

# CITY OF OAKLAND

## AGENDA REPORT

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**TO:** Office of the City Administrator  
**ATTN:** Deborah Edgerly  
**FROM:** Don Jeffries, Manager, Equal Opportunity Programs  
**DATE:** July 10, 2007

**RE: Annual Status Report On The Implementation Of The Equal Access Ordinance For Fiscal Year 2006-2007**

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### SUMMARY

This is an annual report that provides the City Council with detailed status information on compliance efforts for the Equal Access Ordinance.

### FISCAL IMPACTS

This report is for informational purposes only.

### BACKGROUND

The Equal Access to Services Ordinance, Oakland Municipal Code, Chapter 2.30, was adopted by Oakland's City Council on May 8, 2001. Its purpose was to remove language barriers that Limited English Proficiency residents may have in accessing City services. The Ordinance establishes the City Administrator's authority to advise the Council on issues related to the City's language access provisions.

The Ordinance mandates that Oakland must provide language access for residents who are limited or non-English speakers through (1) bilingual personnel in "public contact positions" throughout its agencies (Oakland Municipal Code Sec. 2.30.030) and (2) written outreach materials including brochures, program materials, forms, notices, applications, etc. (Oakland Municipal Code Sec. 2.30.050).

Because there are more than 125 languages spoken in Oakland, the Ordinance targets languages that have 10,000 or more Oakland residents who are limited English speakers. According to the 2000 U.S. Census Report, 37 percent of Oakland residents reported speaking a non-English language at home; 22 percent of Oakland residents reported speaking English less than "very well". Approximately 12% of the Spanish language population speak English "less than well." Within the Asian and Pacific Islander population (combined), 9.1% speak English "less than well." Based on the 2000 U.S. Census data, Spanish and Chinese (both Mandarin and Cantonese) meet the 10,000 resident threshold.

Item: \_\_\_\_\_  
Finance and Management Committee  
July 10, 2007

The Equal Access Ordinance is intended to be consistent with and supplement California's Dymally-Altorre Bilingual Services Act, Government Code 7290 et seq., which requires state and local public agencies serving a substantial number of limited English-speaking people to provide services and materials in the language(s) spoken by those persons.

In a May 9, 2006 Finance and Management Committee meeting, Councilmember Pat Kernighan asked the Committee to initiate a Task Force to work on recommendations for implementing unrealized aspects of the Ordinance. The concerns included increasing the number of bilingual employees, completing Departmental compliance plans, and assessing program budget considerations.

At the June 12, 2007 Finance and Management Committee meeting, the Committee provided the following direction:

1. The Committee expects the Equal Access Ordinance to be implemented as is.
2. The Administration shall present the now delinquent Annual report on Equal Access to the Committee no later than the end of this legislative year, July 2007.
3. The Administration shall as a part of that report present a list for final approval of specific position, titles and targets, to focus on bilingual recruitment.
4. The Administration shall provide the Annual Department Compliance Plans called for in the 2001 Ordinance and originally due in 2002 and 2003 "no later than the first Finance Committee in September 2007" as well as an overall plan for recruitment.

## **KEY ISSUES AND IMPACTS**

### **1. Written Translation of Materials (Oakland Municipal Code Sec. 2.30.050).**

Since program inception, the translation service provider, International Contact, Incorporated, has translated approximately 1500 documents into Spanish, Chinese and Vietnamese. Between July 1, 2006 and May 31, 2007 the City had 229 requests for the translation of documents into Chinese, Spanish, Vietnamese and other languages. Of those, 188 documents were in Spanish, 178 in Chinese, 101 in Vietnamese, 6 in Korean and 3 in other languages (Attachment A).

The Office of Personnel Resource Management developed Employment Information pamphlets in English, Spanish, Chinese and Vietnamese. The pamphlets are available online and routinely included with job application information requests.

The subjects of the pamphlets include: The Civil Service Process-Explanation of Classified versus Unclassified Jobs; Open, promotional and restricted recruitments; Seniority Credit; Employee Benefits; Drivers License Requirements; Emergency Response Zone; Job Hot Lines; Equal Employment Opportunity Employer Notifications; and ADA Compliant Employer Notification.

**2. Voice Translations and recorded telephonic message (Oakland Municipal Code Sec. 2.30.080)**

In the immediate future the City plans to increase its translation capabilities by contracting for direct telephone translation service to supplement available public contact resources. Cityline, a multilingual telephonic system, provides departmental business information, working hours, locations, services offered, how to access the services and the availability of language services. In addition, the City provides seven hotlines to obtain multilingual assistance with Equal Access, Blight, Cultural Arts, Home Redevelopment, Drugs, Fireworks and Prostitution abatement. Between July 1, 2006 and May 31, 2007 the City responded to 111 translation requests (Attachment B).

**3. Public meetings and hearings. (Oakland Municipal Code Sec. 2.30.070).**

When requested, interpreters are made available for public hearings and meetings. The 48 hour turnaround for selection of an interpreter has proven difficult to meet. A more realistic timeframe may be five days.

During the reporting period, the City made a presentation during the Language Access Summit hosted by the Annie E. Casey Foundation. The City also made nine public service announcements in Spanish, Chinese, Vietnamese; one of which included a Korean language version. In addition, the City continues to provide Citizen Academies in English and Chinese languages. Spanish language academies have been provided in the past and more are planned.

**4. Complaint procedures. (Oakland Municipal Code Sec. 2.30.090).**

The Equal Access Office has developed a standard complaint form. It is provided in Spanish, Chinese and English and is available to all departments and online. The City has not received any complaints regarding language services to date. Future program plans include making complaint and other program related forms more broadly available in public locations.

**5. Compliance Plans (Oakland Municipal Code Sec. 2.30.100).**

Compliance Plans are intended to capture program related activity and address any barriers or obstacles that are found. Much of the information necessary for these reports has already been collected. Additional information will be collected, evaluated and presented in the September report.

**6. Recruitment (Oakland Municipal Code Sec. 2.30.120).**

In addition to the multilingual informational pamphlets mentioned above, the City has developed boilerplate language for all civil service recruitments with selective certification for specific languages. The language states:

“This is a public contact position. Bilingual skills in Spanish, Cantonese, Mandarin and Vietnamese are highly desirable in candidates who are considered to fill these vacancies. In keeping with Section 5.04<sup>1</sup> of the Civil Service Rules, eligible candidates whose names are certified to the hiring authority shall be the highest ranking candidates willing to accept employment and who possess bilingual skills in the languages noted above. Bilingual skills will be tested prior to final offer of employment.”

Language found in the “Additional Qualifications” section of the vacancy announcement states:

“Bi-Lingual skills in Spanish, Cantonese, Mandarin, and Vietnamese are highly desirable.”

This language is intended to welcome and attract applicants with bi-lingual skills.

Proactive efforts to notify and reach all facets of the community are now routine. Notice of every recruitment opened for a classified vacancy is provided to the community based organizations found in Attachment C. In addition, job recruitments are advertised through four foreign-language newspapers, Ming Pao-Mandarin/Chinese; El Mundo- Spanish; Sing Tao-Cantonese/Chinese; Saludos Hispanos-Spanish; and the Korea Times- Korean.

Language testing is being reviewed and adjusted for consistency in light of its impact on some test takers. The goal is a fair and workable product that is appropriately standardized. To date, three hundred and twenty (320) employees have been tested in Spanish, Cantonese, Mandarin and Vietnamese. Of those, 213 (66.5%) passed the test. There were 64 (20%) who failed the test and another 43 or 13.5% who experienced some technical difficulty during the administration of the test.

## **7. Public Contact Positions (Oakland Municipal Code Sec. 2.30.100).**

The Ordinance states that: “Public Contact Position” (PCP) shall mean a position, whether of a clerical, service, professional or sworn nature, that emphasizes greeting, meeting, contact, or provision of information and/or services to the public in the performance of the duties of that position. A list of public contact positions is included as Attachment D.

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<sup>1</sup> Section 5.04 – Selective Certification. The eligibles certified shall be the highest ranking eligibles willing to accept employment; provided, however that the appointing authority may list additional and special qualifications and experience or the nature of special assignments for the position, in specific departments. The reasons for such qualifications shall be stated, together with the notice that the appointing authority desires to pass over for appointment any eligibles who do not possess such qualifications. Such statement and notice must be approved by the Board and will be considered only when the reasons are sufficiently valid, and when other methods of certification would not be in the best interest of the City.

Staff worked with the Office of Personnel and other departments to more accurately identify PCP positions. Based on a recent internal survey, approximately 79.5% of all public contacts are in English. The remaining 20.5% are in other languages.

Among all public contact positions, approximately 212 positions are currently filled by a bilingual employee. In addition, there are approximately 139 employees who receive premium bilingual pay although they are not in designated Public Contact Positions.

In total, the City has approximately 351 bilingual staff available to assist the limited English speaking community. In response to the Committee's request relating to specific targeting, additional bilingual employee placement opportunities are found within the vacant public contact positions. Upon Council's approval of PCP positions, we will provide a list of all filled and vacant positions by Department along with the Annual Compliance Plans in September.


City Departments will provide sufficient staff and resources to support all program requirements. Departments will work closely with the Equal Access Office to coordinate on program related matters and be proactive in promoting the program.

Departments are to help ensure that signs are posted advising limited English speaking communities of the availability of bilingual services, materials, and personnel.

#### **ACTIONS REQUESTED OF THE CITY COUNCIL**

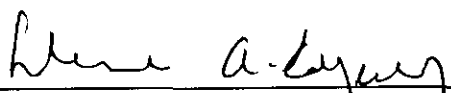
Staff recommends the Council accept this report.

Respectfully submitted,

  
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Don Jeffries  
Manager, Equal Opportunity Programs

**Attachments:** A. Document Translations  
B. Translation requests  
C. Community Based Organization list  
D. Public Contact Positions list  
E. PowerPoint presentation

APPROVED AND FORWARDED TO THE  
FINANCE & MANAGEMENT COMMITTEE:

  
\_\_\_\_\_  
Office of the City Administrator

Item: \_\_\_\_\_  
Finance and Management Committee  
July 10, 2007



**EQUAL  
ACCESS  
OFFICE**

**TRANSLATION REQUEST REPORT FROM JULY 2006 TO MAY 2007  
BY LANGUAGE**

AGENCY	TOTAL REQUESTS	SP	CH	VI	KO	OTHER
CITY AUDITOR						
CITY ATTORNEY (OCA)	4	4	1			
CITY CLERK (OCC)	1	1	1	1		
CITY COUNCIL (CCO)	12	8	7	6		
CEDA	19	16	16	12		
CITY ADMINISTRATOR (CAO)	92	75	71	29		1
FINANCIAL MANAGEMENT SERVICES (FMA)	1	1	1	1		
HUMAN SERVICES (LEAhs)	11	5	9	8		
LIBRARY (LEAli)	12	7	7	4	2	
MUSEUM (LEAmu)	1	1	1			
PARKS AND RECREATION (LEApr)	25	24	18	2		
MAYOR	3	2	2	2		
FIRE DEPARTMENT (OFD)	8	7	8	3	2	
POLICE DEPARTMENT (OPD)	25	22	24	25	2	1
PUBLIC WORKS (PWA)	13	13	10	6		
CONSTITUENTS						
PORT	2	2	2	2		1
<b>TOTAL</b>	<b>229</b>	<b>188</b>	<b>178</b>	<b>101</b>	<b>6</b>	<b>3</b>



# **EQUAL ACCESS OFFICE**

## **INTERPRETATION REQUEST REPORT FROM JAN. TO MAY 2007**

AGENCY	Total Req.	Total Hrs	SP	CH	VI	other	To. if all paid	To.Paid Hrs	To. Vo. Hrs	To. Staff Hrs
Office of the City Attorney										
Office of the City Clerk										
City Council Office	2									
Community Economic Development Agency	16	34.5	14	17.5		3	34.5	34.5		
City Administrator's Office	25	82	42	36.5	1.5	2	82	82		
Finance Management Agency	1	3	3				3	3		
Department of Human Services	7	15	2	13			15	15		
Oakland Public Library										
Oakland Museum										
Oakland Parks and Recreation	8	19	2	17			19	19		
Office of the Mayor	3	5	2			3	5	5		
Oakland Fire Department										
Oakland Police Department	1	2	2				2	2		
Public Works Agency										
<b>TOTAL</b>	<b>63</b>	<b>160.5</b>	<b>67</b>	<b>84</b>	<b>1.5</b>	<b>8</b>	<b>160.5</b>	<b>160.5</b>	<b>0</b>	<b>0</b>

OPRM/Recruitment Classification  
Local Community Based Organizations (Mailing List)

Attachment C

Organization	Address	City, St Zip
Early Head Start	2232 Ivy Dr., #8	Oakland, CA 94601
Abyssinian Missionary Baptist Church	528 33rd Street	Oakland, CA 94609
AC Transit	1600 Franklin Street	Oakland, CA 94607
Acts Full Gospel Church of God in Christ	1034 66th Avenue	Oakland, CA 94621
African Methodist Episcopal Zion Church	1420 Myrtle Street	Oakland, CA 94607
Alameda County Human Resource Services	100-14th Street	Oakland, Ca 94612
Alameda County Youth Development	1651 Adeline Street, 2nd Floor	Oakland, Ca 94607
Allen Temple Baptist Church	8500 A Street	Oakland, CA 94621
Allied Fellowship Services	P.O. Box 28882	Oakland, CA 94604
Alpha Chi Pi Omega Sorority	567 Aileen Street	Oakland, CA 94609
American Indian Library Branch	3365 Fruitvale Avenue	Oakland, CA 94602
Asian Branch Library	388 9th Street, Suite 190	Oakland, CA 94607
Assoc. Real Property Brokers	580 Grand Avenue	Oakland, CA 94609
Association of Bay Area Governments	101 - 8th Street	Oakland, CA 94607
Barbero & Associates	1611 Telegraph, Suite 824	Oakland, CA 94612
Bay Area Community Services	2647 International Blvd.	Oakland, CA 94604
Bee Bee Memorial CMC	3900 Telegraph Avenue	Oakland, CA 94609
Beth Eden Baptist Church	1183 - 10th Street	Oakland, CA 94607
Black Business Listings	P.O. Box 12456	Oakland, CA 94604
Brookfield Village Branch Library	9255 Edes Avenue	Oakland, CA 94612
BWOED	920 Peralta Street, #2A	Oakland, Ca 94607-1926
California College of Arts and Crafts	5212 Broadway	Oakland, CA 94618
California School of Arts & Crafts	5212 Broadway	Oakland, CA 94618
Caltrans	111 Grand Avenue, Room 200	Oakland, CA 94612
Camara De Comercio Mexicana America De Oakland	3801 Foothill Blvd.	Oakland, CA 94601
Canaan Christian Covenant	5782 Foothill Blvd	Oakland, CA 94605
Catholic Charities Immigration Project	433 Jefferson Street	Oakland, CA 94607
Center of Hope Community Church	P.O. Box 5370	Oakland, CA 94605
Centro De Juventud/ Narcotics ED. League	3209 Galindo Street	Oakland, CA 94601
Centro Infantil de La Raza	2660 E. 16th Street	Oakland, CA 94601
Centro Legal de La Raza	1900 Fruitvale Avenue, Suite 3A	Oakland, CA 94601
Cesar E. Chavez Branch Library	1900 Fruitvale Avenue, Suite 3A	Oakland, CA 94601
City of Oakland	1330 Broadway, Suite 820	Oakland, CA 94612
Clausen House	88 Vernon Street	Oakland, CA 94601
Clinica de La Raza	1601 Fruitvale Avenue	Oakland, CA 94601
Consortium of United Indian Nations	1404 Franklin Street, #202	Oakland, CA 94612
Cornerstone Baptist Church	3535 - 38th Avenue	Oakland, CA 94619
DCARA	1537 Webster Street, #8	Oakland, CA 94612
Diocese of Oakland	2900 Lakeshore Ave	Oakland, CA 94610
E. Bay Small Bus. Develop. Center	2201 Broadway, #814	Oakland, CA 94612
East Bay Asian Building Professionals	500 E. 8th Street	Oakland, CA 94607
East Bay Church of Religious Science	4130 Telegraph Avenue	Oakland, CA 94609
East Bay Conservation Corps	1021 3rd Street	Oakland, Ca 94607
East Bay Consortium of Educational Institutes	314 10th St., Rm. 9	Oakland, CA 94606
East Bay MUD	375 11th St. MS 603	Oakland, CA 94607
East Bay Regional Park Dist.	2950 Peralta Oaks Court	Oakland, CA 94605
East Bay Youth Development Center	8200 International Blvd.	Oakland, CA 94621
Eastmont Branch Library	7200 Bancroft Ave, Suite 211	Oakland, CA 94605
Economic Empowerment Foundation	4650 Scotia Ave.	Oakland, CA 94605
EDD/Jobs for All	675 Hegenberger Rd. 3rd Floor	Oakland, Ca 94621-1919
Educational Coalition for Hispanics in Oakland (ECHO)	1470 Fruitvale Ave.	Oakland, CA 94601



OPRM/Recruitment Classification  
Local Community Based Organizations (Mailing List)

Organization	Address	City, St Zip
Elmhurst Branch Library	1427 88th Ave	Oakland, CA 94621
English Center for Int'l Women	P. O. Box 9968	Oakland, CA 94613
Fairfax Lighthouse Deliverence Center	53563 Foothill Blvd.	Oakland, CA 94601
Family Bridges, Inc.	168 11th Street	Oakland, CA 94601
First Source Employment Referral	1333 Broadway, 3rd Fl.	Oakland, CA 94612
Fruitvale Community Educational Center Merritt College	1900 Fruitvale Ave., 1B Suite 3C	Oakland, CA 94601
Glad Tiding Comm Church	1800 E. 12th St	Oakland, CA 94606
Golden Gate Branch Library	5606 San Pablo Ave	Oakland, CA 94608
Greater Mircle Temple Church of God in Christ	5726 International Blvd.	Oakland, CA 94621
Holy Names College	3500 Mountain Blvd	Oakland, CA 944619
Info Tech	2827 - 75th Ave.	Oakland, CA 94605-0381
Interibal Friendship House	523 International Blvd.	Oakland, CA 94606
Jorge Carrasco	P.O. Box 24055	Oakland, CA 94623
KDIA Radio	384 Embarcadero West	Oakland, CA 94607
KTVU Television	2 Jack London Square	Oakland, CA 94607
La Organizacion de la Salud de La Mujer Latina	P.O. Box 7567	Oakland, CA 94601
Lakeview Branch Library	550 El Embarcadero	Oakland, CA 94612
Laney College	900 Fallon St.	Oakland, CA 94607
Laney College	900 Fallon St., Rm A253	Oakland, CA 94607
Laney College	900 Fallon St.	Oakland, CA 94607
Laney College Library	900 Fallon Street	Oakland, CA 94607
Latin American Library	1900 Fruitvale Ave.	Oakland, CA 94601
Lions Blind Center of Oakland	3834 Opal Street	Oakland, CA 94609
Love Center Community Church	6325 Camden St	Oakland, CA 94605
Marine Terminals Corps.	520 3rd St.	Oakland, CA 94607
Martin Luther King Branch Library	6833 International Blvd	Oakland, CA 94621
Mayor's Commission of Disabled Persons	5024 Fairfax	Oakland, CA 94601
Melrose Branch Library	4805 Foothill Blvd	Oakland, CA 94601
Merritt College	12500 Campus Drive	Oakland, CA 94619
Merritt College	12500 Campus Dr., Bldg. R-4	Oakland, CA 94619
Merritt College	12500 Campus Dr	Oakland, CA 94619
Merritt College	12500 Campus Drive	Oakland, CA 94619
Metropolitan Transportation Commission	101 - 8th St.	Oakland, CA 94607
Mexican American Political Association	P.O. Box 7198	Oakland, CA 94601
Mills College	5000 MacArthur Blvd	Oakland, CA 94601
Minority Business Development Center	1000 Broadway	Oakland, CA 94607
Montclair Branch Library	1687 Mountain Blvd	Oakland, CA 94611
Mount Zion Baptist Church	1203 Willow St	Oakland, CA 94607
National Black Media Coalition	P.O. Box 2382	Oakland, CA 94614
O.C.C.U.R.	1330 Broadway	Oakland, CA 94612
Oakland Adult Evening School	3223 Park Blvd.	Oakland, Ca 94610
Oakland Catholic Diocese	433 Jefferson St	Oakland, CA 94607
Oakland Chamber of Commerce	475 - 14ths Street	Oakland, Ca 84612
Oakland Chinatown Community Council	P.O. Box 29933	Oakland, CA 94604
Oakland Chinese Community Council	168 11th Street	Oakland, CA 94607
Oakland Community Organization	7200 Bancroft Ave.	Oakland, CA 94605
Oakland Higher Education Center	1333 Broadway, Plaza Level Ste. 110	Oakland, Ca 94612
Oakland Library	3565 Fruitvale Ave.	Oakland, CA 94601
Oakland Library	125 - 14th Street	Oakland, CA 94612
Oakland Public Schools	4655 Steele Street	Oakland, CA 94606
Oakland Voter Registration & Citizenship Project (O.V.R.P.)	4473 E14th	Oakland, CA 94606

OPRM/Recruitment Classification  
Local Community Based Organizations (Mailing List)

Organization	Address	City, St Zip
Pacific Maritime Association	1 Kaiser Plaza, Suite 350	Oakland, CA 94612
Pathways to Independence	1970 Broadway, Suite 305	Oakland, CA 94621
Peralta Community College	333 E.8th St.	Oakland, CA 94606
Piedmont Avenue Branch Library	160 41st Street	Oakland, CA 94611
Regional Technical Trg Center	760 Maritime St	Oakland, CA 94607
Rockridge Branch Library	5366 College Avenue	Oakland, CA 94618
Sea-Land Services, Inc.	1425 Maritime St.	Oakland, CA 94607
Spanish Speaking Citizens Foundation	1470 Fruitvale Ave.	Oakland, CA 94601
Spanish Speaking Unity Council	1900 Fruitvale Ave.	Oakland, CA 94601
St. Andrew's M.B.C./Private School Theol. Univ	P.O. Box 70378	Oakland, CA 94612-0378
St. James Episcopal Church	1640 12th Avenue	Oakland, CA 94606
State of California	2229 Webster Street	Oakland, CA 94612
State of California EDD	1225 4th Ave.	Oakland, CA 94607
Stevedoring Service of America	1717 Middle Harbor Road	Oakland, CA 94607
Summit College	2201 Broadway, #101	Oakland, CA 94612
Temescal Branch Library	5205 Telegraph Ave	Oakland, CA 94609
United Indian Nations Inc	1320 Webster St	Oakland, CA 94612
USAR Reserve Center	Oakland Army Base, BI 1086	Oakland, CA 94626
Victor Martinez	800 Madison St.	Oakland, CA 94604
Victory Outreach	3227 - 14th St	Oakland, Ca 94605
Vietnamese Fisherman's Assoc. of America	570-10th Street Ste. 306	Oakland, CA 94607
Watson Terminals, Inc.	3050 7th St.	Oakland, CA 94607
West Oakland Branch Library	1801 Adeline Street	Oakland, CA 94608
WIST (Women in Skilled Trades)	510 16th St, #400	Oakland, CA 94612
Women in Transportation Job Bank	992 Sunny Hills Road	Oakland, CA 94610
World Institute on Disability	510-16th Street, #100	Oakland, CA 94612
WTS c/o DKS Associates	1956 Webster St., Ste. 300	Oakland, CA 94612

## PCP POSITIONS BY AGENCY

	Targeted Placements		
Total	Spanish (12%)	Contonese (6.5%)	Mandarin (2.5%)

### CITY ADMINISTRATOR'S OFFICE:

Admin Asst. to the City Administrator	2.00	0.24	0.13	0.05
Administrative Analyst II	1.00	0.12	0.065	0.025
Complaint Investigator II	2.00	0.24	0.13	0.05
Complaint Investigator III	1.00	0.12	0.065	0.025
<b>Total</b>	<b>6.00</b>	<b>0.72</b>	<b>0.39</b>	<b>0.15</b>

### CITY ATTORNEY:

Deputy City Attorney III	11.00	1.32	0.715	0.275
Deputy City Attorney III, PT	0.65	0.078	0.04225	0.01625
Deputy City Attorney IV	13.00	1.56	0.845	0.325
Deputy City Attorney IV, PPT	1.00	0.12	0.065	0.025
Deputy City Attorney V	7.00	0.84	0.455	0.175
<b>Total</b>	<b>32.65</b>	<b>3.918</b>	<b>2.12225</b>	<b>0.81625</b>

### CITY CLERK:

Administrative Assistant II	1.00	0.12	0.065	0.025
Legislative Recorder	3.00	0.36	0.195	0.075
Public Service Representative	1.00	0.12	0.065	0.025
<b>Total</b>	<b>5.00</b>	<b>0.6</b>	<b>0.325</b>	<b>0.125</b>

### CONTRACT & PURCHASING:

Contract Compliance Field Tech	2.00	0.24	0.13	0.05
Contract Compliance Officer	4.00	0.48	0.26	0.1
Office Assistant II	4.00	0.48	0.26	0.1
<b>Total</b>	<b>10.00</b>	<b>1.2</b>	<b>0.65</b>	<b>0.25</b>

### FINANCE & MANAGEMENT:

Collections Officer	7.00	0.84	0.455	0.175
Office Assistant II	3.00	0.36	0.195	0.075
Parking Control Technician	24.00	2.88	1.56	0.6

## PCP POSITIONS BY AGENCY

	Total	Targeted Placements		
		Spanish (12%)	Contonese (6.5%)	Mandarin (2.5%)
Parking Control Technician, PPT	6.95	0.834	0.45175	0.17375
Parking Control Technician, PT	15.00	1.8	0.975	0.375
Parking Enforcement Supervisor I	5.00	0.6	0.325	0.125
Parking Enforcement Supervisor II	1.00	0.12	0.065	0.025
Public Service Representative	20.00	2.4	1.3	0.5
Receptionist	2.00	0.24	0.13	0.05
Revenue Assistant	14.00	1.68	0.91	0.35
Tax Auditor II	7.00	0.84	0.455	0.175
Tax Representative II	8.00	0.96	0.52	0.2
Tax Enforcement Officer II	13.00	1.56	0.845	0.325
<b>Total</b>	<b>125.95</b>	<b>15.114</b>	<b>8.18675</b>	<b>3.14875</b>

### FIRE SERVICES:

Administrative Assistant I	4.00	0.48	0.26	0.1
Fire Communications Dispatcher	4.00	0.48	0.26	0.1
Fire Communications Dispatcher, Sr	18.00	2.16	1.17	0.45
Fire Fighter	187.00	22.44	12.155	4.675
Fire Fighter Paramedic	94.00	11.28	6.11	2.35
<b>Total</b>	<b>307.00</b>	<b>36.84</b>	<b>19.955</b>	<b>7.675</b>

### POLICE SERVICES:

Animal Care Attendant, PT	6.00	0.72	0.39	0.15
Animal Control Officer	12.00	1.44	0.78	0.3
Crossing Guard, PPT	6.00	0.72	0.39	0.15
Crossing Guard, PT	25.13	3.0156	1.63345	0.62825
Lieutenant of Police	26.00	3.12	1.69	0.65
Neighborhood Services Coordinator	15.00	1.8	0.975	0.375
Police Communications Dispatch	72.00	8.64	4.68	1.8
Police Evidence Technician	15.00	1.8	0.975	0.375
Police Officer (PERS)	627.00	75.24	40.755	15.675
Police Property Specialist	6.00	0.72	0.39	0.15

### PCP POSITIONS BY AGENCY

	Total	Targeted Placements		
		Spanish (12%)	Contonese (6.5%)	Mandarin (2.5%)
Police Records Specialist	59.00	7.08	3.835	1.475
Police Services Technician II	43.00	5.16	2.795	1.075
Public Service Representative, Sr	3.00	0.36	0.195	0.075
Ranger	8.00	0.96	0.52	0.2
Sergeant of Police (PERS)	133.00	15.96	8.645	3.325
<b>Total</b>	<b>1056.13</b>	<b>126.7356</b>	<b>68.64845</b>	<b>26.40325</b>

#### LIBRARY SERVICES:

Librarian I	18.27	2.1924	1.18755	0.45675
Librarian I, PPT	0.04	0.0048	0.0026	0.001
Librarian I, PT	2.33	0.2796	0.15145	0.05825
Librarian II	38.00	4.56	2.47	0.95
Librarian II, PPT	1.80	0.216	0.117	0.045
Librarian II, PT	1.37	0.1644	0.08905	0.03425
Librarian Senior	10.00	1.2	0.65	0.25
Librarian Senior, PT	0.38	0.0456	0.0247	0.0095
Librarian Supervising	6.00	0.72	0.39	0.15
Librarian Supervising, PPT	0.80	0.096	0.052	0.02
Library Aid, PT	35.24	4.2288	2.2906	0.881
Library Assistant	30.00	3.6	1.95	0.75
Literacy Assistant	1.00	0.12	0.065	0.025
Literacy Assistant, PT	0.50	0.06	0.0325	0.0125
Literacy Assistant, Senior	2.00	0.24	0.13	0.05
Museum Guard, PT	4.00	0.48	0.26	0.1
Office Assistant I	2.00	0.24	0.13	0.05
Office Assistant II	6.00	0.72	0.39	0.15
<b>Total</b>	<b>159.73</b>	<b>19.1676</b>	<b>10.38245</b>	<b>3.99325</b>

#### PARKS & RECREATION:

Lifeguard, PT	14.50	1.74	0.9425	0.3625
Office Assistant II	1.00	0.12	0.065	0.025

### PCP POSITIONS BY AGENCY

	Total	Targeted Placements		
		Spanish (12%)	Contonese (6.5%)	Mandarin (2.5%)
Park Attendant, PPT	4.71	0.5652	0.30615	0.11775
Park Attendant, PT	3.49	0.4188	0.22685	0.08725
Pool Manager		0	0	0
Pool Manager, PT		0	0	0
Public Service Representative		0	0	0
Public Service Representative, PPT		0	0	0
Recreation Aide, PT	10.19	1.2228	0.66235	0.25475
Recreation Attendant I, PT	3.71	0.4452	0.24115	0.09275
Recreation Attendant II, PT	2.22	0.2664	0.1443	0.0555
Recreation Center Director	8.00	0.96	0.52	0.2
Recreation Leader I, PT	60.27	7.2324	3.91755	1.50675
Recreation Leader II, PPT	20.27	2.4324	1.31755	0.50675
Recreation Leader II, PT	14.17	1.7004	0.92105	0.35425
Recreation Program Director	13.00	1.56	0.845	0.325
Recreation Specialist I, PPT	2.23	0.2676	0.14495	0.05575
Recreation Specialist I, PT	9.50	1.14	0.6175	0.2375
Recreation Specialist II, PPT	5.45	0.654	0.35425	0.13625
Recreation Supervisor	12.00	1.44	0.78	0.3
Water Safety Instructor, PT	5.76	0.6912	0.3744	0.144
<b>Total</b>	<b>190.47</b>	<b>22.8564</b>	<b>12.38055</b>	<b>4.76175</b>

#### HUMAN SERVICES:

Case Manager I	2.50	0.3	0.1625	0.0625
Case Manager II	8.00	0.96	0.52	0.2
Early Childhood Instructor	54.80	6.576	3.562	1.37
Early Childhood Instructor, PT	6.13	0.7356	0.39845	0.15325
Family Advocate	11.70	1.404	0.7605	0.2925
Food Program Monitor, PT	5.00	0.6	0.325	0.125
Headstart Program Coordinator	8.00	0.96	0.52	0.2
Info & Referral Specialist, PPT	0.53	0.0636	0.03445	0.01325
Nurse Case Manager	3.00	0.36	0.195	0.075

### PCP POSITIONS BY AGENCY

	Total	Targeted Placements		
		Spanish (12%)	Contonese (6.5%)	Mandarin (2.5%)
Office Assistant II	5.67	0.6804	0.36855	0.14175
Senior Aide, PT	65.52	7.8624	4.2588	1.638
Senior Center Director	4.00	0.48	0.26	0.1
Senior Services Supervisor	4.00	0.48	0.26	0.1
<b>Total</b>	<b>178.85</b>	<b>21.462</b>	<b>11.62525</b>	<b>4.47125</b>

#### **PUBLIC WORKS:**

Clean City Specialist, Senior	2.00	0.24	0.13	0.05
Clean Community Supervisor	2.00	0.24	0.13	0.05
Office Assistant II	3.00	0.36	0.195	0.075
Litter/Nuisance Enforcement Officer	6.00	0.72	0.39	0.15
Park Attendant, PPT	1.00	0.12	0.065	0.025
Public Service Representative	2.00	0.24	0.13	0.05
<b>Total</b>	<b>16.00</b>	<b>1.92</b>	<b>1.04</b>	<b>0.4</b>

#### **COMM & ECON DEVELOPMENT:**

Administrative Assistant I	15.00	1.8	0.975	0.375
Administrative Assistant II	10.00	1.2	0.65	0.25
Civil Engineer, Assistant II (Field)	3.00	0.36	0.195	0.075
Civil Engineer, Assistant II (Office)	23.00	2.76	1.495	0.575
Civil Engineer (Field)	4.00	0.48	0.26	0.1
Civil Engineer (Office)	16.00	1.92	1.04	0.4
Construction Inspector (Field)	17.00	2.04	1.105	0.425
Construction Inspector, Senior (Field)	13.00	1.56	0.845	0.325
Construction Inspector, Senior (Office)	3.00	0.36	0.195	0.075
Engineering Technician II	5.00	0.6	0.325	0.125
Hearing Officer	2.00	0.24	0.13	0.05
Housing Development Coordinator III	5.00	0.6	0.325	0.125
Housing Development Coordinator IV	3.00	0.36	0.195	0.075
Loan Servicing Administrator	2.00	0.24	0.13	0.05
Loan Servicing Specialist	3.00	0.36	0.195	0.075

### PCP POSITIONS BY AGENCY

	Total	Targeted Placements		
		Spanish (12%)	Contonese (6.5%)	Mandarin (2.5%)
Mortgage Advisor	2.00	0.24	0.13	0.05
Mortgage Loan Supervisor	1.00	0.12	0.065	0.025
Office Assistant II	9.00	1.08	0.585	0.225
Permit Technician II	2.00	0.24	0.13	0.05
Planner I	4.00	0.48	0.26	0.1
Planner II	11.00	1.32	0.715	0.275
Planner II, Design Review	1.00	0.12	0.065	0.025
Planner III	12.00	1.44	0.78	0.3
Planner III, Historic Preservation	1.00	0.12	0.065	0.025
Principal Inspection Supervisor	2.00	0.24	0.13	0.05
Process Coordinator II	2.00	0.24	0.13	0.05
Process Coordinator III	2.00	0.24	0.13	0.05
Public Service Representative	13.00	1.56	0.845	0.325
Rehabilitation Advisor III	4.00	0.48	0.26	0.1
Rehabilitation Paint Technician	1.00	0.12	0.065	0.025
Rehabilitation Services Manager	0.00	0	0	0
Specialty Combination Insp. Senior	6.00	0.72	0.39	0.15
Specialty Combination Inspector	48.00	5.76	3.12	1.2
<b>Total</b>	<b>245.00</b>	29.4	15.925	6.125
<b>TOTAL</b>	<b>2332.78</b>	279.9336	151.6307	58.3195



## City of Oakland Equal Access Ordinance

Annual Report  
July 10, 2007

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### Ordinance Objective

- o Provide equal access to city services and programs to all Oaklanders, including those with limited proficiency in English.

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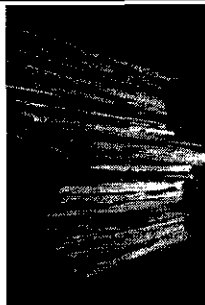
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### Written Translations of Materials

- o More than 1500 documents translated into Spanish, Chinese and Vietnamese
- o OPRM developed multilingual information pamphlets



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### Voice Translations and recorded telephone messages

- o Cityline
- o Equal Access
- o Blight
- o Cultural Arts
- o Home Redevelopment
- o Drugs
- o Fireworks
- o Prostitution

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### Public meetings and hearings

- o Interpreters available
- o Language Access Summit
- o 9 Multilingual Public Service Announcements in Spanish, Chinese, Vietnamese and Korean

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### Complaint Procedures

- o Standard complaint forms in Spanish, Chinese, and English
- o Available Online
- o No complaints about language services

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## Compliance Plans

- o Some information has already been collected
- o More specific information is needed
- o Results to be provided in September report



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## Recruitment initiatives...

- o Multilingual employment information packages
- o Boilerplate public contact position language
- o Additional qualifications language
- o Notice shared with community based organizations
- o Language testing standardized

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## What is a public contact position?

- o Ordinance: a position, whether clerical, service, professional or sworn nature, that emphasizes greeting, meeting, contact, or provision of information and/or services to the public in the performance of the duties of that position.



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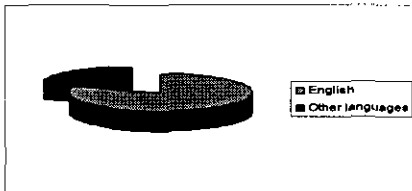
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### Survey results...

- o Internal survey indicates 79.5% of City contacts are in English.
- o Remaining 20.5% are in other languages.



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### Other available bilingual resources

- o City provides bilingual premium pay to 139 employees who are not in public contact positions.



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### City's bilingual capability

- o 212 paid Public Contact positions
- o 139 paid bilingual employees
- o Total of 351 bilingual staff available

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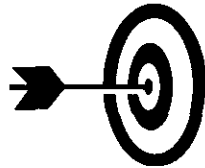
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### Targeted Placement Opportunities

- o Found among vacant public contact positions



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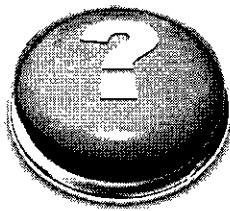
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### Questions?



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