YES	Spanish
103130	OPD - ANIMAL SERVICES	1101 29TH AVENUE		Veterinary Technician	17-DEC-05	YES	
103130	OPD - ANIMAL SERVICES	1101 29TH AVENUE		Animal Control Officer, PPT	27-DEC-05	YES	Spanish
103130	OPD - ANIMAL SERVICES	1101 29TH AVENUE		Animal Control Officer	06-JUN-06	YES	
103130	OPD - ANIMAL SERVICES	1101 29TH AVENUE		Animal Care Attendant, PT	09-OCT-06	NO	
103130	OPD - ANIMAL SERVICES	1101 29TH AVENUE		Animal Control Supervisor	09-OCT-06	YES	
103130	OPD - ANIMAL SERVICES	1101 29TH AVENUE		Animal Control Officer	28-JAN-08	YES	
103130	OPD - ANIMAL SERVICES	1101 29TH AVENUE		Animal Care Attendant, PT	10-MAR-08	NO	
103130	OPD - ANIMAL SERVICES	1101 29TH AVENUE		Animal Care Attendant, PT	08-SEP-08	NO	
103130	OPD - ANIMAL SERVICES	1101 29TH AVENUE		Animal Control Officer	03-NOV-09	YES	Spanish
103130	OPD - ANIMAL SERVICES	1101 29TH AVENUE		Animal Care Attendant, PT	09-OCT-10	NO	
103130	OPD - ANIMAL SERVICES	1101 29TH AVENUE		Animal Care Attendant, PT	08-JAN-11	NO	

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102350 -	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET		Sergeant of Police (PERS)	25-JUN-90	YES	
102350 -	OPD - PERSONNEL SECTION	455 7TH STREET, ROOM	Personnel Section	Sergeant of Police (PERS)	25-JUN-90	YES	
102350 -	OPD - FOOT PATROL	455 7th Street	Room B-19	Police Officer (PERS)	15-APR-91	YES	
102350 -	OPD - YOUTH SERVICES	455 7th Street	4th Floor	Police Officer (PERS)	28-MAY-91	YES	
102350 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Sergeant of Police (PERS)	28-MAY-91	YES	Spanish
102350 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Sergeant of Police (PERS)	07-FEB-92	YES	
102350 -	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Police Officer (PERS)	13-JAN-96	YES	
102350 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	18-APR-97	YES	Spanish
102350 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Sergeant of Police (PERS)	21-APR-97	YES	
102350 -	OPD - HOMICIDE SECTION	455 7TH STREET, 2ND	Homicide Section	Sergeant of Police (PERS)	25-APR-97	YES	
102350 -	OPD - PATROL AREA 3, ADMINISTRATIVE	2701 73RD AVENUE	Patrol Area III Admini	Police Officer (PERS)	08-MAY-98	YES	Other
102350 -	OPD - EASTMONT SUBSTATION	2651 73RD AVENUE		Police Officer (PERS)	03-AUG-98	YES	
102350 -	OPD - PATROL AREA 3, ADMINISTRATIVE	2701 73RD AVENUE	Patrol Area III Admini	Police Officer (PERS)	03-AUG-98	YES	
102350 -	OPD - YOUTH SERVICES	455 7th Street	4th Floor	Police Officer (PERS)	28-SEP-98	YES	
102350 -	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	20-JAN-99	NO	
102350 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Lieutenant of Police (PERS)	22-FEB-99	YES	
102350 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	23-FEB-99	YES	Spanish
102350 -	OPD - PATROL AREA 3, ADMINISTRATIVE	2701 73RD AVENUE	Patrol Area III Admini	Police Officer (PERS)	01-MAR-99	YES	
102350 -	OPD - EASTMONT SUBSTATION	2651 73RD AVENUE		Police Officer (PERS)	22-MAR-99	YES	
102350 -	OPD - EASTMONT SUBSTATION	2651 73RD AVENUE		Police Officer (PERS)	29-NOV-99	YES	Spanish
102350 -	OPD - FOOT PATROL	455 7th Street	Room B-19	Police Officer (PERS)	29-NOV-99	YES	
102350 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Sergeant of Police (PERS)	30-MAY-00	YES	Other
102350 -	OPD - PATROL AREA 3, ADMINISTRATIVE	2701 73RD AVENUE	Patrol Area III Admini	Police Officer (PERS)	08-JUN-00	YES	
102350 -	OPD - PERSONNEL & TRAINING DIVISION	455 7TH STREET, 5TH	Personnel & Training	Police Officer (PERS)	08-DEC-00	YES	
102350 -	OPD - PERSONNEL SECTION	455 7TH STREET, ROOM	Personnel Section	Police Officer (PERS)	08-OCT-01	YES	Spanish
102350 -	OPD - PERSONNEL SECTION	455 7TH STREET, ROOM	Personnel Section	Police Officer (PERS)	17-MAY-02	YES	
102350 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	28-FEB-05	YES	
102350 -	OPD - PATROL AREA 3, ADMINISTRATIVE	2701 73RD AVENUE	Patrol Area III Admini	Police Officer (PERS)	11-JUL-05	YES	
102350 -	OPD - FOOT PATROL	455 7th Street	Room B-19	Police Officer (PERS)	28-NOV-05	YES	Spanish
102350 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	13-MAR-06	YES	
102350 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	05-JUN-06	YES	
102350 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	19-JUN-06	YES	
102350 -	OPD - PATROL AREA 1, ADMINISTRATIVE	Oakland Police Dep	Patrol Area I, Adminis	Police Officer (PERS)	28-AUG-06	YES	Other
102350 -	OPD - FOOT PATROL	455 7th Street	Room B-19	Police Officer (PERS)	11-DEC-06	YES	
102350 -	OPD - FOOT PATROL	455 7th Street	Room B-19	Police Officer (PERS)	11-DEC-06	YES	
102350 -	OPD - FOOT PATROL	455 7th Street	Room B-19	Police Officer (PERS)	11-DEC-06	YES	
102350 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	15-OCT-07	YES	
102350 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	30-JUN-08	YES	
102350 -	OPD - CRIMINAL INVESTIATION DIVISION	455 7th Street	2nd Floor	Police Services Technician II	30-JUN-08	YES	
102350 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	25-JAN-10	YES	
102350 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	21-FEB-11	YES	
102350 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	21-FEB-11	YES	
102350 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	12-SEP-11	YES	Spanish
102350 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	22-MAR-12	YES	
102350 -	OPD - YOUTH SERVICES	455 7th Street	4th Floor	Police Services Technician II	06-JAN-14	YES	Spanish
102510 -	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET		Police Officer (PERS)	02-MAR-88	YES	
102510 -	OPD - POLICE SERVICES ADMINISTRATIVE	455 7th Street	8th Floor	Police Officer (PERS)	06-MAR-89	YES	
102510 -	OPD - CRIMINAL INVESTIATION DIVISION	455 7th Street	2nd Floor	Sergeant of Police (PERS)	02-JAN-90	YES	
102510 -	OPD - CRIMINAL INVESTIATION DIVISION	455 7th Street	2nd Floor	Lieutenant of Police (PERS)	13-JUL-93	YES	
102510 -	OPD - CID ROBBERY SECTION	455 7th Street	Room 232	Police Officer (PERS)	19-JUL-96	YES	

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108130 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	20-FEB-12	YES	Spanish
108130 -	OPD - TRAINING FACILITY	77 Jack London Square	Police Officer (PERS)	25-MAR-13	NO	Other
108130 -	OPD - TRAINING FACILITY	77 Jack London Square	Police Officer (PERS)	25-MAR-13	NO	Other
108130 -	OPD - TRAINING FACILITY	77 Jack London Square	Police Officer (PERS)	25-MAR-13	NO	Spanish
108130 -	OPD - TRAINING FACILITY	77 Jack London Square	Police Officer (PERS)	25-MAR-13	NO	
108130 -	OPD - TRAINING FACILITY	77 Jack London Square	Police Officer (PERS)	25-MAR-13	NO	
108130 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Services Technician II	02-DEC-13	YES	Spanish
108130 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Services Technician II	02-DEC-13	YES	
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Lieutenant of Police (PERS)	05-MAY-86	YES	
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Sergeant of Police (PERS)	14-MAR-88	YES	
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Sergeant of Police (PERS)	28-MAR-88	YES	Spanish
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Sergeant of Police (PERS)	28-MAR-88	YES	
108140 -	OPD - COMMUNITY SERVICES DIVISION	455 7th Street Room 313	Police Officer (PERS)	17-OCT-88	YES	Spanish
108140 -	OPD - CHIEF OF POLICE	CHIEF OF POLICE 455 7TH STREET, 8TH	Captain of Police (PERS)	06-FEB-89	YES	
108140 -	OPD - BUREAU OF INVESTIGATION	455 7th Street Room 818	Sergeant of Police (PERS)	06-FEB-89	YES	
108140 -	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET	Police Officer (PERS)	20-MAR-89	YES	
108140 -	OPD - PATROL AREA 1, ADMINISTRATIVE	Oakland Police Dep Patrol Area I, Adminis	Police Evidence Technician	17-SEP-90	YES	
108140 -	OPD - COMMUNICATIONS DIVISION	455 7th Street Room 900	Sergeant of Police (PERS)	07-MAY-91	YES	
108140 -	OPD - TRAINING FACILITY	77 Jack London Square	Police Officer (PERS)	23-SEP-91	YES	
108140 -	OPD - CRIMINAL INVESTIGATION DIVISION	455 7th Street 2nd Floor	Sergeant of Police (PERS)	25-JAN-93	YES	
108140 -	OPD - PATROL AREA 1, ADMINISTRATIVE	Oakland Police Dep Patrol Area I, Adminis	Police Officer (PERS)	13-MAY-94	YES	Spanish
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Sergeant of Police (PERS)	25-JUL-94	YES	
108140 -	OPD - PATROL AREA 1, ADMINISTRATIVE	Oakland Police Dep Patrol Area I, Adminis	Police Officer (PERS)	01-FEB-96	YES	Spanish
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	19-FEB-97	YES	
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	21-FEB-97	YES	
108140 -	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET	Police Officer (PERS)	23-APR-97	YES	
108140 -	OPD - PATROL AREA 1, ADMINISTRATIVE	Oakland Police Dep Patrol Area I, Adminis	Police Officer (PERS)	25-APR-97	YES	
108140 -	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET	Police Officer (PERS)	03-AUG-98	YES	
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Sergeant of Police (PERS)	02-OCT-98	YES	
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	13-AUG-99	YES	
108140 -	OPD - PERSONNEL SECTION	455 7TH STREET, ROOM 215 Personnel Section	Police Officer (PERS)	10-MAR-00	YES	Spanish
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Sergeant of Police (PERS)	22-JUN-00	YES	
108140 -	OPD - PATROL AREA 1, ADMINISTRATIVE	Oakland Police Dep Patrol Area I, Adminis	Police Officer (PERS)	10-DEC-01	YES	
108140 -	OPD - VICE & NARCOTICS SECTION	455 7th Street Room B-86	Sergeant of Police (PERS)	10-DEC-01	YES	Spanish
108140 -	OPD - PATROL AREA 1, ADMINISTRATIVE	Oakland Police Dep Patrol Area I, Adminis	Police Officer (PERS)	28-MAY-02	YES	
108140 -	OPD - PERSONNEL SECTION	455 7TH STREET, ROOM 215 Personnel Section	Police Officer (PERS)	22-JUL-02	YES	
108140 -	OPD - PERSONNEL SECTION	455 7TH STREET, ROOM 215 Personnel Section	Police Officer (PERS)	22-JUL-02	YES	
108140 -	OPD - FOOT PATROL	455 7th Street Room B-19	Police Evidence Technician	03-MAR-03	YES	
108140 -	OPD - PATROL AREA 1, ADMINISTRATIVE	Oakland Police Dep Patrol Area I, Adminis	Police Officer (PERS)	28-FEB-05	YES	
108140 -	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET	Police Officer (PERS)	28-FEB-05	YES	
108140 -	OPD - POLICE SERVICES ADMINISTRATIVE	455 7th Street 8th Floor	Sergeant of Police (PERS)	18-APR-05	YES	
108140 -	OPD - PATROL AREA 1, ADMINISTRATIVE	Oakland Police Dep Patrol Area I, Adminis	Police Officer (PERS)	11-JUL-05	YES	Spanish
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	05-JUN-06	YES	
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Services Technician II	15-JUL-06	YES	Spanish
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	11-SEP-06	YES	
108140 -	OPD - CRIMINAL INVESTIGATION DIVISION	455 7TH STREET ROOM 215	Sergeant of Police (PERS)	11-SEP-06	YES	
108140 -	OPD - FOOT PATROL	455 7th Street Room B-19	Police Officer (PERS)	11-DEC-06	YES	Spanish
108140 -	OPD - FOOT PATROL	455 7th Street Room B-19	Police Officer (PERS)	11-DEC-06	YES	
108140 -	OPD - PATROL AREA 1, ADMINISTRATIVE	Oakland Police Dep Patrol Area I, Adminis	Police Officer (PERS)	11-DEC-06	YES	Spanish

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108140 -	OPD - PATROL AREA 3, ADMINISTRATIVE	2701 73RD AVENUE	Patrol Area III Admini	Police Officer (PERS)	26-FEB-07	Chinese
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	09-JUL-07	
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	09-JUL-07	
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	09-JUL-07	
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	09-JUL-07	
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	15-OCT-07	
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	15-OCT-07	
108140 -	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	12-JUL-08	
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	23-JUL-08	
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	21-FEB-11	
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	01-AUG-11	
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	01-AUG-11	
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	01-AUG-11	
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	01-AUG-11	
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	28-JUL-12	
108140 -	OPD - POLICE SERVICES ADMINISTRATIVE	455 7th Street	8th Floor	Police Evidence Technician	20-AUG-12	Spanish
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	17-SEP-12	Chinese
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	17-SEP-12	
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	17-SEP-12	
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	17-SEP-12	
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	10-NOV-12	Spanish
108140 -	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	25-MAR-13	
108140 -	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	25-MAR-13	
108140 -	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	25-MAR-13	
108140 -	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	25-MAR-13	
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Evidence Technician	17-SEP-13	
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Services Technician II	02-DEC-13	Chinese
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Services Technician II	02-DEC-13	
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Services Technician II	02-DEC-13	
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Services Technician II	02-DEC-13	
108140 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Services Technician II	06-JAN-14	
108150 -	OPD - PATROL AREA 3, ADMINISTRATIVE	2701 73RD AVENUE	Patrol Area III Admini	Sergeant of Police (PERS)	28-NOV-88	
108150 -	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Officer (PERS)	15-MAY-89	
108150 -	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET		Police Evidence Technician	22-MAY-89	
108150 -	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Sergeant of Police (PERS)	27-AUG-90	
108150 -	OPD - PATROL AREA 3, ADMINISTRATIVE	2701 73RD AVENUE	Patrol Area III Admini	Police Officer (PERS)	13-MAY-91	
108150 -	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Officer (PERS)	13-MAY-91	Other
108150 -	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET		Police Evidence Technician	02-MAR-92	
108150 -	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET		Police Evidence Technician	19-OCT-92	
108150 -	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Sergeant of Police (PERS)	11-JAN-93	
108150 -	OPD - POLICE SERVICES ADMINISTRATIVE	455 7th Street	8th Floor	Sergeant of Police (PERS)	22-JAN-96	Chinese
108150 -	OPD - POLICE SERVICES ADMINISTRATIVE	455 7th Street	8th Floor	Sergeant of Police (PERS)	21-FEB-97	
108150 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	07-OCT-98	
108150 -	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Officer (PERS)	19-MAR-99	
108150 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	24-MAY-99	
108150 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Lieutenant of Police (PERS)	06-JUL-99	
108150 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	09-AUG-99	Spanish
108150 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	21-SEP-99	
108150 -	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Officer (PERS)	06-MAR-00	
108150 -	OPD - PATROL AREA 3, ADMINISTRATIVE	2701 73RD AVENUE	Patrol Area III Admini	Police Officer (PERS)	10-MAR-00	
108150 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Sergeant of Police (PERS)	10-MAR-00	

POLICE DEPARTMENT, FY 2013-2014

ORGANIZ	LOCATION	ADDRESS		JOB_CLASS	HIRE_DATE	PCP	LANG
108120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Lieutenant of Police (PERS)	08-MAY-00	YES	
108120	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Sergeant of Police (PERS)	19-JUN-00	YES	
108120	OPD - PERSONNEL SECTION	455 7TH STREET, R	Personnel Section	Police Officer (PERS)	22-JUL-02	YES	
108120	OPD - PATROL AREA 1, ADMINISTRATIC	Oakland Police Dep	Patrol Area I, Adminis	Police Officer (PERS)	11-JUL-05	YES	
108120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	26-SEP-05	YES	
108120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	27-SEP-05	YES	
108120	OPD - FOOT PATROL	455 7th Street	Room B-19	Police Officer (PERS)	28-NOV-05	YES	Spanish
108120	OPD - PATROL AREA 2, ADMINISTRATIC	455 7TH STREET		Police Officer (PERS)	05-JUN-06	YES	
108120	OPD - FOOT PATROL	455 7th Street	Room B-19	Police Officer (PERS)	11-DEC-06	YES	
108120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	26-FEB-07	YES	
108120	OPD - PATROL AREA 1, ADMINISTRATIC	Oakland Police Dep	Patrol Area I, Adminis	Police Officer (PERS)	26-FEB-07	YES	
108120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	09-JUL-07	YES	
108120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	09-JUL-07	YES	
108120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	28-JAN-08	YES	Chinese
108120	OPD - BUREAU OF INVESTIGATION	455 7th Street	Room 818	Sergeant of Police (PERS)	28-JAN-08	YES	
108120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Services Technician II	13-FEB-08	YES	
108120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	10-MAR-08	YES	
108120	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Sergeant of Police (PERS)	10-MAR-08	YES	
108120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	26-JUL-10	YES	
108120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	21-FEB-11	YES	
108120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	01-AUG-11	YES	
108120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	01-AUG-11	YES	
108120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	01-AUG-11	YES	
108120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	05-DEC-11	YES	
108120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	05-DEC-11	YES	
108120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	20-FEB-12	YES	
108120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	17-SEP-12	YES	Chinese
108120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	17-SEP-12	YES	
108120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	17-SEP-12	YES	
108120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	17-SEP-12	YES	
108120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	17-SEP-12	YES	
108120	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	17-SEP-12	YES	
108120	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	17-SEP-12	NO	
108120	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	25-MAR-13	NO	Chinese
108120	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	25-MAR-13	NO	
108120	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	25-MAR-13	NO	
108120	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	25-MAR-13	NO	
108120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Services Technician II	02-DEC-13	YES	Chinese
108120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Services Technician II	02-DEC-13	YES	Spanish
108130	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Sergeant of Police (PERS)	24-JUN-85	YES	
108130	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	03-NOV-86	YES	Spanish
108130	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Captain of Police (PERS)	09-NOV-87	YES	Spanish
108130	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Sergeant of Police (PERS)	25-JUL-88	YES	Chinese
108130	OPD - COMMUNITY SERVICES DIVISION	455 7th Street	Room 313	Sergeant of Police (PERS)	13-FEB-89	YES	
108130	OPD - PATROL AREA 3, ADMINISTRATIC	2701 73RD AVENUE	Patrol Area III Adminis	Police Evidence Technician	06-MAR-89	YES	
108130	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Sergeant of Police (PERS)	17-SEP-90	YES	
108130	OPD - PATROL AREA 1, ADMINISTRATIC	Oakland Police Dep	Patrol Area I, Adminis	Police Officer (PERS)	08-APR-91	YES	
108130	OPD - PERSONNEL SECTION	455 7TH STREET, R	Personnel Section	Police Officer (PERS)	22-APR-91	YES	
108130	OPD - YOUTH SERVICES	455 7th Street	4th Floor	Police Officer (PERS)	19-SEP-91	YES	

POLICE DEPARTMENT, FY 2013-2014

ORGANIZ	LOCATION	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG	
108130 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	18-JAN-93	YES		
108130 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Sergeant of Police (PERS)	12-JUL-93	YES		
108130 -	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET	Police Officer (PERS)	15-FEB-94	YES		
108130 -	OPD - PERSONNEL SECTION	455 7TH STREET, ROOM 215	Police Officer (PERS)	01-JUL-95	YES		
108130 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	13-JAN-97	YES	Spanish	
108130 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	21-JAN-97	YES	Other	
108130 -	OPD - PATROL AREA 3, ADMINISTRATIVE	2701 73RD AVENUE	Patrol Area III Adminis	10-FEB-97	YES	Chinese	
108130 -	OPD - POLICE SERVICES ADMINISTRATIVE	455 7th Street	8th Floor	Sergeant of Police (PERS)	18-FEB-97	YES	Spanish
108130 -	OPD - PATROL AREA 3, ADMINISTRATIVE	2701 73RD AVENUE	Patrol Area III Adminis	Police Officer (PERS)	20-FEB-97	YES	
108130 -	OPD - POLICE SERVICES ADMINISTRATIVE	455 7th Street	8th Floor	Police Officer (PERS)	25-APR-97	YES	
108130 -	OPD - YOUTH SERVICES	455 7th Street	4th Floor	Police Officer (PERS)	25-APR-97	YES	Spanish
108130 -	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET		Police Officer (PERS)	04-MAY-98	YES	
108130 -	OPD - PATROL AREA 3, ADMINISTRATIVE	2701 73RD AVENUE	Patrol Area III Adminis	Police Officer (PERS)	04-MAY-98	YES	Other
108130 -	OPD - YOUTH SERVICES	455 7th Street	4th Floor	Police Officer (PERS)	29-JUL-98	YES	
108130 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Sergeant of Police (PERS)	16-OCT-98	YES		
108130 -	OPD - PERSONNEL SECTION	455 7TH STREET, ROOM 215	Personnel Section	Police Officer (PERS)	04-JAN-99	YES	Other
108130 -	OPD - FOOT PATROL	455 7th Street	Room B-19	Police Officer (PERS)	29-NOV-99	YES	
108130 -	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET		Police Officer (PERS)	13-MAR-00	YES	
108130 -	OPD - CRIMINAL INVESTIGATION DIVISION	455 7th Street	2nd Floor	Police Officer (PERS)	30-MAY-00	YES	
108130 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Sergeant of Police (PERS)	19-JUN-00	YES	Spanish	
108130 -	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET		Police Officer (PERS)	26-JUN-00	YES	Chinese
108130 -	OPD - PATROL AREA 3, ADMINISTRATIVE	2701 73RD AVENUE	Patrol Area III Adminis	Police Officer (PERS)	11-DEC-00	YES	
108130 -	OPD - CRIMINAL INVESTIGATION DIVISION	455 7TH STREET	ROOM 215	Sergeant of Police (PERS)	23-APR-01	YES	
108130 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	24-APR-01	YES	Chinese	
108130 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	30-JUL-01	YES		
108130 -	OPD - PATROL AREA 3, ADMINISTRATIVE	2701 73RD AVENUE	Patrol Area III Adminis	Police Officer (PERS)	06-NOV-01	YES	
108130 -	OPD - FOOT PATROL	455 7th Street	Room B-19	Police Officer (PERS)	11-JUL-05	YES	Spanish
108130 -	OPD - PATROL AREA 3, ADMINISTRATIVE	2701 73RD AVENUE	Patrol Area III Adminis	Police Officer (PERS)	11-JUL-05	YES	
108130 -	OPD - VICE & NARCOTICS SECTION	455 7th Street	Room B-86	Police Officer (PERS)	11-JUL-05	YES	
108130 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Sergeant of Police (PERS)	11-JUL-05	YES		
108130 -	OPD - TRAFFIC OPERATIONS DIVISION	455 7TH STREET, ROOM 215	Traffic Operations Div	Police Officer (PERS)	24-AUG-05	YES	
108130 -	OPD - PATROL AREA 1, ADMINISTRATIVE	Oakland Police Dep	Patrol Area I, Adminis	Police Officer (PERS)	28-NOV-05	YES	
108130 -	OPD - FOOT PATROL	455 7th Street	Room B-19	Police Officer (PERS)	06-FEB-06	NO	
108130 -	OPD - FOOT PATROL	455 7th Street	Room B-19	Police Officer (PERS)	05-JUN-06	YES	
108130 -	OPD - TRAFFIC ENFORCEMENT UNIT	455 7th Street	Room 109	Police Officer (PERS)	05-JUN-06	YES	
108130 -	OPD - PATROL AREA 1, ADMINISTRATIVE	Oakland Police Dep	Patrol Area I, Adminis	Police Officer (PERS)	11-SEP-06	YES	
108130 -	OPD - PATROL AREA 3, ADMINISTRATIVE	2701 73RD AVENUE	Patrol Area III Adminis	Police Officer (PERS)	11-SEP-06	YES	
108130 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	04-JUN-07	YES		
108130 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	09-JUL-07	YES	Spanish	
108130 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	09-JUL-07	YES		
108130 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	15-OCT-07	YES	Chinese	
108130 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	15-OCT-07	YES		
108130 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	15-OCT-07	YES		
108130 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	28-JAN-08	YES	Spanish	
108130 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	28-JAN-08	YES	Spanish	
108130 -	OPD - TRAINING FACILITY	77 Jack London Square	Police Officer (PERS)	23-JUL-08	NO		
108130 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Evidence Technician	23-FEB-09	YES	Chinese	
108130 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	01-AUG-11	YES		
108130 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	01-AUG-11	YES		
108130 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	01-AUG-11	YES		

POLICE DEPARTMENT, FY 2013-2014

ORGANIZ	LOCATION	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
108150 -	OPD - PATROL AREA 1, ADMINISTRATIVE	Oakland Police Dep	Patrol Area I, Adminis	Police Officer (PERS)	22-MAY-00	YES
108150 -	OPD - PATROL AREA 3, ADMINISTRATIVE	2701 73RD AVENUE	Patrol Area III Adminis	Police Officer (PERS)	26-JUN-00	YES
108150 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	11-DEC-00	YES
108150 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	09-JUN-01	YES
108150 -	OPD - CID ROBBERY SECTION	455 7th Street	Room 232	Sergeant of Police (PERS)	30-JUL-01	YES
108150 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	17-MAY-02	YES
108150 -	OPD - BUREAU OF INVESTIGATION	455 7th Street	Room 818	Police Officer (PERS)	24-JUN-02	YES
108150 -	OPD - PERSONNEL SECTION	455 7TH STREET, RD	Personnel Section	Police Officer (PERS)	22-JUL-02	YES
108150 -	OPD - CRIME ANALYST SECTION	455 7TH STREET, 9TH FLOOR		Police Officer (PERS)	16-MAY-05	YES
108150 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	28-NOV-05	YES
108150 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	28-NOV-05	YES
108150 -	OPD - FOOT PATROL	455 7th Street	Room B-19	Police Officer (PERS)	06-FEB-06	YES
108150 -	OPD - FOOT PATROL	455 7th Street	Room B-19	Police Officer (PERS)	06-FEB-06	YES
108150 -	OPD - FOOT PATROL	455 7th Street	Room B-19	Police Officer (PERS)	05-JUN-06	YES
108150 -	OPD - FOOT PATROL	455 7th Street	Room B-19	Police Officer (PERS)	05-JUN-06	YES
108150 -	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET		Police Officer (PERS)	05-JUN-06	YES
108150 -	OPD - CRIME ANALYSIS UNIT	455 7th Street	Room B-48	Administrative Analyst II	19-JUN-06	NO
108150 -	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET		Police Officer (PERS)	11-SEP-06	YES
108150 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	11-DEC-06	YES
108150 -	OPD - PATROL AREA 1, ADMINISTRATIVE	Oakland Police Dep	Patrol Area I, Adminis	Police Officer (PERS)	26-FEB-07	YES
108150 -	OPD - CRIMINAL INVESTIGATION DIVIS	455 7TH STREET	ROOM 215	Sergeant of Police (PERS)	05-MAR-07	YES
108150 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	09-JUL-07	YES
108150 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	09-JUL-07	YES
108150 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	09-JUL-07	YES
108150 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	09-JUL-07	YES
108150 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	15-OCT-07	YES
108150 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	28-JAN-08	YES
108150 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	28-JAN-08	YES
108150 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	01-AUG-11	YES
108150 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	01-AUG-11	YES
108150 -	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	17-SEP-12	NO
108150 -	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	17-SEP-12	NO
108150 -	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	25-MAR-13	NO
108150 -	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	25-MAR-13	NO
108150 -	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	25-MAR-13	NO
108150 -	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	25-MAR-13	NO
108150 -	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	25-MAR-13	NO
108150 -	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	25-MAR-13	NO
108150 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Services Technician II	02-DEC-13	YES
108150 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Services Technician II	02-DEC-13	YES
108150 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Services Technician II	02-DEC-13	YES
108150 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Services Technician II	06-JAN-14	YES
108150 -	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Services Technician II	06-JAN-14	YES
New hires have hire date shown in grey						

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103130	OPD - ANIMAL SERVICES	1101 29TH AVENUE		Animal Care Attendant, PT	17-OCT-11	NO	
103130	OPD - ANIMAL SERVICES	1101 29TH AVENUE		Animal Control Officer	30-JUL-12	YES	
103130	OPD - ANIMAL SERVICES	1101 29TH AVENUE		Animal Care Attendant, PT	05-JAN-13	NO	
103130	City Hall - 3rd Floor	One Frank Ogawa Pl	3rd Floor	Animal Care Attendant, PT	18-MAR-13	NO	
103130	OPD - ANIMAL SERVICES	1101 29TH AVENUE		Animal Care Attendant, PT	02-APR-13	NO	
103130	OPD - ANIMAL SERVICES	1101 29TH AVENUE		Temp Contract Svcs Employee, PT	07-APR-14	NO	
103130	OPD - ANIMAL SERVICES	1101 29TH AVENUE		Veterinary Technician	29-APR-14	YES	Chinese
103130	OPD - ANIMAL SERVICES	1101 29TH AVENUE		Volunteer Program Specialist II	27-MAY-14	YES	
103240	OPD - RECORDS SECTION	455 7th Street	Room 307	Police Services Manager I	14-AUG-06	NO	
103240	OPD - RECORDS SECTION	455 7th Street	Room 307	Police Records Specialist	02-SEP-08	YES	
103242	OPD - RECORDS SECTION	455 7th Street	Room 307	Police Records Specialist	25-JAN-82	YES	
103242	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Police Records Specialist	21-FEB-84	YES	
103242	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Police Records Supervisor	10-MAR-86	YES	
103242	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Police Records Supervisor	27-JUN-88	YES	
103242	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Police Records Specialist	29-AUG-88	YES	Other
103242	OPD - RECORDS SECTION	455 7th Street	Room 307	Police Records Specialist	02-JAN-89	YES	Chinese
103242	OPD - RECORDS SECTION	455 7th Street	Room 307	Police Records Specialist	24-APR-89	YES	
103242	OPD - RECORDS SECTION	455 7th Street	Room 307	Police Records Specialist	04-JUN-90	YES	Other
103242	OPD - RECORDS SECTION	455 7th Street	Room 307	Police Records Specialist	08-SEP-90	YES	
103242	OPD - RECORDS SECTION	455 7th Street	Room 307	Police Records Specialist	29-APR-97	YES	
103242	OPD - OPERATIONS SUPPORT DIVISION	455 7th Street	Room 307	Police Records Specialist	02-FEB-98	YES	
103242	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Police Records Specialist	09-FEB-98	YES	
103242	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Police Records Supervisor	30-APR-01	YES	
103242	OPD - RECORDS SECTION	455 7th Street	Room 307	Police Records Specialist	15-MAY-02	YES	
103242	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Police Records Specialist	03-JAN-05	YES	Spanish
103242	OPD - RECORDS SECTION	455 7th Street	Room 307	Police Records Specialist	28-FEB-05	YES	
103242	OPD - RECORDS SECTION	455 7th Street	Room 307	Police Records Specialist	19-JUN-06	YES	
103242	OPD - RECORDS SECTION	455 7th Street	Room 307	Police Records Supervisor	14-JAN-08	YES	
103242	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Police Records Specialist	24-AUG-09	YES	
103242	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Police Records Specialist	28-FEB-11	YES	
103242	OPD - RECORDS SECTION	455 7th Street	Room 307	Police Records Specialist	08-APR-13	YES	Chinese
103242	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Police Records Specialist	05-AUG-13	YES	
103242	OPD - RECORDS SECTION	455 7th Street	Room 307	Police Records Specialist	03-FEB-14	YES	
103242	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Temp Contract Svcs Employee, PT	15-FEB-14	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	17-SEP-74	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	01-NOV-84	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Services Manager I	12-AUG-85	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	18-FEB-86	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Supervisor	02-MAR-87	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	01-FEB-88	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	01-FEB-88	YES	
103310	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Police Officer (PERS)	11-JUL-88	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	01-FEB-89	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	16-OCT-89	YES	
103310	OPD - CRIMINAL INVESTIGATION DIVIS	455 7TH STREET	ROOM 215	Lieutenant of Police (PERS)	04-JUN-90	YES	Other
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	15-JUL-91	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	12-APR-93	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Supervisor	04-AUG-97	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	06-OCT-97	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	06-OCT-97	YES	



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103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	29-OCT-12	Spanish
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Operator	09-DEC-13	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	17-DEC-13	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Operator	30-DEC-13	Chinese
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Operator	30-DEC-13	Spanish
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Operator	30-DEC-13	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Operator	30-DEC-13	
103430	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	24-AUG-87	NO
103430	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	01-AUG-88	YES
103430	OPD - PERSONNEL SECTION	455 7TH STREET, RQ	Personnel Section	Police Officer (PERS)	28-NOV-88	NO
103430	OPD - PATROL AREA 1, ADMINISTRATIVE	Oakland Police Dep	Patrol Area I, Adminis	Police Officer (PERS)	27-FEB-89	YES
103430	OPD - TRAINING FACILITY	77 Jack London Square		Reproduction Offset Operator	05-NOV-90	YES
103430	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET		Police Officer (PERS)	03-DEC-90	YES
103430	OPD - TRAINING FACILITY	77 Jack London Square		Sergeant of Police (PERS)	16-SEP-91	YES
103430	OPD - TRAINING FACILITY	77 Jack London Square		Sergeant of Police (PERS)	26-SEP-96	YES
103430	OPD - CRIMINAL INVESTIGATION DIVISION	455 7th Street	2nd Floor	Sergeant of Police (PERS)	21-FEB-97	YES
103430	OPD - VICE & NARCOTICS SECTION	455 7th Street	Room B-86	Police Officer (PERS)	28-SEP-98	YES
103430	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	12-JUL-99	Spanish
103430	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Lieutenant of Police (PERS)	13-MAR-00	YES
103430	OPD - PERSONNEL SECTION	455 7TH STREET, RQ	Personnel Section	Police Officer (PERS)	30-JUL-01	YES
103430	OPD - TRAINING FACILITY	77 Jack London Square		Police Records Specialist	29-AUG-01	Other
103430	OPD - TRAINING FACILITY	77 Jack London Square		Administrative Assistant I	04-SEP-01	Other
103430	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET		Police Officer (PERS)	10-DEC-01	Other
103430	OPD - PERSONNEL SECTION	455 7TH STREET, RQ	Personnel Section	Police Officer (PERS)	17-MAY-02	YES
103430	OPD - FOOT PATROL	455 7th Street	Room B-19	Police Officer (PERS)	11-JUL-05	YES
103430	OPD - PATROL AREA 3, ADMINISTRATIVE	2701 73RD AVENUE	Patrol Area III Adminis	Police Officer (PERS)	11-JUL-05	YES
103430	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	17-DEC-07	other
103430	OPD - TRAINING FACILITY	77 Jack London Square		Police Cadet, PT	29-MAY-10	YES
103430	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer Trainee	26-JUL-10	YES
103430	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer Trainee	26-JUL-10	YES
103430	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	04-APR-11	NO
103430	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer Trainee	04-APR-11	YES
103430	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	03-OCT-11	Spanish
103430	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	17-SEP-12	Other
103430	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer Trainee	17-SEP-12	Other
103430	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	25-MAR-13	Spanish
103430	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	25-MAR-13	YES
103430	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	25-MAR-13	YES
103430	OPD - TRAINING FACILITY	77 Jack London Square		Police Cadet, PT	02-APR-13	Chinese
103430	OPD - TRAINING FACILITY	77 Jack London Square		Police Cadet, PT	02-APR-13	Spanish
103430	OPD - TRAINING FACILITY	77 Jack London Square		Police Cadet, PT	02-APR-13	YES
103430	OPD - TRAINING FACILITY	77 Jack London Square		Police Cadet, PT	02-APR-13	YES
103430	OPD - TRAINING FACILITY	77 Jack London Square		Police Records Specialist	01-JUL-13	YES
103430	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	25-SEP-13	Other
103430	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	25-SEP-13	Chinese
103430	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	25-SEP-13	Other
103430	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	25-SEP-13	other
103430	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	25-SEP-13	Spanish
103430	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	25-SEP-13	Spanish
103430	OPD - TRAINING FACILITY	77 Jack London Square		Police Officer (PERS)	25-SEP-13	Spanish

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101120	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Police Records Specialist	20-JAN-14	YES	
101120	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Intake Technician	14-APR-14	YES	
101130	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Sergeant of Police (PERS)	21-JAN-92	YES	
101130	OPD - CRIME ANALYST SECTION	455 7TH STREET, 9TH FLOOR		Police Officer (PERS)	23-JUN-00	YES	
101130	OPD - (OIG)	455 7TH STREET, 9TH FLOOR		Police Pgrm & Performance Auditor	29-NOV-04	YES	
101130	OPD - (OIG)	455 7TH STREET, 9TH FLOOR		Internal Auditor III	13-MAR-06	NO	
101140	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Police Officer (PERS)	08-OCT-90	YES	
101140	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Sergeant of Police (PERS)	28-MAY-91	YES	
101140	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Police Officer (PERS)	07-FEB-92	YES	Chinese
101140	OPD - PATROL AREA 2, ADMINISTRATIC	455 7TH STREET		Police Officer (PERS)	23-JAN-93	YES	Other
101140	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Police Officer (PERS)	12-JUL-93	YES	Spanish
101140	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Officer (PERS)	14-APR-98	YES	
101140	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Officer (PERS)	23-APR-01	YES	
102110	OPD - BUREAU OF INVESTIGATION	455 7th Street	Room 818	Deputy Chief of Police (PERS)	03-AUG-87	NO	
102110	OPD - BUREAU OF INVESTIGATION	455 7th Street	Room 818	Administrative Analyst II	15-OCT-90	NO	
102110	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Evidence Technician	08-JUL-96	YES	Spanish
102110	OPD - BUREAU OF INVESTIGATION	455 7th Street	Room 818	Administrative Analyst II	28-DEC-96	NO	
102110	OPD - BUREAU OF INVESTIGATION	455 7th Street	Room 818	Administrative Analyst II	06-JUN-00	NO	
102110	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Police Pgrm & Performance Auditor	11-APR-06	YES	
102110	OPD - BUREAU OF INVESTIGATION	455 7th Street	Room 818	Administrative Analyst II	25-FEB-08	NO	
102110	OPD - BUREAU OF INVESTIGATION	455 7th Street	Room 818	Deputy Chief of Police (PERS)	09-JUN-12	NO	
102120	OPD - BUREAU OF INVESTIGATION	455 7th Street	Room 818	Police Property Specialist	18-JUL-87	YES	other
102120	OPD - PROPERTY & EVIDIENCE UNIT	455 7TH STREET, B-	Property and Evidenc	Police Property Specialist	25-AUG-87	YES	
102120	OPD - BUREAU OF INVESTIGATION	455 7th Street	Room 818	Police Property Supervisor	25-APR-97	YES	
102120	OPD - GENERAL INVESTIGATIONS SECT	455 7th Street	2nd Floor	Police Property Specialist	19-JUN-02	YES	
102120	OPD - GENERAL INVESTIGATIONS SECT	455 7th Street	2nd Floor	Police Property Specialist	27-JUL-09	YES	
102120	OPD - GENERAL INVESTIGATIONS SECT	455 7th Street	2nd Floor	Police Property Specialist	11-JAN-10	YES	
102130	OPD - IDENTIFICATION UNIT	455 7th Street	Room 313	Police Services Technician II	25-JUL-88	YES	
102130	OPD - CRIMINAL INVESTIGATION DIVIS	455 7TH STREET	ROOM 215	Police Services Technician II	03-OCT-88	YES	
102130	OPD - HOMICIDE SECTION	455 7TH STREET, 2N	Homicide Section	Sergeant of Police (PERS)	22-JUL-96	YES	Other
102130	OPD - CRIMINAL INVESTIATION DIVISIO	455 7th Street	2nd Floor	Police Officer (PERS)	17-MAY-02	YES	Other
102130	OPD - IDENTIFICATION SECTION	455 7TH STREET, RC	IDENTIFICATION SECT	Police Services Technician II	06-JAN-14	YES	Spanish
102130	OPD - IDENTIFICATION SECTION	455 7TH STREET, RC	IDENTIFICATION SECT	Police Services Technician II	24-MAR-14	YES	Spanish
102310	OPD - CRIMINAL INVESTIGATION DIVIS	455 7TH STREET	ROOM 215	Administrative Analyst II	23-OCT-89	NO	Other
102310	OPD - CRIMINAL INVESTIGATION DIVIS	455 7TH STREET	ROOM 215	Captain of Police (PERS)	30-OCT-89	YES	
102310	OPD - CRIMINAL INVESTIATION DIVISIO	455 7th Street	2nd Floor	Administrative Assistant I	12-OCT-98	NO	
102320	OPD - CRIMINAL INVESTIGATION DIVISIO	455 7th Street	2nd Floor	Sergeant of Police (PERS)	25-JUN-90	YES	Other
102320	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Sergeant of Police (PERS)	14-JAN-91	YES	
102320	OPD - PATROL AREA 2, ADMINISTRATIC	455 7TH STREET		Lieutenant of Police (PERS)	23-SEP-91	YES	
102320	OPD - PATROL AREA 3, ADMINISTRATIC	2701 73RD AVENUE	Patrol Area III Admini	Sergeant of Police (PERS)	25-JAN-93	YES	Spanish
102320	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Police Officer (PERS)	01-APR-98	YES	Spanish
102320	OPD - HOMICIDE SECTION	455 7TH STREET, 2N	Homicide Section	Police Officer (PERS)	17-APR-98	YES	
102320	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	12-MAY-98	YES	
102320	OPD - CRIMINAL INVESTIGATION DIVIS	455 7TH STREET	ROOM 215	Sergeant of Police (PERS)	22-MAY-00	YES	
102320	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Officer (PERS)	26-JUN-00	YES	
102320	OPD - PATROL AREA 3, ADMINISTRATIC	2701 73RD AVENUE	Patrol Area III Admini	Police Officer (PERS)	10-DEC-01	YES	Spanish
102320	OPD - PATROL AREA 2, ADMINISTRATIC	455 7TH STREET		Police Officer (PERS)	06-FEB-06	YES	
102320	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	05-JUN-06	YES	
102320	OPD - PATROL AREA 1, ADMINISTRATIC	Oakland Police Dep	Patrol Area I, Adminis	Sergeant of Police (PERS)	10-JUL-06	YES	
102320	OPD - BUREAU OF INVESTIGATION	455 7th Street	Room 818	Police Records Specialist	18-FEB-14	YES	

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101110	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Police Records Specialist	07-MAY-90	YES	
101110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Captain of Police (PERS)	28-MAY-91	YES	
101110	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Chief of Police, Assistant	26-AUG-91	YES	
101110	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Officer (PERS)	16-JUN-92	YES	
101110	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Chief of Police	12-MAY-94	YES	
101110	OPD - BUREAU OF INVESTIGATION	455 7th Street	Room 818	Sergeant of Police (PERS)	04-NOV-94	YES	Other
101110	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Lieutenant of Police (PERS)	25-APR-97	YES	
101110	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Officer (PERS)	23-JUN-00	YES	
101110	OPD - CRIMINAL INVESTIATION DIVISIO	455 7th Street	2nd Floor	Sergeant of Police (PERS)	30-JUL-01	YES	
101110	OPD - PATROL AREA 2, ADMINISTRATIO	455 7TH STREET		Police Officer (PERS)	28-FEB-05	YES	Spanish
101110	OPD - CRIME ANALYSIS UNIT	455 7th Street	Room B-48	Administrative Analyst II	25-JUL-05	NO	
101110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Sergeant of Police (PERS)	06-FEB-06	YES	
101110	OPD - FOOT PATROL	455 7th Street	Room B-19	Police Officer (PERS)	11-DEC-06	YES	
101110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Project Manager II	02-JAN-08	YES	
101110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Technical Communications Specialist	09-JUN-08	YES	
101110	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Exec Asst to Agency Director	24-AUG-09	NO	
101110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	21-FEB-11	YES	
101110	Dalziel Bldg - 4th Floor	250 Frank Ogawa Pl	4th Floor	Volunteer Program Specialist II	03-JAN-13	YES	
101110	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Temp Contract Svcs Employee, PT	13-MAY-13	NO	
101110	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Project Manager III	03-MAR-14	NO	
101120	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Police Records Supervisor	15-DEC-86	YES	
101120	OPD - EASTMONT SUB STATION	2701 73rd Avenue		Sergeant of Police (PERS)	21-MAR-88	YES	
101120	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Administrative Assistant I	08-AUG-88	NO	
101120	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Sergeant of Police (PERS)	30-NOV-90	YES	
101120	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Captain of Police (PERS)	06-SEP-91	YES	
101120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Lieutenant of Police (PERS)	03-FEB-92	YES	
101120	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Sergeant of Police (PERS)	06-FEB-92	YES	
101120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Sergeant of Police (PERS)	19-JAN-93	YES	
101120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Sergeant of Police (PERS)	15-JUL-96	YES	
101120	OPD - CHIEF OF POLICE	CHIEF OF POLICE	455 7TH STREET, 8TH	Lieutenant of Police (PERS)	02-AUG-96	YES	
101120	OPD - PATROL AREA 3, ADMINISTRATIO	2701 73RD AVENUE	Patrol Area III Admini	Sergeant of Police (PERS)	12-NOV-96	YES	
101120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Sergeant of Police (PERS)	06-NOV-97	YES	
101120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Sergeant of Police (PERS)	17-FEB-98	YES	
101120	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Lieutenant of Police (PERS)	08-MAR-99	YES	
101120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Sergeant of Police (PERS)	17-MAR-99	YES	
101120	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Performance Audit Manager	27-MAR-00	YES	
101120	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Sergeant of Police (PERS)	21-JUN-00	YES	Other
101120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Sergeant of Police (PERS)	22-APR-02	YES	Chinese
101120	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Intake Technician	09-AUG-02	YES	Chinese
101120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Sergeant of Police (PERS)	28-NOV-05	YES	
101120	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Sergeant of Police (PERS)	06-FEB-06	YES	
101120	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Sergeant of Police (PERS)	21-AUG-06	YES	
101120	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Sergeant of Police (PERS)	11-SEP-06	YES	
101120	OPD - PATROL AREA 1, ADMINISTRATIO	Oakland Police Dep	Patrol Area I, Adminis	Police Officer (PERS)	26-FEB-07	YES	
101120	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Police Records Specialist	30-JUL-07	YES	
101120	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	15-OCT-07	YES	
101120	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Police Officer (PERS)	24-MAR-08	YES	Spanish
101120	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Intake Technician	23-JUL-12	YES	
101120	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Temp Contract Svcs Employee, PT	02-JAN-13	NO	
101120	OPD - POLICE SERVICES ADMINISTRATI	455 7th Street	8th Floor	Police Records Specialist	01-JUL-13	YES	Spanish

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ORGANIZ	LOCATION	ADDRESS		JOB_CLASS	HIRE_DATE	PCP	LANG
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Supervisor	10-NOV-97	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	05-OCT-98	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Supervisor	15-MAR-99	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	02-SEP-99	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	25-OCT-99	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	29-NOV-99	YES	Spanish
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	07-AUG-00	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	09-AUG-00	YES	
103310	City Hall - 3rd Floor	One Frank Ogawa P	3rd Floor	Police Communications Dispatcher	05-SEP-00	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	05-SEP-00	YES	Spanish
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	27-NOV-00	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	02-APR-01	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	16-APR-01	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	09-JUL-01	YES	Spanish
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	14-JAN-02	YES	Spanish
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	14-JAN-02	YES	Spanish
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	14-JAN-02	YES	Spanish
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	28-APR-03	YES	Spanish
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	28-FEB-05	YES	
103310	Police - Personnel & Training Division	455 7th Street	5th Floor	Police Communications Dispatcher	28-FEB-05	YES	
103310	City Hall - 3rd Floor	One Frank Ogawa P	3rd Floor	Police Communications Dispatcher	24-APR-06	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	24-APR-06	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	24-APR-06	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	24-APR-06	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	24-APR-06	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	24-APR-06	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	19-NOV-07	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	26-NOV-07	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	14-JAN-08	YES	
103310	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	03-MAR-08	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	10-MAR-08	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	10-MAR-08	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	31-MAR-08	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	25-AUG-08	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	29-MAR-10	YES	Chinese
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	29-MAR-10	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	29-MAR-10	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	29-MAR-10	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	29-MAR-10	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Operator	08-JAN-11	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	07-FEB-11	YES	Chinese
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	07-FEB-11	YES	Spanish
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	07-FEB-11	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	07-FEB-11	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	07-FEB-11	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	02-MAY-11	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	21-FEB-12	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	21-FEB-12	YES	
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	29-OCT-12	YES	Chinese
103310	OPD - COMMUNICATIONS DIVISION	455 7th Street	Room 900	Police Communications Dispatcher	29-OCT-12	YES	Spanish





## POLICE DEPARTMENT, FY 2013-2014

ORGANIZ	LOCATION	ADDRESS		JOB_CLASS	HIRE_DATE	PCP	LANG
106610	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Temp Contract Svcs Employee, PT	23-SEP-13	NO	
106610	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Temp Contract Svcs Employee, PT	23-SEP-13	NO	
106610	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Temp Contract Svcs Employee, PT	23-SEP-13	NO	
106610	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Temp Contract Svcs Employee, PT	23-SEP-13	NO	
106610	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Temp Contract Svcs Employee, PT	12-OCT-13	NO	
106610	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Temp Contract Svcs Employee, PT	12-OCT-13	NO	
106610	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Temp Contract Svcs Employee, PT	12-OCT-13	NO	
106610	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Temp Contract Svcs Employee, PT	18-JAN-14	NO	
106610	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Temp Contract Svcs Employee, PT	18-JAN-14	NO	
106610	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Temp Contract Svcs Employee, PT	18-JAN-14	NO	
106610	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Temp Contract Svcs Employee, PT	18-JAN-14	NO	
106610	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Temp Contract Svcs Employee, PT	18-JAN-14	NO	
106610	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Temp Contract Svcs Employee, PT	18-JAN-14	NO	
106610	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Temp Contract Svcs Employee, PT	18-JAN-14	NO	
106610	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Temp Contract Svcs Employee, PT	18-FEB-14	NO	
106610	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Services Technician II	15-MAR-14	YES	
106610	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Temp Contract Svcs Employee, PT	17-MAR-14	NO	
106610	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Temp Contract Svcs Employee, PT	17-MAR-14	NO	
106610	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Temp Contract Svcs Employee, PT	17-MAR-14	NO	
106610	OPD - BUREAU OF SERVICES	455 7th Street	Room 822	Temp Contract Svcs Employee, PT	17-MAR-14	NO	
107010	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Records Specialist	01-NOV-82	NO	
107010	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Deputy Chief of Police (PERS)	10-NOV-86	YES	
107010	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Sergeant of Police (PERS)	25-JUL-88	YES	Other
107010	PWA - HALL OF JUSTICE - MUNICIPAL B	455 7th Street		Police Records Specialist	02-JAN-89	NO	Chinese
107110	OPD - PATROL AREA 1, ADMINISTRATIVE	Oakland Police Dep	Patrol Area I, Adminis	Police Officer (PERS)	21-MAY-90	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Sergeant of Police (PERS)	11-FEB-91	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Sergeant of Police (PERS)	27-JAN-92	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Sergeant of Police (PERS)	20-FEB-97	YES	
107110	OPD - FOOT PATROL	455 7th Street	Room B-19	Police Officer (PERS)	18-OCT-99	YES	
107110	OPD - IDENTIFICATION UNIT	455 7th Street	Room 313	Police Services Technician II	04-MAY-00	YES	
107110	OPD - FOOT PATROL	455 7th Street	Room B-19	Police Services Technician II	19-NOV-07	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	28-JAN-08	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	26-JUL-10	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	01-AUG-11	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	01-AUG-11	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	01-AUG-11	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	01-AUG-11	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	01-AUG-11	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	01-AUG-11	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	01-AUG-11	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	01-AUG-11	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	01-AUG-11	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	01-AUG-11	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	05-DEC-11	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	05-DEC-11	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	19-DEC-11	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	20-FEB-12	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	20-FEB-12	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	17-SEP-12	YES	Chinese
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	17-SEP-12	YES	Other
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	17-SEP-12	YES	Other
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Officer (PERS)	17-SEP-12	YES	Other

## POLICE DEPARTMENT, FY 2013-2014

ORGANIZ	LOCATION	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	17-SEP-12	YES	Spanish
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	17-SEP-12	YES	Spanish
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	17-SEP-12	YES	Other
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	17-SEP-12	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	17-SEP-12	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	17-SEP-12	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	17-SEP-12	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	17-SEP-12	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	17-SEP-12	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	17-SEP-12	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	17-SEP-12	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	17-SEP-12	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	17-SEP-12	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	17-SEP-12	YES	
107110	OPD - TRAINING FACILITY	77 Jack London Square	Police Officer (PERS)	17-SEP-12	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Services Technician II	06-JAN-14	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Evidence Technician	24-MAR-14	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Evidence Technician	07-APR-14	YES	Chinese
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Evidence Technician	07-APR-14	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Evidence Technician	28-APR-14	YES	
107110	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Services Technician II	12-MAY-14	YES	
107210	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Lieutenant of Police (PERS)	28-MAY-91	YES	
107210	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Sergeant of Police (PERS)	12-SEP-94	YES	Other
107210	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Sergeant of Police (PERS)	04-MAY-98	YES	Chinese
107210	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Sergeant of Police (PERS)	28-JUL-98	YES	
107210	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET	Police Officer (PERS)	25-MAY-99	YES	Spanish
107210	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Lieutenant of Police (PERS)	28-FEB-00	YES	
107210	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Sergeant of Police (PERS)	13-MAR-00	YES	
107210	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Sergeant of Police (PERS)	26-JUN-00	YES	
107210	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Sergeant of Police (PERS)	30-JUL-01	YES	
107210	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Sergeant of Police (PERS)	20-MAY-02	YES	
107210	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	11-JUL-05	YES	
107210	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Sergeant of Police (PERS)	11-SEP-06	YES	
107210	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	01-AUG-11	YES	
107210	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	26-SEP-11	YES	
107210	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	05-DEC-11	YES	
107210	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	05-DEC-11	YES	
107210	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	19-DEC-11	YES	
107210	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Sergeant of Police (PERS)	06-FEB-12	YES	
107210	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	20-FEB-12	YES	
107210	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	05-MAR-12	YES	
107210	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	19-MAR-12	YES	
107210	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	18-AUG-12	YES	
107210	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	18-AUG-12	YES	
107310	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Lieutenant of Police (PERS)	20-MAY-91	YES	
107310	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Records Specialist	02-JUN-97	YES	
107310	OPD - PATROL AREA 1, ADMINISTRATIVE	Oakland Police Dep	Patrol Area I, Adminis	Police Services Technician II	07-JUL-97	YES

## POLICE DEPARTMENT, FY 2013-2014

ORGANIZ	LOCATION	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG	
107310	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	08-MAY-98	YES		
107310	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Sergeant of Police (PERS)	17-MAR-99	YES		
107310	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Sergeant of Police (PERS)	22-NOV-99	YES		
107310	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Sergeant of Police (PERS)	28-FEB-00	YES		
107310	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	30-JUL-01	YES	Other	
107310	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Sergeant of Police (PERS)	10-DEC-01	YES		
107310	OPD - PATROL DESK	455 7th Street	1st Floor Lobby	Police Records Specialist	22-JAN-02	YES	
107310	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET		Police Officer (PERS)	06-FEB-06	YES	Spanish
107310	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	11-SEP-06	YES	Spanish	
107310	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Sergeant of Police (PERS)	11-SEP-06	YES		
107310	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR	Police Services Technician II	19-FEB-08	YES		
107410	OPD - FOOT PATROL	455 7th Street	Room B-19	Police Services Technician II	22-NOV-76	YES	
107410	OPD - PATROL AREA 1, ADMINISTRATIVE	Oakland Police Dep	Patrol Area I, Adminis	Neighborhood Services Coordinator	21-NOV-88	YES	
107410	OPD - PATROL AREA 3, ADMINISTRATIVE	2701 73RD AVENUE	Patrol Area III Adminis	Neighborhood Services Coordinator	01-MAY-89	YES	
107410	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET		Neighborhood Services Coordinator	17-SEP-90	YES	
107410	OPD - FOOT PATROL	455 7th Street	Room B-19	Program Analyst III	24-JUN-91	YES	
107410	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Captain of Police (PERS)	13-SEP-94	YES	
107410	OPD - PATROL AREA 3, ADMINISTRATIVE	2701 73RD AVENUE	Patrol Area III Adminis	Neighborhood Services Coordinator	07-JUL-97	YES	
107410	OPD - PATROL AREA 3, ADMINISTRATIVE	2701 73RD AVENUE	Patrol Area III Adminis	Neighborhood Services Coordinator	01-DEC-97	YES	
107410	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Lieutenant of Police (PERS)	28-SEP-98	YES	Spanish
107410	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET		Neighborhood Services Coordinator	26-JUL-99	YES	Spanish
107410	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Neighborhood Services Coordinator	01-FEB-03	YES	Spanish
107410	OPD - FOOT PATROL	455 7th Street	Room B-19	Police Services Technician II	13-MAR-06	YES	
107410	OPD - PATROL AREA 1, ADMINISTRATIVE	Oakland Police Dep	Patrol Area I, Adminis	Neighborhood Services Coordinator	10-APR-06	YES	
107410	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Neighborhood Services Coordinator	07-APR-08	YES	Chinese
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Crossing Guard, PPT	19-SEP-79	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Officer (PERS)	11-FEB-85	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Services Technician II	08-APR-85	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Services Technician II	23-FEB-87	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Services Technician II	23-NOV-87	YES	
107510	OPD - FOOT PATROL	455 7th Street	Room B-19	Sergeant of Police (PERS)	28-MAR-88	YES	
107510	OPD - FOOT PATROL	455 7th Street	Room B-19	Police Officer (PERS)	26-JUN-89	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Records Specialist	04-DEC-89	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Officer (PERS)	18-DEC-89	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Records Specialist	10-SEP-90	YES	Chinese
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Officer (PERS)	08-FEB-91	YES	
107510	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Services Technician II	16-SEP-91	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Services Technician II	19-OCT-92	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Services Technician II	19-OCT-92	YES	
107510	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Lieutenant of Police (PERS)	25-JUL-94	YES	Chinese
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Crossing Guard, PT	02-FEB-96	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Crossing Guard, PT	29-AUG-96	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Crossing Guard, PT	23-JAN-97	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Services Technician II	03-MAR-97	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Officer (PERS)	25-APR-97	YES	Spanish
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Crossing Guard, PT	30-SEP-97	YES	
107510	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Services Technician II	24-JAN-98	YES	
107510	OPD - FOOT PATROL	455 7th Street	Room B-19	Police Officer (PERS)	16-JUL-98	YES	Chinese
107510	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Lieutenant of Police (PERS)	03-AUG-98	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Officer (PERS)	01-OCT-98	YES	

## POLICE DEPARTMENT, FY 2013-2014

ORGANIZ	LOCATION	ADDRESS		JOB_CLASS	HIRE_DATE	PCP	LANG
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Officer (PERS)	05-OCT-98	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Services Technician II	16-NOV-98	YES	Other
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Services Technician II	11-JAN-99	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Police Officer (PERS)	25-OCT-99	YES	Spanish
107510	OPD - CRIMINAL INVESTIGATION DIVISION	455 7TH STREET	ROOM 215	Police Services Technician II	22-FEB-00	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Crossing Guard, PT	08-MAR-00	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Crossing Guard, PT	16-NOV-00	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Crossing Guard, PT	16-NOV-00	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Crossing Guard, PT	16-NOV-00	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Crossing Guard, PT	05-SEP-01	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Crossing Guard, PT	05-SEP-01	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Crossing Guard, PT	08-FEB-02	YES	Spanish
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Crossing Guard, PPT	29-APR-02	YES	
107510	OPD - PATROL AREA 3, ADMINISTRATIVE	2701 73RD AVENUE	Patrol Area III Admin	Police Officer (PERS)	17-MAY-02	YES	
107510	OPD - PATROL AREA 2, ADMINISTRATIVE	455 7TH STREET		Sergeant of Police (PERS)	08-OCT-02	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Crossing Guard, PT	05-NOV-02	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Crossing Guard, PT	29-SEP-03	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Crossing Guard, PT	29-SEP-03	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Crossing Guard, PT	20-JAN-04	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Crossing Guard, PT	08-MAY-04	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Crossing Guard, PT	18-OCT-04	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Crossing Guard, PT	28-APR-05	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Crossing Guard, PT	17-OCT-05	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Crossing Guard, PT	13-APR-06	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Crossing Guard, PT	28-AUG-06	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Crossing Guard, PT	14-MAY-07	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Crossing Guard, PT	14-MAY-07	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Crossing Guard, PT	22-AUG-07	YES	
107510	OPD - PERSONNEL SECTION	455 7TH STREET, RC	Personnel Section	Crossing Guard, PT	05-NOV-07	YES	
107510	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Services Technician II	13-FEB-08	YES	
107510	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Services Technician II	25-FEB-08	YES	
107510	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Crossing Guard, PT	30-JUN-08	YES	
107510	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Crossing Guard, PT	11-AUG-08	YES	
107510	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Services Technician II	12-AUG-08	YES	
107510	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Crossing Guard, PT	30-JUL-09	YES	
107510	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Crossing Guard, PT	02-NOV-09	YES	
107510	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Crossing Guard, PT	01-DEC-09	YES	
107510	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Crossing Guard, PT	19-JAN-10	YES	
107510	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Crossing Guard, PT	19-APR-10	YES	
107510	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Services Technician II	23-JUL-11	YES	
107510	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Crossing Guard, PT	27-AUG-11	YES	
107510	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Crossing Guard, PT	27-AUG-11	YES	
107510	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Crossing Guard, PT	27-AUG-11	YES	
107510	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Crossing Guard, PT	27-AUG-11	YES	
107510	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Crossing Guard, PT	27-AUG-11	YES	
107510	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Police Services Manager I	25-MAR-13	YES	
107510	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Crossing Guard, PT	02-APR-13	YES	
107510	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Crossing Guard, PT	02-APR-13	YES	
107510	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Crossing Guard, PT	02-APR-13	YES	
107510	OPD - BFO ADMIN	455 7TH STREET, 1ST FLOOR		Crossing Guard, PT	28-OCT-13	YES	

POLICE DEPARTMENT, FY 2013-2014							
Row Labels	Count of JOB_CLASS	Count of New Hire	Count of PCP	Count of Spanish	Count of Chinese	% SP	% CH
<b>101110 - Office of Chief - Administration</b>	<b>20</b>	<b>1</b>	<b>16</b>	<b>1</b>		<b>6%</b>	<b>0%</b>
Administrative Analyst II	1						
Captain of Police (PERS)	1		1				
Chief of Police	1		1				
Chief of Police, Assistant	1		1				
Exec Asst to Agency Director	1						
Lieutenant of Police (PERS)	1		1				
Police Officer (PERS)	5		5	1			
Police Records Specialist	1		1				
Project Manager II	1		1				
Project Manager III	1	1					
Sergeant of Police (PERS)	3		3				
Technical Communications Specialist	1		1				
Temp Contract Svcs Employee, PT	1						
Volunteer Program Specialist II	1		1				
<b>101120 - Internal Affairs</b>	<b>32</b>	<b>3</b>	<b>30</b>	<b>2</b>	<b>2</b>	<b>7%</b>	<b>7%</b>
Administrative Assistant I	1						
Captain of Police (PERS)	1		1				
Intake Technician	3	1	3		1		
Lieutenant of Police (PERS)	3		3				
Performance Audit Manager	1		1				
Police Officer (PERS)	3		3	1			
Police Records Specialist	3	2	3	1			
Police Records Supervisor	1		1				
Sergeant of Police (PERS)	15		15		1		
Temp Contract Svcs Employee, PT	1						
<b>101130 - Office of the Inspector General</b>	<b>4</b>		<b>3</b>			<b>0%</b>	<b>0%</b>
Internal Auditor III	1						
Police Officer (PERS)	1		1				
Police Pgrm & Performance Auditor	1		1				
Sergeant of Police (PERS)	1		1				
<b>101140 - Special Investigations Internal</b>	<b>7</b>		<b>7</b>	<b>1</b>	<b>1</b>	<b>14%</b>	<b>14%</b>
Police Officer (PERS)	6		6	1	1		
Sergeant of Police (PERS)	1		1				
<b>102110 - Bureau of Investigations Administration</b>	<b>8</b>		<b>2</b>	<b>1</b>		<b>50%</b>	<b>0%</b>
Administrative Analyst II	4						
Deputy Chief of Police (PERS)	2						
Police Evidence Technician	1		1	1			
Police Pgrm & Performance Auditor	1		1				
<b>102120 - Property and Evidence</b>	<b>6</b>		<b>6</b>			<b>0%</b>	<b>0%</b>
Police Property Specialist	5		5				
Police Property Supervisor	1		1				
<b>102130 - Identification Section</b>	<b>6</b>	<b>2</b>	<b>6</b>	<b>2</b>		<b>33%</b>	<b>0%</b>
Police Officer (PERS)	1		1				
Police Services Technician II	4	2	4	2			
Sergeant of Police (PERS)	1		1				
<b>102310 - Criminal Investigations</b>	<b>3</b>		<b>1</b>			<b>0%</b>	<b>0%</b>
Administrative Analyst II	1						
Administrative Assistant I	1						
Captain of Police (PERS)	1		1				

POLICE DEPARTMENT, FY 2013-2014							
Row Labels	Count of JOB_CLASS	Count of New Hire	Count of PCP	Count of Spanish	Count of Chinese	% SP	% CH
<b>102320 - Homicide</b>	<b>14</b>	<b>1</b>	<b>14</b>	<b>3</b>		<b>21%</b>	<b>0%</b>
Lieutenant of Police (PERS)	1		1				
Police Officer (PERS)	7		7	2			
Police Records Specialist	1	1	1				
Sergeant of Police (PERS)	5		5	1			
<b>102321 - Targeted Enforcement Task Force I</b>	<b>8</b>		<b>8</b>	<b>3</b>		<b>38%</b>	<b>0%</b>
Police Officer (PERS)	6		6	2			
Sergeant of Police (PERS)	2		2	1			
<b>102322 - Targeted Enforcement Task Force II</b>	<b>1</b>		<b>1</b>			<b>0%</b>	<b>0%</b>
Sergeant of Police (PERS)	1		1				
<b>102330 - Robbery</b>	<b>20</b>		<b>20</b>	<b>4</b>		<b>20%</b>	<b>0%</b>
Administrative Analyst II	1		1				
Lieutenant of Police (PERS)	1		1				
Police Officer (PERS)	12		12	4			
Police Records Specialist	2		2				
Sergeant of Police (PERS)	4		4				
<b>102340 - Property/Theft</b>	<b>16</b>	<b>1</b>	<b>15</b>	<b>3</b>	<b>3</b>	<b>20%</b>	<b>20%</b>
Lieutenant of Police (PERS)	2		2		1		
Police Officer (PERS)	11		10	3	1		
Police Records Specialist	1	1	1				
Sergeant of Police (PERS)	2		2		1		
<b>102350 - Youth &amp; Family Services</b>	<b>50</b>	<b>1</b>	<b>48</b>	<b>8</b>		<b>17%</b>	<b>0%</b>
Lieutenant of Police (PERS)	2		1				
Police Officer (PERS)	37		36	6			
Police Services Technician II	4	1	4	1			
Sergeant of Police (PERS)	7		7	1			
<b>102510 - Assault</b>	<b>10</b>		<b>10</b>	<b>1</b>		<b>10%</b>	<b>0%</b>
Lieutenant of Police (PERS)	1		1				
Police Officer (PERS)	7		7				
Sergeant of Police (PERS)	2		2	1			
<b>102610 - Criminalistics Unit</b>	<b>24</b>	<b>4</b>					
Criminalist I	3	1					
Criminalist II	11	1					
Criminalist III	3						
Forensic Technician	1	1					
Latent Print Examiner I	1						
Latent Print Examiner II	2	1					
Latent Print Examiner III	1						
Manager, Crime Laboratory	1						
Office Assistant II	1						
<b>103110 - Bureau of Services - Administration Unit</b>	<b>1</b>						
Deputy Chief of Police (PERS)	1						
<b>103130 - Animal Shelter</b>	<b>28</b>	<b>3</b>	<b>14</b>	<b>3</b>	<b>2</b>	<b>21%</b>	<b>14%</b>
Animal Care Attendant, PT	12						
Animal Control Officer	7		7	2	1		
Animal Control Officer, PPT	1		1	1			
Animal Control Supervisor	1		1				
Police Officer (PERS)	1		1				
Police Records Specialist	1		1				
Temp Contract Svcs Employee, PT	2	1					

POLICE DEPARTMENT, FY 2013-2014							
Row Labels	Count of JOB_CLASS	Count of New Hire	Count of PCP	Count of Spanish	Count of Chinese	% SP	% CH
Veterinary Technician	2	1	2		1		
Volunteer Program Specialist II	1	1	1				
<b>103240 - Records Unit</b>	<b>2</b>		<b>1</b>			<b>0%</b>	<b>0%</b>
Police Records Specialist	1		1				
Police Services Manager I	1						
<b>103242 - Records &amp; Warrants</b>	<b>24</b>	<b>3</b>	<b>24</b>	<b>1</b>	<b>2</b>	<b>4%</b>	<b>8%</b>
Police Records Specialist	19	2	19	1	2		
Police Records Supervisor	4		4				
Temp Contract Svcs Employee, PT	1	1	1				
<b>103310 - Communications Unit</b>	<b>73</b>	<b>6</b>	<b>73</b>	<b>11</b>	<b>4</b>	<b>15%</b>	<b>5%</b>
Lieutenant of Police (PERS)	1		1				
Police Communications Dispatcher	59	1	59	10	3		
Police Communications Operator	6	5	6	1	1		
Police Communications Supervisor	4		4				
Police Officer (PERS)	2		2				
Police Services Manager I	1		1				
<b>103430 - Training Unit</b>	<b>202</b>	<b>167</b>	<b>197</b>	<b>42</b>	<b>10</b>	<b>21%</b>	<b>5%</b>
Administrative Assistant I	1						
Lieutenant of Police (PERS)	1		1				
Police Cadet, PT	14	9	14	3	2		
Police Officer (PERS)	63	44	59	15	1		
Police Officer Trainee	117	113	117	24	7		
Police Records Specialist	2	1	2				
Reproduction Offset Operator	1		1				
Sergeant of Police (PERS)	3		3				
<b>106210 - Police Personnel</b>	<b>11</b>	<b>2</b>	<b>3</b>			<b>0%</b>	<b>0%</b>
Administrative Analyst II	3		1				
Payroll Personnel Clerk II	1	1					
Payroll Personnel Clerk III	2						
Police Records Specialist	2	1	2				
Police Services Manager I	1						
Storekeeper II	1						
Support Services Supervisor	1						
<b>106410 - Police Information Technology</b>	<b>3</b>		<b>2</b>			<b>0%</b>	<b>0%</b>
Police Officer (PERS)	2		1				
Police Services Technician II	1		1				
<b>106510 - Fiscal Services</b>	<b>12</b>	<b>4</b>	<b>1</b>			<b>0%</b>	<b>0%</b>
Account Clerk II	3	1					
Account Clerk III	1						
Accountant II	2						
Accountant III	1						
Administrative Analyst II	2	1					
Payroll Personnel Clerk III	1						
Police Services Manager I	1	1	1				
Temp Contract Svcs Employee, PT	1	1					
<b>106610 - Background &amp; Recruiting</b>	<b>34</b>	<b>29</b>	<b>5</b>	<b>1</b>		<b>20%</b>	<b>0%</b>
Captain of Police (PERS)	1		1				
Police Officer (PERS)	3		3	1			
Police Personnel Oper Specialist	1						
Police Services Technician II	1	1	1				

POLICE DEPARTMENT, FY 2013-2014							
Row Labels	Count of JOB_CLASS	Count of New Hire	Count of PCP	Count of Spanish	Count of Chinese	% SP	% CH
Temp Contract Svcs Employee, PT	28	28					
<b>107010 - Bureau of Field Operations-Admin</b>	<b>4</b>		<b>2</b>			<b>0%</b>	<b>0%</b>
Deputy Chief of Police (PERS)	1		1				
Police Records Specialist	2						
Sergeant of Police (PERS)	1		1				
<b>107110 - Police Area 1</b>	<b>51</b>	<b>6</b>	<b>51</b>	<b>2</b>	<b>2</b>	<b>4%</b>	<b>4%</b>
Police Evidence Technician	4	4	4		1		
Police Officer (PERS)	40		40	2	1		
Police Services Technician II	4	2	4				
Sergeant of Police (PERS)	3		3				
<b>107210 - Police Area 2</b>	<b>23</b>		<b>23</b>	<b>1</b>	<b>1</b>	<b>4%</b>	<b>4%</b>
Lieutenant of Police (PERS)	2		2				
Police Officer (PERS)	12		12	1			
Sergeant of Police (PERS)	9		9		1		
<b>107310 - Police Area 3</b>	<b>14</b>		<b>14</b>	<b>2</b>		<b>14%</b>	<b>0%</b>
Lieutenant of Police (PERS)	1		1				
Police Officer (PERS)	4		4	2			
Police Records Specialist	2		2				
Police Services Technician II	2		2				
Sergeant of Police (PERS)	5		5				
<b>107410 - Support Operations</b>	<b>14</b>		<b>14</b>	<b>3</b>	<b>1</b>	<b>21%</b>	<b>7%</b>
Captain of Police (PERS)	1		1				
Lieutenant of Police (PERS)	1		1	1			
Neighborhood Services Coordinator	9		9	2	1		
Police Services Technician II	2		2				
Program Analyst III	1		1				
<b>107510 - Traffic BFO</b>	<b>82</b>	<b>8</b>	<b>82</b>	<b>3</b>	<b>3</b>	<b>4%</b>	<b>4%</b>
Crossing Guard, PPT	2		2				
Crossing Guard, PT	47	7	47	1			
Lieutenant of Police (PERS)	2		2		1		
Police Officer (PERS)	10		10	2	1		
Police Records Specialist	3	1	3		1		
Police Services Manager I	1		1				
Police Services Technician II	15		15				
Sergeant of Police (PERS)	2		2				
<b>107511 - Parking Enforcement</b>	<b>79</b>	<b>6</b>	<b>79</b>	<b>6</b>	<b>3</b>	<b>8%</b>	<b>4%</b>
Parking Control Technician	23	1	23	2	1		
Parking Control Technician, PPT	8	1	8	1	1		
Parking Control Technician, PT	43	4	43	3	1		
Parking Enforcement Supervisor I	4		4				
Public Service Representative	1		1				
<b>107710 - Special Operations</b>	<b>10</b>		<b>9</b>		<b>1</b>	<b>0%</b>	<b>11%</b>
Administrative Analyst II	1						
Police Officer (PERS)	4		4				
Police Services Technician II	3		3		1		
Sergeant of Police (PERS)	2		2				
<b>108010 - District Command Administration</b>	<b>11</b>		<b>8</b>			<b>0%</b>	<b>0%</b>
Administrative Analyst II	1						
Lieutenant of Police (PERS)	1		1				
Police Officer (PERS)	2		2				

POLICE DEPARTMENT, FY 2013-2014							
Row Labels	Count of JOB_CLASS	Count of New Hire	Count of PCP	Count of Spanish	Count of Chinese	% SP	% CH
Police Records Specialist	4		2				
Police Services Technician II	2		2				
Sergeant of Police (PERS)	1		1				
<b>108110 - District Area 1</b>	<b>66</b>	<b>4</b>	<b>61</b>	<b>4</b>	<b>1</b>	<b>7%</b>	<b>2%</b>
Lieutenant of Police (PERS)	2		2				
Police Evidence Technician	4		4				
Police Officer (PERS)	44		39	4			
Police Services Technician II	4	4	4				
Sergeant of Police (PERS)	12		12		1		
<b>108120 - District Area 2</b>	<b>67</b>	<b>2</b>	<b>62</b>	<b>5</b>	<b>3</b>	<b>8%</b>	<b>5%</b>
Captain of Police (PERS)	1		1	1			
Lieutenant of Police (PERS)	2		2				
Police Officer (PERS)	53		48	3	2		
Police Services Technician II	3	2	3	1	1		
Sergeant of Police (PERS)	8		8				
<b>108130 - District Area 3</b>	<b>69</b>	<b>2</b>	<b>61</b>	<b>12</b>	<b>6</b>	<b>20%</b>	<b>10%</b>
Captain of Police (PERS)	1		1	1			
Police Evidence Technician	2		2		1		
Police Officer (PERS)	54		46	8	4		
Police Services Technician II	2	2	2	1			
Sergeant of Police (PERS)	10		10	2	1		
<b>108140 - District Area 4</b>	<b>71</b>	<b>6</b>	<b>66</b>	<b>12</b>	<b>3</b>	<b>18%</b>	<b>5%</b>
Captain of Police (PERS)	1		1				
Lieutenant of Police (PERS)	1		1				
Police Evidence Technician	4	1	4	1			
Police Officer (PERS)	47		42	8	2		
Police Services Technician II	6	5	6	1	1		
Sergeant of Police (PERS)	12		12	2			
<b>108150 - District Area 5</b>	<b>63</b>	<b>5</b>	<b>54</b>	<b>10</b>	<b>1</b>	<b>19%</b>	<b>2%</b>
Administrative Analyst II	1						
Lieutenant of Police (PERS)	1		1				
Police Evidence Technician	3		3				
Police Officer (PERS)	45		37	8			
Police Services Technician II	5	5	5	2			
Sergeant of Police (PERS)	8		8		1		
(blank)							
<b>Grand Total</b>	<b>1243</b>	<b>266</b>	<b>1093</b>	<b>147</b>	<b>49</b>	<b>13%</b>	<b>4%</b>