

CITY OF OAKLAND

AGENDA REPORT

FILED
OFFICE OF THE CITY CLERK
OAKLAND

2008 JAN 10 PM 5:07

TO: Office of the City Administrator
ATTN: Deborah A. Edgerly
FROM: Office of the City Administrator, Equal Access Office
DATE: January 22, 2008

RE: **Updated Status Report on the Implementation of the Equal Access Ordinance**

SUMMARY

This report provides the Finance and Management Committee and the City Council with updated status report on compliance efforts for the Equal Access Ordinance.

FISCAL IMPACT

This report is for informational purposes only, therefore fiscal impacts are not included.

BACKGROUND

The purpose of the Equal Access to Services Ordinance is to establish equal access to City services and programs. This is to be achieved by requiring City Departments to offer bilingual services and materials if a substantial portion of the public utilizing City services does not speak English effectively because it is not their primary language. In addition, the Ordinance provides for the hiring of a sufficient number of bilingual employees to ensure that the needs of the Limited English Proficiency (LEP) community are fully served.

KEY ISSUES AND IMPACTS

The following responds to the Finance and Management Committee's September 11, 2007 information requests:

1. Identify areas of the City with substantial LEP populations.

Through 2000 census data, correlated with global information systems (GIS), staff identified language capabilities within the City's geographic boundaries. The census and language information is helpful in identifying the languages spoken in specific communities, but does not provide essential information regarding the level or degree of English language proficiency found within each community. Language Population Maps are found at **Attachment A**.

2. Assess whether Senior Centers, Recreation Centers, Police Beats, Firehouses, Libraries, Swim Centers, and Neighborhood Services Coordinator positions located in areas with a

Item: _____

Finance and Management Committee
January 22, 2008

significant concentration of a substantial number of limited English speaking persons group(s) are staffed by a sufficient number of bilingual employees. (SEC.2.30.040)

Staff compiled a spreadsheet that identifies individual facilities and beats relative to the geographic area(s) served. The total numbers of Public Contact Positions (PCPs) are also identified within each facility or beat, and the languages spoken by the PCPs within them are noted. Also included is a comparison of the language capabilities at each facility or beat to the language capabilities (within a range) of the surrounding geographic areas *Attachment B*.

3. Fine tune position control data for each Department.

For the purposes of developing tables and charts for this report, staff utilized the citywide position control data of November 13, 2007. Staff reviewed and reconciled the authorized positions approved by Council for FY07-08 during the program's monthly reconciliation process.

4. Eliminate or explain any discrepancies.

From November 13th through November 28th, each City Departments/Agency and the Budget Office reviewed the report for accuracy by noting that all authorized positions were reflected and that the FTE, organization, fund, project, program and incumbent status was valid for the designated time period. All discrepancies found were resolved prior to the distribution of this report.

5. Create summary tables of the number of PCPs in each Department, languages spoken, new hires, and vacancies (information should be broken out for both Spanish- and Cantonese-speaking employees).

A summary table containing the requested information is found at *Attachment C*.

6. Provide information on how many of the NEW PCPs are bilingual, and in which languages.

A summary of this information is found at *Attachment C*.

7. Recalculate the number of bilingual employees based on how many speak a second language, not based on whether or not they receive bilingual pay.

A summary of bilingual employees excluding those who receive bilingual pay is found at *Attachment C*.

8. Provide the following information in the compliance plan:

a. The office locations of the bilingual employees in PCPs.

This information has been added to the compliance plan at *Attachment D, part A.1.*

b. A description of each Department's plan for filling these positions, including a brief narrative describing the methods employed to ensure a pool of qualified bilingual applicants and the methods used to assess language skills.

The City of Oakland utilizes a centralized recruitment function located within the Office of Personnel Resource Management (OPRM). The City's recruitment model differs from those of other jurisdictions. Oakland's Departments/Agencies are encouraged to identify opportunities to staff PCPs with bilingual employees when the language need is evident. The compliance plan has been modified to capture agency and department efforts to fill PCP from a qualified pool of applicants *Attachment D, part A.4.*

When vacancies occur, departments and agencies submit a Personnel Requisition to fill all vacancies, including PCPs. OPRM certifies a current eligibility list to the departments or agencies. If the position is a Public Contact Position and requires bilingual skills, OPRM selectively certifies the top candidates from the eligibility list who have indicated bilingual skills on their application materials. Prior to a new employee starting employment in a bilingual PCP, they must demonstrate the required language proficiency through a written test.

c. A list of the qualified applicants pool lists for each PCP filled, identifying whether each applicant had bilingual capabilities.

Each time a Personnel Requisition is submitted to OPRM indicating a Public Contact Position and the requirement for bilingual skills, the eligibility lists are selectively certified. Those candidates possessing bilingual skills are certified first to the hiring department or agency for selection consideration.

The list of eligibility list is found at *Attachment E.*

d. The names, addresses, telephone numbers, and contact person of each recruitment firm used to search for qualified applicants.

The City does not currently utilize recruitment firms to search for qualified applicants other than consultants that are contracted to search for high level executive management positions,

and those contracted to develop promotional examinations (assessment centers) for fire and police classifications.

- e. **For each firm, the total number of employees and bilingual PCPs hired from the firm in the current year, including the employee's title and department.**

There is no information to report on this item because the use of outside firms is limited as noted previously.

- f. **A narrative assessing the adequacy of each firm to recruit applicants for bilingual PCPs.**

Similarly, staff can not evaluate the adequacy of firms to recruit because of the reasons previously stated.

9. **Return in January 2008 with more comprehensive hiring plans for Parks & Recreation, Fire Department, and Police Services.**

Currently, Oakland Parks and Recreation, Oakland Police Department, and Oakland Fire Department submit Personnel Requisitions when they wish to receive an existing eligibility list for PCPs and other non-sworn positions. These departments also alert OPRM to initiate a recruitment and examination process to create new eligibility lists. This is the standard procedure for filling vacancies within the City.

The annual compliance plans have been revised to include specific strategies utilized to help ensure qualified bilingual candidates are given full consideration for Public Contact Positions
Attachment D. part A.5.

10. **Provide a list of each Department's written materials required to be translated, which have been translated, and into what languages.**

A list of each Department's translated documents and into what languages is found at
Attachment F.

11. **Provide a plan as to how the list of local Community Based Organizations will be used for recruitment.**

The City plans to mail job announcements to every CBO on the list of 159 organizations whenever a Public Contact Position recruitment is requested by any department or agency. With assistance from the CBOs, the City's expects to attract increased numbers of qualified

bilingual applicants. The City will also encourage CBOs to distribute the job announcements and opportunities to other community members as well as post and publicize the information within the community.

In addition to providing hard copies of job announcements, the City plans to take advantage of more advanced technology, including electronic mailing lists for recruitment purposes.

The following information responds to the City Council's requests from the September 18, 2007 meeting:

12. Return with direction to insert State levels for access, provide information on non-English speaking citizens' use versus limited speaking citizens.

The Dymally-Alatorre Bilingual Services Act (California Government Code Section 7290) primarily provides for the provision of services for non-English speaking persons. Section 7293 requires the employment of qualified bilingual employees in public contact positions by local agencies serving a substantial number of non-English speaking people, to ensure provision of information and services in the language of the non-English speaking person. The Act does not establish quantitative levels of service that must be provided or specify the number of bilingual employees that must be hired.

The non-English speaking community may be viewed as linguistically isolated, rather than of limited proficiency. The United States Census Bureau defines a linguistically isolated (LI) household as one in which no one 14 years old and over speaks only English or speaks a non-English language and speaks English "very well." In other words, all members of the household 14 years old and over have at least some difficulty with English.

A comparison of LI households against the Limited English Proficiency (LEP) population may be useful. In the Spanish speaking community, LI households represent 4.6% of all households, while the LEP population is considerably larger at 13.48%. Similarly, in the Asian-Pacific Island language speaking communities, the LI households represent 5.82% of all households while the LEP population represents 8.42% of the total population. This 2006 census data reviewed simply suggests that the LI community is smaller than the LEP community.

13. Commence with departmental survey, as required by the State, annually for Oakland.

The Dymally-Alatorre Act requires a biennial survey (every 2 years) to identify if LEP needs are being met and provides flexibility in how state and local entities choose to address any deficiencies found. The State of California's implementation requires all qualifying departments and agencies to conduct biennial surveys.

Staff has revised its work plan and will incorporate annual surveys into all Department/Agency compliance plans, conduct annual service surveys and include survey data in annual program reports. See *Attachment D, part B.12*.

14. Monitoring of limited English speaking persons who receive services.

Similar to state guidance, monitoring LEP service delivery enables the City to more accurately quantify service levels in response to the indicated need. The work plan was revised to include the need to capture data on those limited English speaking persons who receive services in the annual compliance plans and report this information in the annual reports. See *Attachment D, part B.13*.

15. Look at various populations that have changed.

In the September 11, 2007 report to the Committee, staff reported it had reviewed Oakland Unified School District data and the 2005 American Community Survey. According to the California Department of Education, Educational Demographics Office, total District enrollment was 47,012 students. Only two non-English language groups exceeded 1% of the total student enrollment. These languages were Spanish and Cantonese.

The number of English learners whose primary language is Spanish was 10,265 or 21.83%. English learners among Cantonese speaking students were 1,167 or 2.48%. Vietnamese speaking English learning students represented about one percent (0.99%) of the student population. The 44 Mandarin speaking English learning students represented less than one percent (0.09%) of the student population.

The 2005 United States Census, American Community Survey showed that for languages spoken at home (population 5 years and over) that in the Spanish language community 43,314 or 12.48% of the population spoke English less than "very well." An updated review of 2006 data showed this same Spanish language community increased to 46,828 or 13.48%. Among the Asian and Pacific Islander language community 30,070 or 8.66% spoke English less than "very well" in 2005. This same group decreased to 29,241 or 8.42 % in the 2006 survey.

16. Look at the implementation to make sure there are no lawsuits.

The Dymally-Alatorre Act focuses on service levels to the non-English speaking community. Section 7296.2 defines a substantial number of non-English speaking people as members of a group who do not speak English, or who are unable to effectively communicate in English because it is not their native language and who comprise 5 percent or more of the people served by any local office or facility of a state agency.

Section 7296.4 defines a sufficient number of qualified bilingual persons in public contact positions as the number required to provide the same level of service to non-English speaking persons as is available to English-speaking persons seeking such services.

Section 7299, "Implementation", consistent with public funds, federal law and civil service notes: The provisions of this act shall be implemented to the extent that local, state or federal funds are available, and to the extent permissible under federal law and the provisions of civil service law governing the state and local agencies.

The City's civil service rules do not address language skills relative to merit based hiring standards. The City has however, 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 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.

Individuals and groups have raised fairness concerns regarding implementation plans. The City received a pre-litigation demand letter from the Law Center for Families that contends the City has not produced compliance plans that comply with the Ordinance.

17. Look at the 5% threshold when this item returns to committee.

Staff interpreted this direction to be in response to concerns raised on behalf of individuals and groups advocating for the equitable inclusion of all language groups in the City's service objectives.

The practical difficulty of administering the Ordinance in a manner that provides the same level of service to all Oakland residents who do not speak English, Spanish or Chinese as their primary language is challenging.

All citizens have a reasonable expectation of access to the full range of City services. It is also important to consider that the five percent (5%) threshold may not adequately address the

perception of preferential employment consideration for bilingual applicants who can speak Spanish, Chinese and Vietnamese.

The federal government recommends a 5% threshold in administering its Title VI program. The Dymally-Alatorre Act provides for those who comprise 5% or more of the people served by any local office or facility of a state agency. The San Francisco Equal Access Ordinance offers additional flexibility, providing for a 5 percent population or 5 percent local contact threshold.

After staff reviewed the Oakland Unified School District data and the 2005 and 2006 American Community Survey, only two non-English language groups (Spanish and Cantonese) exceeded 1% of the total student enrollment. No other language groups approach the 5 percent threshold at this time. Changing the language threshold to include all language groups may not be administratively practical at this time, but the equity issue should be more closely evaluated.

PROGRAM DESCRIPTION

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.

SUSTAINABLE OPPORTUNITIES

Economic: More City residents can enjoy the benefits of City services.

Environmental: No environmental opportunities have been identified.

Social Equity: More limited English proficiency residents will have better access to City services.

DISABILITY AND SENIOR CITIZEN ACCESS

There are no ADA or senior citizen access issues contained in this report.

RECOMMENDATION(S) AND RATIONALE


Council is encouraged to continue monitoring progress and provide input as necessary to ensure that program objectives are achieved. Staff also respectfully requests that Council consider and support staff's ongoing efforts to complete the necessary infrastructure development in order to facilitate long term program objectives.

Item: _____
Finance and Management Committee
January 22, 2008

ACTION REQUESTED OF THE CITY COUNCIL

Staff recommends the Council accept this report and its recommendations

Respectfully submitted,



Monique K. Tsang
Manager, Equal Access Office

APPROVED AND FORWARDED TO THE
FINANCE AND MANAGEMENT COMMITTEE:

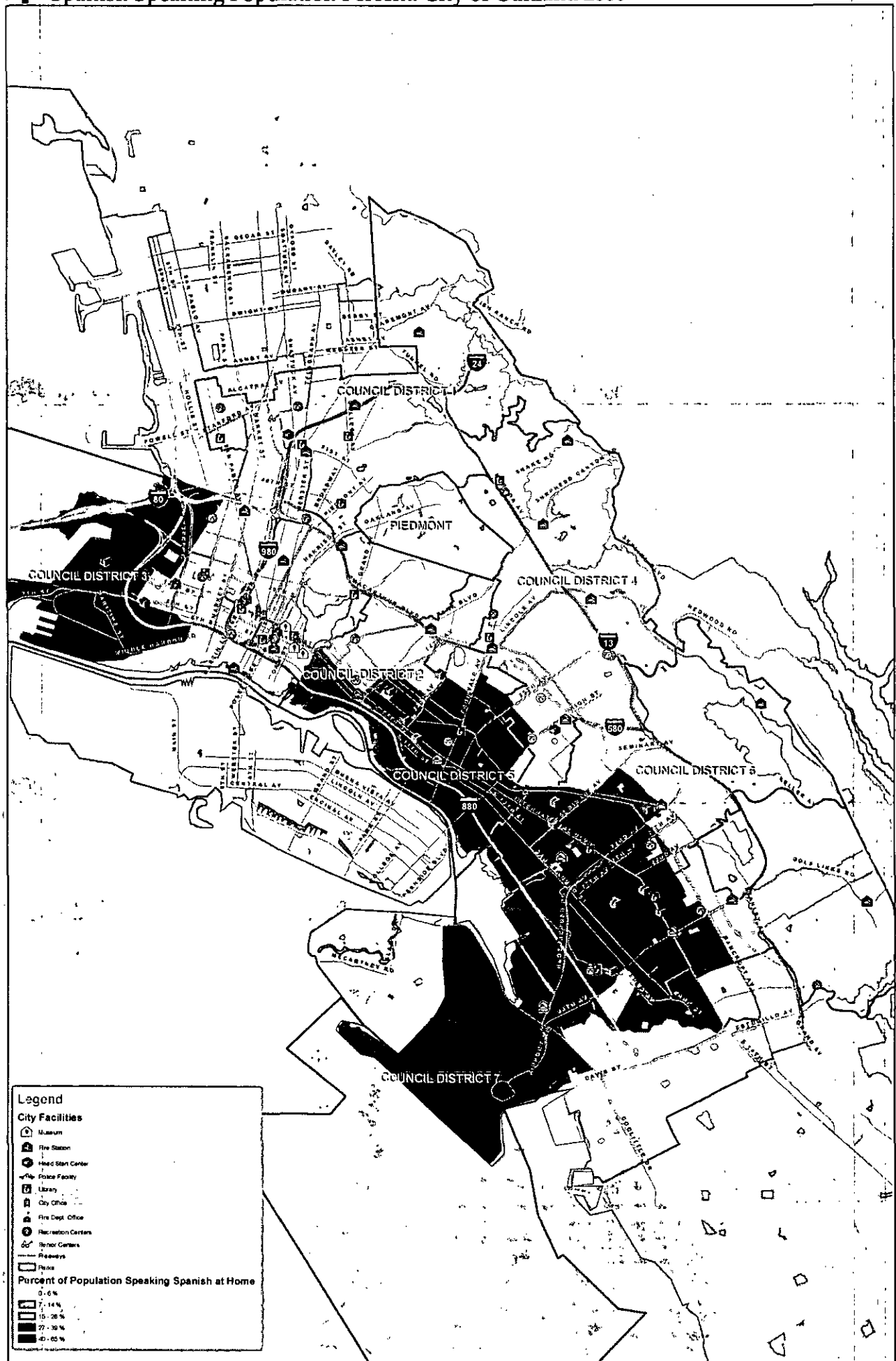


Office of the City Administrator

Attachments:

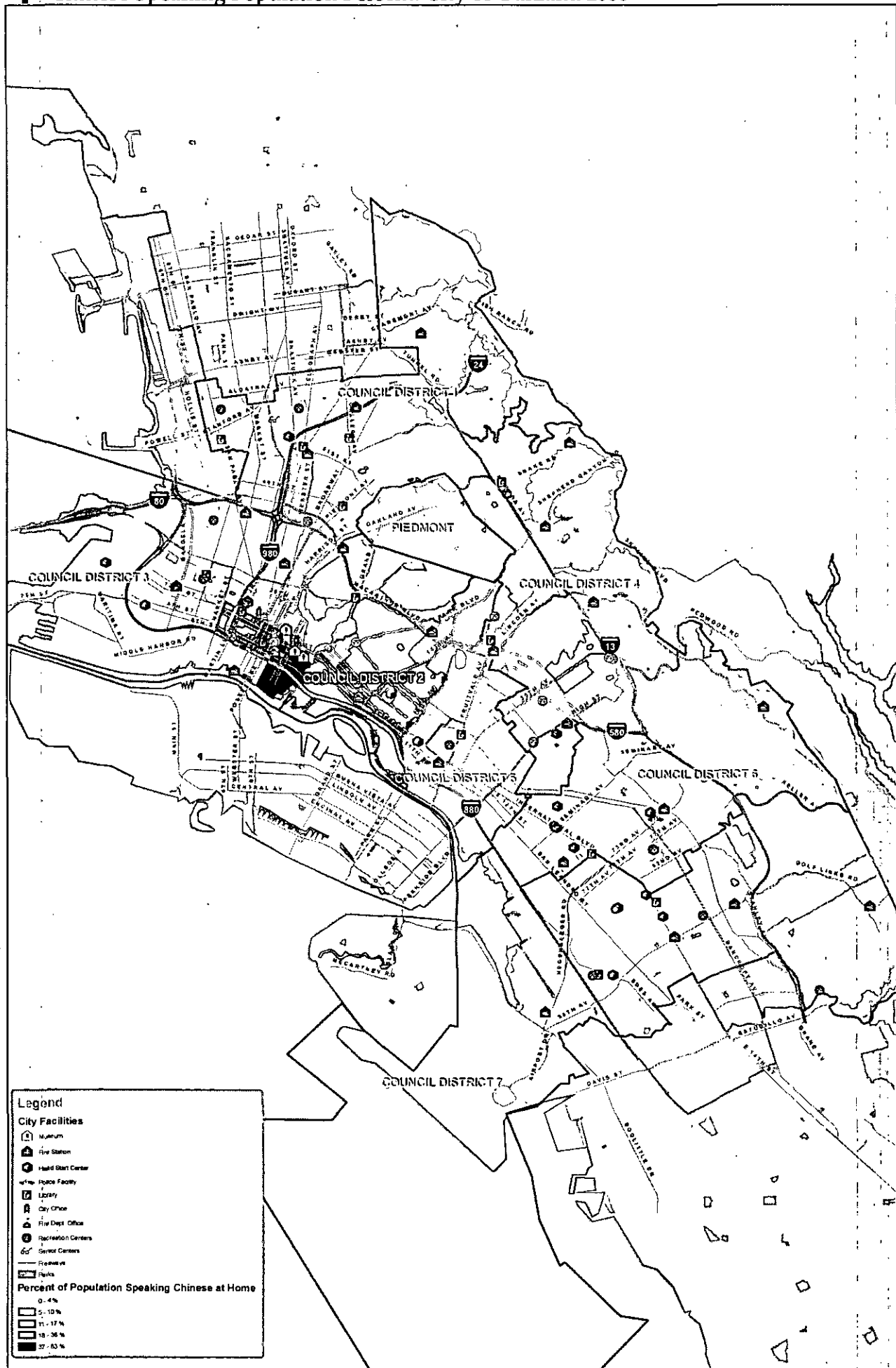
- A. Language Population Maps
- B. Facilities, Beats, PCPs, Geographic Comparison spreadsheet
- C. PCPs in Each Department, Languages Spoken, New Hires and Vacancies
- D. FY 07-08 Compliance Plans
- E. Eligibility Lists
- F. Translated Documents (As of December 2007)
- G. PowerPoint Presentation

Item: _____
Finance and Management Committee
January 22, 2008





Chinese Speaking Population Percent: City of Oakland 2000



Senior Center Location Totals as of 11-13-07

Location	Street	Floor	Suite	PCPs	Spanish PCPs	Spanish %	GIS Spanish	Chinese PCPs	Chinese %	GIS Chinese
Senior Center Unit	1724 Adeline St.			1	0	0.00%	7%-14%	0	0.00%	5%-10%
Senior Center Unit	200 Grand Avenue			1	0	0.00%	7%-14%	0	0.00%	0%-4%
Senior Center Unit	5714 MLK Jr. Way			1	0	0.00%	7%-14%	0	0.00%	0%-4%
Senior Center Unit	9255 Edes Ave			1	0	0.00%	27%-39%	0	0.00%	0%-4%

Recreation Center Location Totals as of 11-13-07

Location	Street	Floor	Suite	PCPs	Spanish PCPs	Spanish %	GIS Spanish	Chinese PCPs	Chinese %	GIS Chinese
OPR - Franklin Recreation Center	1010 E 15th Street			3	0	0.00%	15%-26%	0	0.00%	18%-36%
OPR - Golden Gate Rec Center	1075 62nd Street			4	0	0.00%	7%-14%	0	0.00%	0%-4%
OPR - Carmen Flores Rec Center	1637 Fruitvale Avenue			2	1	50.00%	40%-65%	0	0.00%	0%-4%
OPR - Defremery Recreation Center	1651 Adeline Street			7	0	0.00%	0%-6%	0	0.00%	0%-4%
OPR - San Antonio Rec Center	1701 E 19th Street			1	0	0.00%	27%-39%	0	0.00%	18%-36%
OPR - FM Smith Recreation Center	1969 Park Blvd			5	0	0.00%	7%-14%	0	0.00%	11%-17%
OPR - Sheffield Village Rec Center	247 Marlow Drive			3	0	0.00%	0%-6%	0	0.00%	0%-4%
OPR - Lincoln Recreation Center	250 10th Street			7	0	0.00%	0%-6%	0	0.00%	37%-83%
OPR - Brookdale Recreation Center	2535 High Street			4	0	0.00%	40%-65%	0	0.00%	5%-10%
OPR - Manzanita Recreation Center	2701 22nd Avenue			3	0	0.00%	15%-26%	0	0.00%	18%-36%
OPR - Poplar Recreation Center	3131 Union Street			3	0	0.00%	0%-6%	0	0.00%	0%-4%
OPR - Mosswood Recreation Center	3612 Webster Street			4	0	0.00%	7%-14%	0	0.00%	5%-10%
OPR - Allendale Recreation Center	3711 Suter Street			3	1	33.33%	15%-26%	0	0.00%	11%-17%
OPR - Dimond Recreation Center	3860 Hamly Road			14	1	7.14%	0%-6%	0	0.00%	5%-10%
OPR - Redwood Heights Rec Center	3801 Aliso Ave.			9	0	0.00%	7%-14%	0	0.00%	11%-17%
OPR - Radical Roving Recreation	7101 Edgewater Dr - Bldg 4			2	0	0.00%	27%-39%	0	0.00%	0%-4%
OPR - Arroyo Recreation Center	2795 Butters Drive			5	0	0.00%	27%-39%	0	0.00%	0%-4%
OPR - Radical Roving Recreation	800 Willow Street			1	0	0.00%	15%-26%	0	0.00%	0%-4%
OPR - Ira Jenkins Recreation Center	9175 Edes Avenue			7	0	0.00%	27%-39%	0	0.00%	0%-4%
OPR - Tassafaranga Recreation	975 85th Avenue			3	0	0.00%	40%-65%	0	0.00%	0%-4%
OPR - Montclair Recreation Center	6300 Moraga Ave			8	0	0.00%	0%-6%	0	0.00%	0%-4%

Police Beat Location Totals as of 11-13-07

District	Beat	PCPs	Spanish PCPs	Spanish %	GIS Spanish	Chinese PCPs	Chinese %	GIS Chinese
District 1	1	9	1	11.11%	0%-6%	1	11.11%	0%-4%
	2	8	1	12.50%	40%-65%	0	0.00%	0%-4%
	3	4	0	0.00%	7%-14%	1	25.00%	37%-83%
	4	6	0	0.00%	7%-14%	0	0.00%	11%-17%
	5	7	2	28.57%	15%-26%	1	14.29%	5%-10%
	6	5	0	0.00%	7%-14%	0	0.00%	0%-4%
	7	6	0	0.00%	27%-39%	0	0.00%	0%-4%
District 1 Totals		45	4	8.89%		3	6.67%	
District 2	8	6	0	0.00%	7%-14%	0	0.00%	5%-10%
	9	6	1	16.67%	0%-6%	0	0.00%	0%-4%
	10	5	1	20.00%	7%-14%	0	0.00%	0%-4%
	11	6	1	16.67%	7%-14%	0	0.00%	0%-4%
	12	6	1	16.67%	0%-6%	0	0.00%	0%-4%
	13	5	0	0.00%	0%-6%	0	0.00%	0%-4%
District 2 Totals		34	4	11.76%		0	0.00%	
District 3	14	3	1	33.33%	0%-6%	0	0.00%	5%-10%
	15	4	1	25.00%	7%-14%	0	0.00%	18%-36%
	16	3	0	0.00%	0%-6%	0	0.00%	0%-4%
	17	3	1	33.33%	7%-14%	0	0.00%	18%-36%
	18	3	1	33.33%	27%-39%	1	33.33%	18%-36%
	19	3	0	0.00%	27%-39%	0	0.00%	18%-36%
District 3 Totals		19	4	21.05%		1	5.26%	
District 4	20	7	2	28.57%	40%-65%	0	0.00%	5%-10%
	21	10	1	10.00%	27%-39%	2	20.00%	5%-10%
	22	6	1	16.67%	7%-14%	0	0.00%	11%-17%
	23	6	3	50.00%	40%-65%	0	0.00%	5%-10%
	24	6	1	16.67%	40%-65%	0	0.00%	5%-10%
	25	6	1	16.67%	7%-14%	0	0.00%	5%-10%
District 4 Totals		41	9	21.95%		2	4.88%	
District 5	26	7	1	14.29%	40%-65%	0	0.00%	0%-4%
	27	6	2	33.33%	40%-65%	0	0.00%	0%-4%
	28	5	1	20.00%	15%-26%	0	0.00%	0%-4%
	29	5	2	40.00%	7%-14%	0	0.00%	0%-4%
	30	6	0	0.00%	27%-39%	0	0.00%	0%-4%
District 5 Totals		29	6	20.69%		0	0.00%	
District 6	31	8	0	0.00%	27%-39%	0	0.00%	0%-4%
	32	7	0	0.00%	40%-65%	0	0.00%	0%-4%
	33	6	1	16.67%	40%-65%	1	16.67%	0%-4%
	34	7	1	14.29%	27%-39%	0	0.00%	0%-4%
	35	6	0	0.00%	15%-26%	0	0.00%	0%-4%
District 6 Totals		34	2	5.88%		1	2.94%	

Other Police Location Totals as of 11-13-07

Location	Street	Floor	Suite/ Room	PCPs	Spanish PCPs	Spanish %	GIS Spanish	Chinese PCPs	Chinese %	GIS Chinese
Police - Airport Security	1 Airport Blvd			24	0	0.00%	27%-39%	0	0.00%	0%-4%
Police - Animal Shelter	1101 29th Ave			16	0	0.00%	40%-65%	1	6.25%	5%-10%
Police	2651 73rd Ave			263	27	10.27%	27%-39%	8	3.04%	0%-4%
Police - Field Support	3590 Sanborn Drive			11	1	9.09%	7%-14%	0	0.00%	5%-10%
Police - BFO Admin/Court Liaison	455 7th Street	1		8	0	0.00%	7%-14%	1	12.50%	18%-36%
Police - Research, Planning & Crime Analysis	455 7th Street	9		4	0	0.00%	7%-14%	0	0.00%	18%-36%
Police - Bureau of Administration	455 7th Street		Rm 822	1	0	0.00%	7%-14%	0	0.00%	18%-36%
Police - Criminalistics Unit	455 7th Street		Rm 608	1	0	0.00%	7%-14%	0	0.00%	18%-36%
Police - Identification Section	455 7th Street		Rm 313	5	0	0.00%	7%-14%	0	0.00%	18%-36%
Police - Information Technology / Research	455 7th Street	9		5	0	0.00%	7%-14%	0	0.00%	18%-36%
Police - Office of Chief - Administration	455 7th Street	8		10	0	0.00%	7%-14%	0	0.00%	18%-36%
Police - Patrol Division	455 7th Street		Rm B-19	190	9	4.74%	7%-14%	3	1.58%	18%-36%
Police - Personnel / Fiscal Services	455 7th Street	7		2	0	0.00%	7%-14%	0	0.00%	18%-36%
Police - Problem Solving Officers Area 1	455 7th Street			1	1	100.00%	7%-14%	0	0.00%	18%-36%
Police - Property and Evidence	455 7th Street	B		6	0	0.00%	7%-14%	0	0.00%	18%-36%
Police - Records & Warrants	455 7th Street	3		27	2	7.41%	7%-14%	2	7.41%	18%-36%
Police - Records & Warrants	455 7th Street	4		58	3	5.17%	7%-14%	0	0.00%	18%-36%
Police - Records Unit	455 7th Street		Rm 307	1	0	0.00%	7%-14%	0	0.00%	18%-36%
Police - Robbery/Theft/Homicide	455 7th Street	2		49	8	16.33%	7%-14%	0	0.00%	18%-36%
Police - Special Operations Section Administration	455 7th Street		Rm B-82	1	0	0.00%	7%-14%	0	0.00%	18%-36%
Police - Training Unit	455 7th Street	5		14	1	7.14%	7%-14%	0	0.00%	18%-36%
Police - Youth & Family Services	470 27th St			3	2	66.67%	0%-6%	0	0.00%	0%-4%
Police - Communications Unit	7101 Edgewater, Bldg 8			78	8	10.26%	27%-39%	0	0.00%	0%-4%
Police - Internal Affairs	250 Frank Ogawa Plaza		Suite C	16	0	0.00%	0%-6%	1	0.0625	5%-10%
Police - Internal Affairs	250 Frank Ogawa Plaza		Suite D	5	1	0.2	0%-6%	0	0	5%-10%

Fire Department Location Totals as of 11-13-07

Location	Street	Floor	Suite	PCPs	Spanish %	GIS Spanish	Chinese PCPs	Chinese %	GIS Chinese
Emergency Services / Planning	1605 MLK Jr. Way			7	14.29%	0%-6%	1	14.29%	5%-10%
Fire Chief / Human Resources	150 Frank Ogawa Plaza	3	3354	9	0.00%	0%-6%	0	0.00%	5%-10%
FPB	250 Frank Ogawa Plaza	3	3341	33	9.09%	0%-6%	0	0.00%	5%-10%
Measure N - Paramedic	47 Clay Street			7	14.29%	0%-6%	0	0.00%	0%-4%
Station 1	1603 MLK Jr Way			67	2.99%	0%-6%	1	1.49%	5%-10%
Station 3	1445 14th Street			27	11.11%	15%-26%	0	0.00%	0%-4%
Station 4	1235 East 14th Street			29	13.79%	27%-39%	1	3.45%	18%-36%
Station 5	934 34th Street			12	0.00%	7%-14%	0	0.00%	0%-4%
Station 6	7080 Colton Blvd			10	0.00%	0%-6%	0	0.00%	0%-4%
Station 7	1006 Amato Avenue			10	0.00%	0%-6%	0	0.00%	0%-4%
Station 8	463 51st Street			22	13.64%	7%-14%	0	0.00%	5%-10%
Station 10	172 Santa Clara Avenue			12	8.33%	0%-6%	0	0.00%	0%-4%
Station 12	822 Alice Street			11	9.09%	0%-6%	0	0.00%	37%-83%
Station 13	1225 Derby Avenue			12	33.33%	40%-65%	0	0.00%	5%-10%
Station 15	455 27th Street			28	7.14%	0%-6%	0	0.00%	0%-4%
Station 16	3600 13th Avenue			12	0.00%	15%-26%	0	0.00%	11%-17%
Station 17	3344 High Street			19	10.53%	7%-14%	1	5.26%	0%-4%
Station 18	1700 50th Avenue			22	22.73%	40%-65%	0	0.00%	0%-4%
Station 19	5776 Miles Avenue			13	7.69%	0%-6%	0	0.00%	0%-4%
Station 20	1401 98th Avenue			31	3.23%	27%-39%	0	0.00%	0%-4%
Station 21	13150 Skyline Blvd			11	9.09%	0%-6%	0	0.00%	5%-10%
Station 22	751 Air Cargo Way			16	12.50%	27%-39%	0	0.00%	0%-4%
Station 23	7100 Foothill Blvd			14	0.00%	27%-39%	1	7.14%	0%-4%
Station 24	5900 Shepherd Canyon Rd			13	15.38%	0%-6%	0	0.00%	0%-4%
Station 25	2795 Butters Drive			10	0.00%	7%-14%	0	0.00%	5%-10%
Station 26	2611 98th Avenue			13	0.00%	15%-26%	0	0.00%	0%-4%
Station 27	8501 Pardee Drive			12	0.00%	27%-39%	0	0.00%	0%-4%
Station 28	4615 Grass Valley Road			10	10.00%	0%-6%	0	0.00%	0%-4%
Station 29	1016 66th Avenue			10	10.00%	27%-39%	0	0.00%	0%-4%
Support & Services Unit	3459 Champion Street			2	50.00%	15%-26%	0	0.00%	11%-17%
Training	250 Victory Court			6	0.00%	0%-6%	0	0.00%	37%-83%
U.S.A.R	6550 Coliseum Way			1	0.00%	40%-65%	0	0.00%	0%-4%

Library Location Totals as of 11-13-07

Location	Street	Floor	Suite	PCPs	Spanish PCPs	Spanish %	GIS Spanish	Chinese PCPs	Chinese %	GIS Chinese
African-American Museum & Library	659 14th Street			6	0	0.00%	0%-6%	0	0.00%	18%-36%
Asian Branch	388 9th Street		190	13	0	0.00%	0%-6%	5	38.46%	37%-83%
Bookmobile	1801 Adeline St	1		3	0	0.00%	7%-14%	0	0.00%	5%-10%
Brookfield Village Branch	9255 Edes Ave	1		7	1	14.29%	27%-39%	1	14.29%	0%-4%
Dimond Branch	3565 Fruitvale Ave	1		10	0	0.00%	0%-6%	0	0.00%	5%-10%
Eastmont Branch	7200 Bancroft	2	211	8	0	0.00%	27%-39%	0	0.00%	0%-4%
Golden Gate Branch	5606 San Pablo Ave	1		6	0	0.00%	0%-6%	0	0.00%	0%-4%
Lakeview Branch	550 El Embarcadero	1		7	0	0.00%	7%-14%	0	0.00%	18%-36%
Latin American Branch	3301 E. 12th Street	2	271	8	5	62.50%	7%-14%	0	0.00%	5%-10%
Literacy/West Oakland	1801 Adeline Street	2		5	0	0.00%	7%-14%	0	0.00%	5%-10%
M.L. King Jr. Branch	6833 International Blvd	1		7	1	14.29%	27%-39%	0	0.00%	0%-4%
Melrose Branch	4805 Foothill Blvd	1		7	2	28.57%	40%-65%	0	0.00%	0%-4%
Montclair Branch	1687 Mountain Blvd	1		7	0	0.00%	0%-6%	0	0.00%	0%-4%
Piedmont Branch	160 - 41st Street	1		7	0	0.00%	0%-6%	0	0.00%	0%-4%
Rockridge Branch	5366 College Ave	1		12	0	0.00%	0%-6%	0	0.00%	0%-4%
Temescal Branch	2795 Butters Drive			8	1	12.50%	7%-14%	0	0.00%	5%-10%
West Oakland Branch	1801 Adeline St	1		6	0	0.00%	7%-14%	0	0.00%	5%-10%
Elmhurst Branch	1427 88th Ave	1		7	1	14.29%	27%-39%	0	0.00%	0%-4%
Main Library	125 14th St	1		36	8	22.22%	0%-6%	0	0.00%	11%-17%
Main Library	125 14th St	2		36	4	11.11%	0%-6%	2	5.56%	11%-17%
Main Library	125 14th St	B		22	2	9.09%	0%-6%	1	4.55%	11%-17%
On-Call Public Services	System-wide Placement			5		0.00%			0.00%	

Swim Center Location Totals as of 11-13-07

Location	Street	Floor	Suite	PCPs	Spanish PCPs	Spanish %	GIS Spanish	Chinese PCPs	Chinese %	GIS Chinese
OPR - Live Oak Aquatics	1055 MacArthur Boulevard			4	0	0.00%	0%-6%	0	0.00%	27%-39%
OPR - Defremery Aquatics	1269 18th Street			2	0	0.00%	0%-6%	0	0.00%	0%-4%
OPR - Temescal Aquatics	371 45th Street			2	0	0.00%	7%-14%	0	0.00%	5%-10%
OPR - Fremont Aquatics	4550 Foothill Boulevard			3	0	0.00%	40%-65%	0	0.00%	0%-4%

Neighborhood Services Coordinator Location Totals as of 11-13-07								
Position	Police Beat	PCPs	Spanish PCPs	Spanish %	GIS Spanish	Chinese PCPs	Chinese %	GIS Chinese
Neighborhood Services Coordinator	1, 6 and 7	1	0	0%	7-14%	0	0%	0-4%
Neighborhood Services Coordinator	3, 4 and 19	1	0	0%	27-39%	1	100%	18-36%
Neighborhood Services Coordinator	2 and 5	1	0	0%	27-39%	0	0%	0-4%
Neighborhood Services Coordinator	8, 9, 11 and 13	1	0	0%	0-6%	0	0%	0-4%
Neighborhood Services Coordinator	10 and 12	1	0	0%	7-14%	0	0%	0-4%
Neighborhood Services Coordinator	12, 13 and 17	1	0	0%	0-6%	0	0%	0-4%
Neighborhood Services Coordinator	17, 18 and 19	1	1	100%	27-39%	0	0%	18-36%
Neighborhood Services Coordinator	14, 15 and 16	1	0	0%	0-6%	0	0%	11-17%
Neighborhood Services Coordinator	22 and 25	1	0	0%	7-14%	0	0%	11-17%
Neighborhood Services Coordinator	20, 23 and 24	1	1	100%	40-65%	0	0%	5-10%
Neighborhood Services Coordinator	21 and 24	1	1	100%	15-26%	0	0%	5-10%
Neighborhood Services Coordinator	26 and 33	1	1	100%	40-65%	0	0%	0-4%
Neighborhood Services Coordinator	27, 28 and 29	1	0	0%	7-14%	0	0%	0-4%
Neighborhood Services Coordinator	30 and 27	1	0	0%	27-39%	0	0%	0-4%
Neighborhood Services Coordinator	31, 32 and 35	1	0	0%	15-26%	0	0%	0-4%
Neighborhood Services Coordinator	31, 32 and 34	1	1	100%	15-26%	0	0%	0-4%
Neighborhood Services Coordinator	25 and 35	1	0	0%	0-6%	0	0%	5-10%

Other Location Totals as of 11-13-07

Location	Street	Floor	Suite	PCPs	Spanish PCPs	Spanish %	GIS Spanish	Chinese PCPs	Chinese %	GIS Chinese
Business License Tax Unit	250 Frank Ogawa Plaza	1	1320	12	1	8.33%	0%-6%	1	8.33%	5%-10%
Citezens Police Review Board	1 Frank Ogawa Plaza	11		6	0	0.00%	0%-6%	0	0.00%	5%-10%
City Attorney's Office	1 Frank Ogawa Plaza	6		12	1	8.33%	0%-6%	0	0.00%	5%-10%
City Auditor Unit	1 Frank Ogawa Plaza	4		1	0	0.00%	0%-6%	0	0.00%	5%-10%
City Clerk	1 Frank Ogawa Plaza	2		2	2	100.00%	0%-6%	0	0.00%	5%-10%
City Council	1 Frank Ogawa Plaza	2		15	2	13.33%	0%-6%	2	13.33%	5%-10%
CAO - Administration Unit	1 Frank Ogawa Plaza	3		5	1	20.00%	0%-6%	0	0.00%	5%-10%
Clean Oakland Program / Litter	750 50th Ave.			7	1	14.29%	40%-65%	0	0.00%	0%-4%
DCP - Administration	250 Frank Ogawa Plaza	3	3341	9	1	11.11%	0%-6%	0	0.00%	5%-10%
DCP - Purchasing	150 Frank Ogawa Plaza	6		2	0	0.00%	0%-6%	0	0.00%	5%-10%
DHS / Primarily Head Start Unit	150 Frank Ogawa Plaza	5		20	0	0.00%	0%-6%	0	0.00%	5%-10%
DHS General	150 Frank Ogawa Plaza	4		27	2	7.41%	0%-6%	2	7.41%	5%-10%
Employment and Classification Unit	150 Frank Ogawa Plaza	2	2336	3	0	0.00%	0%-6%	1	33.33%	5%-10%
CAO - Equal Access	1 Frank Ogawa Plaza	9		1	0	0.00%	0%-6%	1	100.00%	5%-10%
FMA - Citywide Liens, Revenue	150 Frank Ogawa Plaza	5	5342	35	2	5.71%	0%-6%	1	2.86%	5%-10%
IT	150 Frank Ogawa Plaza	8		1	0	0.00%	0%-6%	0	0.00%	5%-10%
Litter Fee Ordinance Admin / Rent Adjustment	2795 Butters Drive	1	5342	3	0	0.00%	0%-6%	0	0.00%	5%-10%
Mayors Office	1 Frank Ogawa Plaza	3		21	5	23.81%	0%-6%	1	4.76%	5%-10%
Parking Citation Assistance Center	250 Frank Ogawa Plaza	6	6300	17	2	11.76%	0%-6%	0	0.00%	5%-10%
Parking Enforcement	250 Frank Ogawa Plaza	1	1333	1	0	0.00%	0%-6%	0	0.00%	5%-10%
Public Works Call Center	7101 Edgewater Drive, #2			4	0	0.00%	27%-39%	0	0.00%	0%-4%
PWA - Human Resources	250 Frank Ogawa Plaza	4	4314	1	0	0.00%	0%-6%	0	0.00%	5%-10%
OPR - Studio One	1428 Alice Street			14	0	0.00%	7%-15%	0	0.00%	11%-17%
OPR - City-Wide Programs Unit	1520 Lakeside Drive			1	0	0.00%	0%-6%	0	0.00%	11%-17%
OPR - City-Wide Programs Unit	250 Frank Ogawa Plaza	3	3330	36	2	5.56%	0%-6%	0	0.00%	5%-10%
OPR - Discovery	2521 High Street			5	1	20.00%	40%-65%	0	0.00%	5%-10%
OPR - Bushrod Recreation Center	560 59th Street			5	0	0.00%	7%-14%	0	0.00%	0%-4%
OPR - Boating	568 Bellevue Ave			13	1	7.69%	7%-14%	0	0.00%	0%-4%
OPR - Rainbow	5800 E 14th Street			3	0	0.00%	40%-65%	0	0.00%	0%-4%
OPR - General	666 Bellevue Ave			28	0	0.00%	7%-14%	0	0.00%	0%-4%
CEDA - Streets and Structures	250 Frank Ogawa Plaza	4	4314	9	0	0.00%	0%-6%	2	22.22%	5%-10%
CEDA - Construction and Field / Transportation / Sanitary Sewers	250 Frank Ogawa Plaza	4	4344	16	3	18.75%	0%-6%	1	6.25%	5%-10%
CEDA - Construction and Field Services / Survey and Testing Lab	7101 Edgewater Dr - Bldg 4			16	0	0.00%	27%-39%	0	0.00%	0%-4%
CEDA - Engineering Services/Inspection Services	250 Frank Ogawa Plaza	2	2340	106	13	12.26%	0%-6%	6	5.66%	5%-10%

Location	Street	Floor	Suite	PCPs	Spanish PCPs	Spanish %	GIS Spanish	Chinese PCPs	Chinese %	GIS Chinese
CEDA - Housing Development / Municipal Lending	250 Frank Ogawa Plaza	5	5313	27	0	0.00%	0%-6%	0	0.00%	5%-10%
CEDA - Residential Rent Arbitration	250 Frank Ogawa Plaza	5	5313	4	0	0.00%	0%-6%	1	25.00%	5%-10%
CEDA - Right of Way Management	250 Frank Ogawa Plaza	4	4340	33	1	3.03%	0%-6%	1	3.03%	5%-10%
CEDA - ZONING	250 Frank Ogawa Plaza	3	3330	36	4	11.11%	0%-6%	0	0.00%	5%-10%
Head Start Unit	1010 E. 15th St			1	0	0.00%	15%-26%	1	100.00%	18%-36%
Head Start Unit	1050 7th St			5	2	40.00%	7%-14%	0	0.00%	0%-4%
Head Start Unit	1058 West Grand Ave			4	1	25.00%	11%-17%	0	0.00%	0%-4%
Head Start Unit	1266 26th Ave			2	1	50.00%	40%-65%	0	0.00%	5%-10%
Head Start Unit	1701 E. 19th St.			6	1	16.67%	27%-39%	2	33.33%	18%-36%
Head Start Unit	2228 E 15th St			4	2	50.00%	27%-39%	0	0.00%	18%-36%
Head Start Unit	2563 International Blvd			4	2	50.00%	40%-65%	0	0.00%	7%-14%
Head Start Unit	2701 22nd Ave			2	2	100.00%	15%-26%	0	0.00%	11%-17%
Head Start Unit	274 12th St			1	0	0.00%	0%-6%	1	100.00%	37%-83%
Head Start Unit	2795 Butters Drive			7	2	28.57%	40%-65%	0	0.00%	0%-4%
Head Start Unit	4335 Virginia Ave.			5	1	20.00%	15%-26%	0	0.00%	0%-4%
Head Start Unit	647 55th St			3	0	0.00%	0%-6%	1	33.33%	0%-4%
Head Start Unit	6818 Lion Way			5	2	40.00%	15%-26%	2	40.00%	11%-17%
Head Start Unit	7200 Bancroft Ave.			8	3	37.50%	27%-39%	2	25.00%	0%-4%
Head Start Unit	7701 Krause Avenue			3	1	33.33%	27%-39%	0	0.00%	0%-4%
Head Start Unit	8501 International Blvd.			7	3	42.86%	40%-65%	2	28.57%	0%-4%
Head Start Unit	9600 Edes Ave			5	2	40.00%	27%-39%	0	0.00%	0%-4%
Head Start Unit	975 85th Ave			1	1	100.00%	40%-65%	0	0.00%	0%-4%
Year-Round Lunch Program Unit	Multiple Sites City-wide			5		0.00%			0.00%	
Museum - Conservation Office	52 - 9th Street			1	0	0.00%	0%-6%	0	0.00%	37%-83%
Museum - Natural Science / Education	1000 Oak Street	1		3	0	0.00%	0%-6%		0.00%	37%-83%
Museum - History / Docent	1000 Oak Street	2		5	0	0.00%	0%-6%	0	0.00%	37%-83%
Museum - Art/Director/Admin/Natural Science	1000 Oak Street	3		11	1	9.09%	0%-6%	1	9.09%	37%-83%
Museum - Security / Landscaping	1000 Oak Street	Campus		16	2	12.50%	0%-6%	0	0.00%	37%-83%

Department/Agency Totals as of 11-13-07

Dept/Agency	FTE	PCP	New Hires as of 7/2/07	*New Hire PCPs	Bi-Lingual PCP New Hires as of 7/2/07	Total Bi-Lingual Employees	Spanish Speaking EE's	Chinese Speaking EE's	Vacant
CAO	86.80	14	0	0	0	16	7	1	13
CEDA	460.72	247	10	8	0	66	29	21	65
City Attorney	79.35	12	2	2	1 Sp	11	6	5	0
City Auditor	10	1	0	0	0	0	0	0	4
City Clerk	13	2	0	0	0	3	2	1	1
City Council	35.5	15	0	0	0	6	4	2	2
DCP	28	11	3	1	0	3	1	0	5
DHS	286.64	125	8	2	0	64	32	13	25
IT	101	1	2	0	0	0	0	0	0
Fire	599	57	2	2	0	63	43	7	76
FMA	298.05	72	16	1	0	58	18	15	18
Library	232.87	233	3	3	0	40	28	11	47
Mayor	24	22	5	5	1 Sp, 1 K	8	5	1	2
Museum	51.83	36	2	2	0	12	7	1	5
Parks & Rec	246.16	214	6	5	2 Sp, 1Ca	12	7	1	82
Police	1190.13	1033	8	3	0	174	102	26	137
PWA	690.31	13	23	0	0	63	34	7	55
Totals	4433.36	2108	90	34	6	599	325	112	537

Sp = Spanish
Ca = Cambodian
K = Korean

*** New Hire PCPs:**

Library - 3 Library Aide

FMA - 1 Tax Auditor II

DCP - 1 Contract Compliance Field Tech

DHS - 1 Nurse Case Manager, 1 Senior Aide

Fire - 1 Office Assistant II, 1 Fire Protection E

Museum - 1 Museum Guard, 1 Curator of Art Senior

Parks & Rec - 2 Recreation Program Director (1 Sp, 1 Ca), 1 Recreation Attendant I, 1 Recreation Specialist II, 1 Admin Asst I (Sp)

Police - 1 Ranger, 1 Police Communication Dispatcher, 1 Police Records Specialist

City Attorney - 1 Legal Communications Officer (Sp), 1 Exempt Limited Duration Employee

Mayor - 3 Deputy Director, Program Planning & Development (1 Sp), 1 Mayor's PSE, 1 Project Manager III (K)

CEDA - 2 Admin Asst I, 2 Housing Development Coordinator III, 3 Planner II, 1 Specialty Combination Inspector



City of Oakland

EQUAL ACCESS ORDINANCE

LANGUAGE ACCESS PLAN

For
FY 07-08

Attachment D

The language access plan must be completed by all organizations.

Part A: Public Contact Positions/Employees:

A "public contact position" 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. (Oakland Municipal Code Sec.2.30.020 g). A bilingual employee is an employee who is proficient in the English language and a language other than English that is spoken by not less than 10000 Limited English Speaking persons who are Oakland residents. (Oakland Municipal Code Sec.2.30.020 b).

1. Review the position listings in attachment A for accuracy. If the position is inaccurately identified, or the address or beat information is incorrect, please make the necessary revisions.
2. Indicate which of the listed positions were filled between July 1, 2007 and June 30, 2008. (A simple check mark on the form next to the position title is fine.)
3. Identify any of the current public contact employees that have been tested for language proficiency in the last year by the City and determined to be sufficiently fluent (verbal) in a non-English language? (A check mark in the language column is fine.)
4. How many vacant public contact positions does the organization anticipate during the next fiscal year (FY 08-09)?
5. Describe any specific strategies implemented to help ensure qualified bilingual candidates are given full consideration for these positions.

EQUAL ACCESS ORDINANCE

Part B: Translated Materials

6. Review the translated documents identified at attachment B for accuracy and revise as necessary. If there are other documents that have been translated during the 07-08 fiscal year, please list them for addition to the table.
7. Does the organization regularly coordinate its translation activities with the Equal Access Office? Explain.
8. If you do not coordinate with the Equal Access Office, describe how document translation needs are met.
9. How does your organization handle non-English correspondence?
10. Does your organization contract for interpretation or translation services?
11. Other than bilingual employees and translated documents, what foreign language tools and/or resources does the department have available to assist its Limited-English Proficient (LEP) constituency (e.g., Web site in Spanish; Informational Recordings such as CITYLINE, in Spanish, Cantonese, Mandarin, Vietnamese; and multilingual hotlines in Spanish, Cantonese, Mandarin, and Vietnamese, etc.)?
12. Did the organization complete the annual agency/departmental survey and submit it to the Equal Access Office on schedule?
13. Does the organization monitor and document all contacts with Limited English speaking citizens?
14. Identify any specific initiatives taken to facilitate compliance with the Equal Access Act/Ordinance.

EQUAL ACCESS ORDINANCE

Part C: Action Plans

15. Identify three major challenges that tend to impact your organization's efforts to fully implement the Equal Access Ordinance.
16. Describe the specific actions planned to resolve the 3 challenges identified above.
17. Indicate if your organization will need specific assistance or additional resources to address the challenges identified.
18. Identify the person(s) responsible for completing the remedial actions identified.
19. Provide the expected date(s) the remedial actions identified will be completed.

Plan Information

Language Access Coordinator:
Title:
Telephone Number:
E-mail Address:

LIST OF ELIGIBILITY LISTS FOR PUBLIC CONTACT POSITIONS

JOB TITLE	LIST NUMBER	LANGUAGE CERTIFICATION REQUESTED	LANGUAGE REQUESTED	COMMENTS
Library Aide	05-AP222-022	No		
Tax Auditor II	07-AF022-042	No		
Contract Compliance Field Tech	99-3057-084	No		
Nurse Case Manager	04-AP263-081	No		
Senior Aide				Exempt Position - No List
Office Assistant II	06-SS153-051	No		
Fire Protection Engineer	06-PS143-117	No		
Museum Guard	06-PS155-057	No		
Senior Curator of Art	07-AP159-010	No		
Recreation Program Director	06-PP135-060	No		
Recreation Attendant I	07-SS178-018	No		
Recreation Specialist II	07-PP138-028	No		
Administrative Assistant I	06-SS102-032	No		
Ranger	07-PS174-020	No		
Police Communication Dispatcher	07-PS162-056	No		
Police Records Specialist	05-SS165-152	No		
Legal Communications Officer				Exempt Position - No List
Exempt Limited Duration Employee				Exempt Position - No List
Deputer Director				Exempt Position - No List
Program Planning & Development	04-AP177-048	No		
Mayor's PSE				Exempt Position - No List
Project Manager III				Exempt Position - No List
Housing Development Coordinator III	07-AP199-044	No		
Planner II	07-AP272-030 + 06-AP272-069	No		Merged two lists
Specialty Combo Inspector	06-IS119-038	No		

* NOTE: The first part of the List Number indicates the year list was established.

List of Each Department's Translated Documents

Department	Division	Type	Name of Document (English)	SP	GI	VI	OT
CAO	ADA	Brochure	ADA Programs Resources	X	X		
CAO	ADA	Brochure	ADA Services Brochure Aug 05	X	X	X	
CAO	ADA	Handout	Community Meeting Agenda	X			
CAO	Administration	Application	Citizens Academy Application				
CAO	Administration	Brochure	Citizens Academy Brochure	X	X		
CAO	Administration	Flyer	Beat 17X NCPC (Community Bella Vista Park) Flyer	X	X	X	
CAO	Administration	Flyer	SDS Flyer Final	X	X	X	
CAO	Administration	Flyer	Web Site Meeting flyer Outdated	X	X	X	
CAO	Administration	Letter	320 8th St. Letter		X		
CAO	Administration	Letter	511.org		X	X	
CAO	Administration	Letter	Closure Details of Alternate Routs		X	X	
CAO	Administration	Letter	S320 8th ST. Letter		X		
CAO	Administration	Letter	SDS Youth Outreach	X			
CAO	Administration	Letter	Tom's Chinese Kitchen		X		
CAO	Administration	News Release	Click It or Ticket	X	X	X	
CAO	Administration	Notice	(City of Oakland Close)	X	X		
CAO	Administration	Notice	(City of Oakland Close)	X	X		
CAO	Administration	Notice	Emergency Messages	X	X	X	
CAO	Administration	PowerPoint	Intro to Government 20050810		X		
CAO	Administration	PowerPoint	Power point Presentation		X		
CAO	Budget	Letter	Referral to a Post Storage	X			
CAO	Budget	PowerPoint	Budget Overview Citizen's Academy Oct 05		X		
CAO	Budget	PowerPoint	PowerPoint Presentation- Budget Office		X		
CAO	Contract Compliance	Cover Letter	Certification Cover Letter	X	X		
CAO	Contract Compliance	Flyer	Living Wage Bulletin	X			
CAO	Contract Compliance	Form	New Certification Form	X	X		
CAO	CPRB	Brochure	Brochure w/ Board in Chinese		X		
CAO	CPRB	Flyer	District 7 Flyer. doc		X		
CAO	CPRB	Flyer	Howard Elementary School Safety	X			
CAO	CPRB	Flyer	Office of Mayor & District 7 Council Member	X			
CAO	CPRB	Flyer	SDS 6 Flyer	X	X		
CAO	CPRB	Flyer	Smoking Pollution Control Act	X	X		
CAO	CPRB	Letter	2345 Bartlett ST. Compliance	X			
CAO	CPRB	Letter	839 8th Compliance Plan.doc		X		
CAO	CPRB	Letter	Dog Letter		X		
CAO	CPRB	Letter	Letter to Massage Therapist		X		
CAO	CPRB	Letter	Letter to Massage Therapist for Seminar Jan. 24		X		
CAO	CPRB	Letter	Notice of Public Hearing for Potentially Dangerou Dog Letter (2007.06.27)	X			
CAO	CPRB	Letter	TAXI Biennial Public Hearing	X	X		
CAO	CPRB	Letter	Tenants meeting April 2005	X	X	X	
CAO	CPRB	Memo	Multi-Lingual Script Meeting Memo	X	X	X	

List of Each Department's Translated Documents

Department	Division	Type	Name of Document (English)	SP	CH	VI	OT
CAO	CPRB	Memo	Multi-Lingual Script Meeting Memo	X	X	X	
CAO	CPRB	Notice	Notice of Violation 439 8th	X	X		
CAO	CPRB	Poll	Second Hand Smoke Poll	X			
CAO	CPRB	Survey	Elmhurst Business Survey Template	X	X		
CAO	CPRB	Survey	Elmhurst Neighbor Survey Template	X	X		
CAO	CPRB	Survey	No Smoking Survey	X	X		
CAO	CPRB	Survey	Survey Letter	X	X		
CAO	Cultural Arts	Application	Application 2005-2006	X	X		
CAO	Cultural Arts	Application	Artisan Application	X	X		
CAO	Cultural Arts	Booklet	Handbook for Artisans 07-08	X	X		
CAO	Cultural Arts	Cover Letter	Application Cover Letter	X	X		
CAO	Cultural Arts	Cover Letter	Letter to Artisans	X	X		
CAO	Cultural Arts	Handbook	Handbook	X	X		
CAO	Cultural Arts	Handbook	Market Place Handbook	X	X		
CAO	Cultural Arts	Letter	Cover Letter	X	X		
CAO	Cultural Arts	RFP	Carmen Flores RFP Extension	X			
CAO	Cultural Arts	Text	Maps Information	X	X		
CAO	EAO	Article	Sing Tao USA				English
CAO	EAO	Brochure	City of Oakland Draft Fact Sheet 2-9	X	X	X	
CAO	EAO	Brochure	Equal Access	X	X	X	
CAO	EAO	Brochure	Equal Access	X	X	X	
CAO	EAO	Card	Language Identification Flashcard	X	X	X	Japanese, Korean, Russian
CAO	EAO	EAO Report	Attachment A F.Y.4-2004-05.	X	X		
CAO	EAO	Flyer	Immigration Townhall 2007 Save the Date Flyer (Chinatown)		X		
CAO	EAO	Flyer	Immigration Townhall 2007 Save the Date Flyer (Fruitvale)	X			
CAO	EAO	Form	CA Graduation Game		X		
CAO	EAO	Form	CA Graduation Game Eng.		X		
CAO	EAO	Form	Citizens Academy Commitments		X		
CAO	EAO	Form	Complaint Form	X	X	X	
CAO	EAO	Form	Waiver Release Form		X		
CAO	EAO	Handout	Access to Capital Word		X		
CAO	EAO	Handout	Alex Greenwood Bio		X		
CAO	EAO	Handout	Bio Francis Land		X		
CAO	EAO	Handout	David Cheung Bio		X		
CAO	EAO	Handout	Diana Ton		X		
CAO	EAO	Handout	Donna Hom Bio		X		
CAO	EAO	Handout	Jonathan Wu Bio		X		
CAO	EAO	Handout	Kim Catano's Bio		X		
CAO	EAO	Handout	Lending Presentation PPT		X		
CAO	EAO	Handout	Tips on print interviewing document	X			

List of Each Department's Translated Documents

Department	Division	Type	Name of Document (English)	SP	CH	VI	OT
CAO	EAO	Handout	Tips on radio interviewing document	X			
CAO	EAO	Handout	Tips on writing effective letters to the editor	X			
CAO	EAO	Handout			X		
CAO	EAO	Information	Becky Dowdakin Bio		X		
CAO	EAO	Information	Stephanie Floyd Bio		X		
CAO	EAO	Letter	Commendation EAOv01		X		
CAO	EAO	Letter	EAO Letter Head	X		X	
CAO	EAO	Logo	New City Logo	X		X	
CAO	EAO	Logo	New Logo of City Oakland	X	X	X	
CAO	EAO	News Article	Newspaper Article				English
CAO	EAO	Notice	City of Oakland Office Closing	X	X		
CAO	EAO	Poster	Poster SBF		X		
CAO	EAO	PowerPoint	Citizens Academy 4-06 Presentation		X		
CAO	EAO	Report	4.11 Annual Status Report -EAO	X	X		
CAO	EAO	Survey	EAO Passport		X		
CAO	EAO		199 Alameda County Work for You	X	X		
CAO	EAO		Chinatown Street Festival				English
CAO	EAO		CityLine				English
CAO	EAO		Fish Consumption		X		
CAO	EAO		Scripts to Check (Cityline)				English
CAO	KTOP	Hotline	Script	X	X	X	
CAO	KTOP	PSA Script	2006 Night Out 2006	X	X	X	
CAO	KTOP	PSA Script	BTWD 2007 Script Translation Grid	X	X	X	
CAO	KTOP	PSA Script	DVD Library	X	X	X	
CAO	KTOP	PSA Script	Library DVD Graphics Translations	X	X		
CAO	KTOP	PSA Script	National Night Out	X	X	X	
CAO	KTOP	PSA Script	Neighbor Emergency Groups	X	X	X	
CAO	KTOP	PSA Script	Older American 07	X	X		
CAO	KTOP	PSA Script	Parks & recreation PSA	X	X	X	
CAO	KTOP	PSA Script	PSA	X	X	X	
CAO	KTOP	PSA Script	PSA Scrip	X	X	X	
CAO	KTOP	PSA Script	Rent Adjust men Board PSA script	X	X	X	
CAO	KTOP	PSA Script	Safe neighborhoods Final	X	X	X	
CAO	KTOP	PSA Script	Shop Oakland	X	X	X	
CAO	KTOP	PSA Script	Shop Oakland psa 1 vo script. doc	X	X	X	
CAO	Marketing	Card	Mayor's Economic Summit	X	X		
CAO	Marketing	Flyer	Community Meeting	X	X	X	
CAO	Marketing	Flyer	Union Point Park			X	
CAO	Marketing	Handout	A Small Office Network doc	X	X		
CAO	Marketing	Handout	a-fhm.pdf/Small Office	X	X		

List of Each Department's Translated Documents

Department	Division	Type	Name of Document (English)	SP	CH	VI	OT
CAO	Marketing	Handout	Bal-sheet engl. MDI	X	X		
CAO	Marketing	Handout	CEDA Workshop Sept. 29,2005	X	X		
CAO	Marketing	Handout	Getting Started Update 8-15-05	X	X	X	
CAO	Marketing	Handout	Leadership Culture	X	X		
CAO	Marketing	Handout	NewBiz Checklist	X	X		
CAO	Marketing	Handout	Newbiz resources	X	X		
CAO	Marketing	Handout	Osb_resources2	X	X		
CAO	Marketing	Handout	Proofreading new recycling materials	X	X	X	
CAO	Marketing	Handout	Registration form w/ logo	X	X		
CAO	Marketing	Handout	Small business symposium 05 workshop final	X	X		
CAO	Marketing	Handout	Stmt of OPS engl.MDI	X	X		
CAO	Marketing	Handout	Symposium outline	X	X		
CAO	Marketing	Handout	Why does a small office need a server	X	X		
CAO	Marketing	Handout	Workshop grids. doc	X	X		
CAO	Marketing	Phrase	Phrase	X	X	X	
CAO	Marketing	Phrase	Phrase Translated	X	X		
CAO	Marketing	Phrase	Pictures of Chinese Characters (5)		X		
CAO	Marketing	Postcard	Postcard (Illustrator eps.file) Universal Circus	X	X		
CAO	Marketing	Postcard	SBS Card	X	X		
CAO	Marketing	Press Release	Art & Soul Press Release	X			
CAO	Marketing	Press Release	El Mensajero Announcement	X			
CAO	Marketing	Press Release	Latin Stage Release	X			
CAO	Marketing	Press Release	Press Release	X			
CAO	Marketing	PSA Script	OPD Recreating TV	X			
CAO	Marketing	Speech	Mayor's Speech	X	X		
CAO	Marketing	Survey	Shop Oakland Survey	X	X	X	
CAO	Marketing	Survey	Shop Oakland Survey Postcard	X	X	X	
CAO	Marketing	Survey	Text for Survey Splash Page	X	X	X	
CAO	Marketing	Text	OAB Marketing Text		X		
CAO		Ad	Inside Oakland	X	X		
CAO		Brochure	Don't Borrow trouble	X	X		
CAO		Flyer	Fireworks Permit		X	X	
CAO		Guide	Disability Guide Cover	X	X		
CAO		Letter	Letter	X			
CAO		Letter	Letter to Chamber of Commerce		X	X	
CAO		Letter	Notice of Private Practice	X	X	X	
CAO		Newsletter	Inside Oakland	X	X		
CAO		Text	Script for voiceover	X	X	X	
CEDA	Building Services	Letter	Letter to Parents	X	X	X	Korean
CEDA	Building Services	Notice	Chinatown Encroachment Notice		X	X	

List of Each Department's Translated Documents

Department	Division	Type	Name of Document (English)	SP	CH	VI	OT
CEDA	Building Services	PSA Script	Acad 2 Equal Access Scripts.doc	X	X	X	
CEDA	Building Services	PSA Script	Hotline	X	X	X	
CEDA	DCS	Sign	Parking sign		X		
CEDA	Economic Development	Brochure	Business Tax License	X	X		
CEDA	Housing	Agenda	Agenda				
CEDA	Housing	Agenda	Agenda	X		X	
CEDA	Housing	Brochure	DAP Brochure		X		
CEDA	Housing	Brochure	Home Ownership Loan Program	X	X	X	
CEDA	Housing	Brochure	Rent Control Brochure	X	X	X	
CEDA	Housing	Brochure	Rental Information Post Card	X			
CEDA	Housing	Brochure	Salud Dacunos Brochure		X		
CEDA	Housing	Evaluation	Home Ownership Evaluation	X	X		
CEDA	Housing	Flyer	Community Workshop	X		X	
CEDA	Housing	Flyer	Flyer RRAP & Promotional Flyer	X	X		
CEDA	Housing	Flyer	Home Fair Flyer	X	X	X	
CEDA	Housing	Guide	Tenant Guide	X	X	X	
CEDA	Housing	Handout	City Restrictions Summary	X	X	X	
CEDA	Housing	Handout	City Restrictions Summary	X	X	X	
CEDA	Housing	Handout	Instructions for Use of Tables	X	X	X	
CEDA	Housing	Handout	Sausal Resale	X	X	X	
CEDA	Housing	Handout	Sausal Resale Price Scenario	X	X	X	
CEDA	Housing	Letter	Complaint Letter	X	X		
CEDA	Housing	Letter	Landlord Notification Letter	X	X	X	
CEDA	Housing	Letter	Landlord Request for Mediation	X	X	X	
CEDA	Housing	Letter	Landlord Response	X	X	X	
CEDA	Housing	Letter	Post Petition Services	X	X	X	
CEDA	Housing	Letter	Request for Postponement	X	X	X	
CEDA	Housing	Letter	Tenant Notification Letter	X	X	X	
CEDA	Housing	Notice	Caper /Public Notice	X	X	X	
CEDA	Housing	Notice	Con Plan Public Notice 5-17-07	X	X		
CEDA	Housing	Notice	Notice of Tenants	X	X	X	
CEDA	Housing	Notice	Notice of Tenants	X	X	X	
CEDA	Housing	Notice	Notice of Tenants Rev 01-20-06	X	X	X	
CEDA	Housing	Notice	Notice to Abate Template	X	X	X	
CEDA	Housing	Notice	Notice to Tenants	X	X	X	
CEDA	Housing	Notice	Notice to Tenants of Residential	X	X	X	
CEDA	Housing	Notice	PUBLIC NOTICE-DS.doc	X	X		
CEDA	Housing	Notice	Rent Law: Post EE revision exemption owner	X	X	X	
CEDA	Housing	Notice	RFP Public Notice (Housing Related Services)	X	X		
CEDA	Housing	Notice	RFP Public Notice (Rent Arbitration)	X	X		

List of Each Department's Translated Documents

Department	Division	Type	Name of Document (English)	SP	CH	VI	OT
CEDA	Housing	Ordinance	Just Cause Ordinance	X	X		
CEDA	Housing	Postcard	Homefair PC v2	X	X		
CEDA	Housing	Poster	Home Fair Poster v2	X	X		
CEDA	Housing	Poster	Poster	X	X	X	
CEDA	Housing	Poster/Card	Home Buyers Poster/Card	X	X		
CEDA	Housing	Text	Phrases	X	X	X	
CEDA	Housing		Homeownership Fair Post	X	X	X	
CEDA	NSC	Brochure	Good Government Brochure	X	X		
CEDA	OBRA	Letter	Chronology of Accomplishments		X		
CEDA	Planning & Zoning	Brochure	Mills Act.	X	X	X	
CEDA	Planning & Zoning	Flyer	Community Meeting Invite	X			
CEDA	Redevelopment	Ad	Auction-Newspaper Ad. Exhibit	X	X		
CEDA	Redevelopment	Agenda	Proposed Agenda	X			
CEDA	Redevelopment	Brochure	CRA Brochure		X		
CEDA	Redevelopment	Brochure	DAP Brochure 10 04	X	X	X	
CEDA	Redevelopment	Brochure	FTHB Brochure	X	X		
CEDA	Redevelopment	Brochure	MAP Brochure REVOT			X	
CEDA	Redevelopment	CD	CD	X	X	X	
CEDA	Redevelopment	FAQ Flyer	What is the Commercial Property Facade Imp Prog.		X		
CEDA	Redevelopment	Flyer	14th Streetscape Project	X	X	X	
CEDA	Redevelopment	Flyer	14th Streetscape Project	X	X		
CEDA	Redevelopment	Flyer	18th Streetscape Project	X	X		
CEDA	Redevelopment	Flyer	23rd Ave 11216 Flyer	X	X	X	
CEDA	Redevelopment	Flyer	Draft May 1st 2006		X		
CEDA	Redevelopment	Flyer	Job Flyer	X	X	X	
CEDA	Redevelopment	Flyer	Publisher file 2000	X	X	X	
CEDA	Redevelopment	Flyer	Town Hall Meeting	X	X	X	
CEDA	Redevelopment	Flyer	Workshop Flyer Txt	X			
CEDA	Redevelopment	Form	Statement of interest	X	X	X	
CEDA	Redevelopment	Letter	Informational Code Letter to Merchants	X	X	X	
CEDA	Redevelopment	List	Façade Program Contacts		X		
CEDA	Redevelopment	Media Release	ADDI Media Release doc	X			
CEDA	Redevelopment	Memo	City of Oakland - Memorandum	X	X		
CEDA	Redevelopment	PowerPoint	PP Cantonese Business Symposium		X		
CEDA	Redevelopment	PSA Script	Housing 6160				
CEDA	Redevelopment	Survey	Survey Instrument 4.30.07	X	X	X	
CEDA	Redevelopment		Attachment A	X	X		
CEDA	Redevelopment		Attachment B	X	X		
CEDA	Redevelopment		Attachment C	X	X		
CEDA	Redevelopment		Door GH		X	X	

List of Each Department's Translated Documents

<i>Department</i>	<i>Division</i>	<i>Type</i>	<i>Name of Document (English)</i>	<i>SP</i>	<i>CH</i>	<i>VI</i>	<i>OT</i>
CEDA	RLS	Brochure	RLS Brochure Final 07	X	X	X	
CEDA	Transportation Services	Letter	Speedbump petition		X		
CEDA	Transportation Services	Link	Link to Website Inf.	X	X	X	
CEDA	Transportation Services	Newsletter	Newsletter for Oakland Bicyclist	X	X	X	
CEDA	Transportation Services	Petition	Speed Bump Petition		X	X	
CEDA	Transportation Services	Phrase	Oakland Bike Program (title)	X	X	X	
CEDA	WIB	Agreement	Save Energy / Access Agreement			X	
CEDA	WIB	Flyer	2004 Job Fair Seeker Flyer	X	X	X	
CEDA	WIB	Flyer	April 2006.doc		X		
CEDA	WIB	Flyer	Attic Insulation Assessment	X		X	
CEDA	WIB	Flyer	Low Income Rebate	X		X	
CEDA	WIB	Form	Client Feedback	X		X	
CEDA	WIB	Form	Client Interview Sheet	X		X	
CEDA	WIB	Form	Home Assessment Form	X		X	
CEDA	WIB	Form	Oakland Agent Registration (OAKEZ.1)	X	X		
CEDA	WIB	Form	Oakland Business Registration. Doc	X	X		
CEDA	WIB	Form	Oakland Location Registration (oake2-3)	X	X	X	
CEDA	WIB	Handout	Oakland Qualified Category Info (122104)	X	X		
CEDA	WIB	Notice	Public Notice May 05.doc (33KB)	X	X	X	
CEDA	WIB	Voucher	Oakland Voucher Checklist	X	X		
CEDA		Ad	RFP Newspaper ad.	X	X		
CEDA		Agenda	Planning Commission Agenda		X		
CEDA		Ballot	PAC Business Owner	X	X		
CEDA		Ballot	PAC Residential Owner	X	X		
CEDA		Ballot	PAC Residential Tenant	X	X		
CEDA		Brochure	Home Occupation Folder	X	X		
CEDA		Brochure	Housing Programs	X	X		
CEDA		Brochure	How to Reach Us	X	X		
CEDA		Brochure	HUD	X	X		
CEDA		Brochure	Major Residential	X	X		
CEDA		Brochure	PAC	X	X		
CEDA		Brochure	Parking Problem	X			
CEDA		Brochure	Plot Plan	X	X		
CEDA		Brochure	Services and Permits	X	X		
CEDA		Brochure	Single Family	X	X		
CEDA		Bulletin	Bulletin – Commercial Unit (Jun 04).doc	X	X		
CEDA		Bulletin	Bulletin – Shoplifting (Jun 04).doc	X	X		
CEDA		Fax	Fax		X		
CEDA		Flyer	2 Making Oakland More Beautiful	X	X	X	
CEDA		Flyer	2006 Revised Job Fair Flyers	X	X	X	

List of Each Department's Translated Documents

<i>Department</i>	<i>Division</i>	<i>Type</i>	<i>Name of Document (English)</i>	<i>SP</i>	<i>CH</i>	<i>VI</i>	<i>OT</i>
CEDA		Flyer	23rd Ave. 6.29.06 Flyer	X			
CEDA		Flyer	23rd Ave. Flyer	X	X		
CEDA		Flyer	Bike to Work Day	X	X		
CEDA		Flyer	CCE Flyer (Impout mkt. pdf)	X	X	X	
CEDA		Flyer	Don't Trash Oakland	X	X		
CEDA		Flyer	Flyer Cedar Rap	X	X	X	
CEDA		Flyer	Money Matters	X	X		
CEDA		Flyer	Rent Program Flyer				Tagalog
CEDA		Flyer	Street tress for Oakland	X	X		
CEDA		Flyer	Telegraph Breakfast Meeting Flyer				Korean
CEDA		Flyer	Tree Planting Process	X	X		
CEDA		Form	Applying for a Permit	X	X		
CEDA		Form	Construction Plan Check List	X	X		
CEDA		Form	Design Limitations for Professionals	X	X		
CEDA		Form	Legalization of Undocumented U.	X	X		
CEDA		Form	Notice of Violation	X	X		
CEDA		Form	PAC Business Filing	X	X		
CEDA		Form	PAC Organization filling	X	X		
CEDA		Form	PAC Resident Owner Filling	X	X		
CEDA		Form	PAC Resident-Tenant Filing	X	X		
CEDA		Form	PAC Rules	X	X		
CEDA		Form	Preliminary Plan	X	X		
CEDA		Form	Public Zoning Notification	X	X		
CEDA		Form	Viewing Copying Archive Plans	X	X		
CEDA		Form	Work Exempt for Permits	X	X		
CEDA		Handout	Clean City Resources	X	X	X	
CEDA		Handout	Garbage Matrix	X	X	X	
CEDA		Letter	March 20 Tam v Ngo Letter		X		
CEDA		Letter	Vacant Property	X	X		
CEDA		List	Commercial Loan Checklist	X	X		
CEDA		List	SBA loan checklist.doc	X	X		
CEDA		Logo	Don't Trash Oakland	X	X		
CEDA		Notice	Abament Notice	X	X		
CEDA		Notice	Chinatown Encroachment Notice to Merchants		X		
CEDA		Notice	Notice of Tenants Revision	X	X	X	
CEDA		Notice	Public Notice 06.07	X	X		
CEDA		Notice	Public Notice 06-07	X	X		
CEDA		Phrase	Translate Sentence on the E-mail	X	X	X	
CEDA		Poster	Don't Trash Oakland	X	X		
CEDA		Report	Planning Comm. Staff Report		X		

List of Each Department's Translated Documents

Department	Division	Type	Name of Document (English)	SP	CH	VI	OT
CEDA		Survey	Security Surveys.doc	X	X		
CEDA		Text	Ad Content	X	X		
CEDA		Web	Don't Trash Oakland	X	X		
CEDA		Web	To Download	X	X		
CEDA			Aggressive Panhandlers (Jan 04).doc	X	X		
CEDA			Arson (Jun 04).doc	X	X		
CEDA			CEDA brasc.		X		
CEDA			No Parking -- Pirvate Property	X	X		
CEDA			Oak Cares for Translation	X	X		
CEDA			Pilferage -- Employee Theft.doc	X	X		
CEDA			Rob Prev Retail Bus (Jun 04).doc	X	X		
CEDA			Street Safety.doc	X	X		
City Attorney		Application	Application for Permit to Operate	X	X	X	
City Attorney		Application	Application for Permit to Operate as a Massage Therapist	X	X	X	
City Attorney		Brochure	DBT Brochure Handout	X	X		
City Attorney		Brochure	Vehicle Seizure	X	X	X	
City Attorney		Flyer	Foreclosure	X	X		
City Attorney		Flyer	Invitation Flyer	X			
City Attorney		Form	Procedure in applying for a permit	X	X	X	
City Attorney		Form	Procedure/applying for/ permit/operate/massage	X	X	X	
City Attorney		Handout	Claim Against the City	X	X	X	
City Attorney		Handout	Receipt for Seize property	X	X	X	
City Attorney		Letter	2 Letters	X	X		
City Attorney		Letter	398244 1 doc	X			
City Attorney		Letter	Hardcopy Letter	X			
City Attorney		Letter	Letter to Tenant	X	X		
City Attorney		Letter	Megan's Law letter	X	X	X	
City Attorney		MOU	Memorandum of Understanding	X			
City Attorney		Notice	347012	X	X		
City Attorney		Notice	347115 1.Doc (35KB)		X		
City Attorney		Notice	Legitemp11494	X	X	X	
City Attorney		Phrase	Report Card (Phrase)	X	X		
City Attorney		Press Release	372995 Press Release	X			
City Attorney		Report Card	OCA Report Card 05 Final		X		
City Attorney		Report Card	Report Card Just Popular	X	X		
City Attorney			PRIVATE				Korean
City Clerk		Brochure	City Clerk Brochure	X	X	X	
City Clerk		Brochure	DPB Brochure	X	X	X	
City Clerk		Flyer	passport Information	X	X	X	
City Clerk		PowerPoint	Citizens Academy PP		X		

List of Each Department's Translated Documents

<i>Department</i>	<i>Division</i>	<i>Type</i>	<i>Name of Document (English)</i>	<i>SP</i>	<i>CH</i>	<i>VI</i>	<i>OT</i>
City Council	At-Large	Flyer	Mica Micro/Halloween Flyer	X			
City Council	District 2	Agenda	Eastlake Merchant Safety Meeting			X	
City Council	District 2	Flyer	070505 Final. doc	X	X	X	
City Council	District 2	Flyer	Event Invitation	X	X	X	
City Council	District 2	Flyer	Ex Felons 11 14		X	X	
City Council	District 2	Flyer	Flyer			X	
City Council	District 2	Flyer	Picnic Invite	X	X		
City Council	District 2	Handout	Oakland GOUT. doc				
City Council	District 2	Handout	Oakland Vote Initiative 2005	X			
City Council	District 2	Handout	Voter Education Site Kit	X	X	X	
City Council	District 2	Letter	CCO020810.doc	X	X	X	
City Council	District 2	Letter	Letter to Mr. Cheng		X		
City Council	District 2	Letter	PWA Notice		X		
City Council	District 2	Newsletter	Newsletter				
City Council	District 2	Text	Paragraph	X	X	X	
City Council	District 2		MeasureY	X	X	X	
City Council	District 3	Article	Korea Crime Article				Korean
City Council	District 3	Flyer	Lake Merritt Robberies Flyer		X		
City Council	District 3	Flyer	Walk Oakland basic flyer in Pub 98	X	X	X	
City Council	District 3	Flyer	WOETF flyer	X			
City Council	District 3	Letter	West Oakland Invite final	X			
City Council	District 4	Bio	Jean Quan Bio 2005		X		
City Council	District 4	Calendar	Envisioning MacArthur Calendar		X		
City Council	District 4	Flyer	Allendale General Meetings Flyer		X		
City Council	District 4	Flyer	Announcing Beatwide Meeting Beat 25X doc	X	X		
City Council	District 4	Flyer	Choi Property Flyer		X		
City Council	District 4	Flyer	Community Picnic Backside #2	X	X	X	
City Council	District 4	Flyer	Election Flyer		X		
City Council	District 4	Flyer	Envisioning MacArthur		X		
City Council	District 4	Flyer	Home Owner Seismic Srtenght	X	X	X	
City Council	District 4	Flyer	Laurel Redwoods 2005 Flyer		X		
City Council	District 4	Flyer	Maxwell Park Walk Flyer		X	X	
City Council	District 4	Flyer	Maxwell Park Walk Flyer 2		X	X	
City Council	District 4	Ordinance	Food Service Ware Ordinance	X	X		
City Council	District 5	Agenda	Agenda	X			
City Council	District 5	Card	Copy from Jumbo Card for Spanish	X			
City Council	District 5	Flyer	Beat 21X Meeting Notice 2007	X	X	X	
City Council	District 5	Flyer	Community Picnic	X			
City Council	District 5	Flyer	Fireworks Flyer / Revision	X	X	X	
City Council	District 5	Flyer	Flyer		X	X	

List of Each Department's Translated Documents

Department	Division	Type	Name of Document (English)	SP	CH	VI	OT
City Council	District 5	Flyer	Fruitvale Alice Meeting (Flyer)		X	X	
City Council	District 5	Flyer	Fruitvale Alive	X	X	X	
City Council	District 5	Flyer	Leaflet Earth Day Flyer	X	X		
City Council	District 5	Letter	Cover Letter	X			
City Council	District 5	Letter	Letter from Ignacio de la Fuente		X		
City Council	District 5	Letter	Letter to Consituents (PRIVATE)				
City Council	District 5	Letter	Splash Page	X	X	X	Korean
City Council	District 5	Letter	Translation for school garden	X	X	X	
City Council	District 5	Newsletter	Ignacio de la Fuente's News Letter	X			
City Council	District 5	Sign	Antilitter Signs E-mail	X	X	X	
City Council	District 5	Sign	No Parking Sign	X	X	X	
City Council	District 5	Text	Phrase	X			
City Council	District 6	Agenda	Agenda Election	X			
City Council	District 6	Flyer	Edwards Avenue Reminder Flyer	X			
City Council	District 6	Letter	Election Cover Letter	X			
City Council	District 7	Letter	Danang Vietnam Sister City			X	
City Council	District 7	Letter	EBMUD – English	X			
City Council		Article	EBALDC Newspaper Article				English
City Council		Brochure	Domestic Partnership	X	X	X	
City Council		Brochure	Office of the City Clerk	X	X	X	
City Council		Card	Vice Mayor		X		
City Council		Flyer	Flyer	X			
City Council		Flyer	Flyer 80 Bank Park	X			
City Council		Flyer	Food Give Away Concerns	X	X		
City Council		Flyer	Neighborhood Alert-Final	X	X	X	
City Council		Flyer	Oakland EVG Final	X	X		
City Council		Flyer	Passport hours	X	X	X	
City Council		Flyer	Recruiting Flyer June 2006		X		
City Council		Flyer	Recruitment Flyer July 2006		X		
City Council		Form	Advisory Recruiting	X	X	X	
City Council		Form	Litter Fee Dec Forms	X	X	X	
City Council		Letter	199 Tax Info 03-09-06		X		
City Council		Letter	Letter to Food Community	X	X	X	
City Council		Letter	Letter to Food community J. Apr.06	X	X		
City Council		Letter	Madison Square Letter		X		
City Council		Letter	To Jiangshu Cultural Dept. May 1 06		X		
City Council		Letter	To NACHPRC		X		
City Council		Letter	To Nanjing May 1 2006		X		
City Council		Newsletter	1.2006 Edition	X	X		
City Council		Notice	Food Vendors Prohibited on Public ST	X			

List of Each Department's Translated Documents

Department	Division	Type	Name of Document (English)	SP	CH	VI	OT
City Council		Postcard	Zero Waste Postcard	X	X		
City Council		Poster	June Poster	X	X	X	
City Council		Survey	Customer Survey	X	X	X	
City Council		Web	WEBPAGE ELF	X	X	X	
City Council			Introduction to City Services	X	X		
City Council			Introduction to Police Services	X	X		
City Council			Residential Security 101	X	X		
DHS		Activity Sheet	JFCS Parent Education Activity Sheet		X		
DHS		Agreement	Family Participation Agreement	X	X	X	
DHS		Agreement	Participate Agreement	X	X	X	
DHS		Agreement	Scoped Drive Agreement		X		
DHS		Application	Application Cover	X	X	X	
DHS		Application	Paratransit Application	X	X		
DHS		Application	SCFG application	X	X		
DHS		Brochure	Head Start	X	X		
DHS		Brochure	Headstart Brochure	X	X		
DHS		Brochure	HS Chinese Brochure		X		
DHS		Brochure	Leahs110scv1 & Ch		X	X	
DHS		Brochure	Oak4020-Chi-Link / Revisions		X		
DHS		Brochure	Oak4020-Chi-MSSP / Revisions		X		
DHS		Brochure	Revised Update brochure	X	X		
DHS		Brochure	Seniors program	X	X		
DHS		Brochure	SR2S Pedestrian	X	X	x	
DHS		Brochure	Walk to School Day	X	X	X	
DHS		Calendar	JFCS My Child and I Calendar		X		
DHS		Calendar	JFCS My Child and I Calendar		X		
DHS		Evaluation	General Workshop Evaluation		X		
DHS		Fact Sheet	Linkages Fact Sheet		X		
DHS		Flyer	2005 Thanksgiving Dinner Flier-English	X	X	X	
DHS		Flyer	2005 Thanksgiving Transportation Flyer		X		
DHS		Flyer	2937003848 Fire Alarm.doc	X	X		
DHS		Flyer	ASSETS b	X	X	X	
DHS		Flyer	CoD Multipsenion Centers	X	X	X	
DHS		Flyer	Designated Guardian	X	X	X	
DHS		Flyer	Domestic Violence Flyer	X	X		
DHS		Flyer	Draft Forum Flyer 4.6.05	X	X		
DHS		Flyer	Enroll Clinic Comm.Flyer		X	X	
DHS		Flyer	Fall 05 doc		X		
DHS		Flyer	Fire Emergency Proc. English				Russian
DHS		Flyer	Flea Market 6.10.06 Flyer	X			

List of Each Department's Translated Documents

<i>Department</i>	<i>Division</i>	<i>Type</i>	<i>Name of Document (English)</i>	<i>SP</i>	<i>CH</i>	<i>VI</i>	<i>OT</i>
DHS		Flyer	Flea Market Flyer	X			
DHS		Flyer	Flyer – Flea Market 6.11.05	X			
DHS		Flyer	Flyer Orientation Flyer	X			
DHS		Flyer	Health Fair Flyer	X	X	X	
DHS		Flyer	Inborn Temperament Traits		X		
DHS		Flyer	MultiPurpSeni	X	X	X	
DHS		Flyer	New Revised Flyer	X	X		
DHS		Flyer	Oakland Fund For Children and Youth	X	X	X	
DHS		Flyer	Oakland Paratransit for the elderly	X			
DHS		Flyer	Older Americana Flyer	X	X		
DHS		Flyer	Olderamericans-2005 pdf.	X	X		
DHS		Flyer	Orientation flyer	X	X		
DHS		Flyer	Quality Pre School	X	X	X	
DHS		Flyer	Redwood gardens	X	X		
DHS		Flyer	Resource Fair Flyer	X	X		
DHS		Flyer	Safe walk	X	X	X	
DHS		Flyer	Scoped Dos & Don'ts		X		
DHS		Flyer	Senior center OSCAR flyer	X			
DHS		Flyer	Senior companion flyer	X	X		
DHS		Flyer	Senior Employment Opportunities	X	X	X	
DHS		Flyer	Temperament Bingo.doc		X		
DHS		Flyer	TG Flyer		X		
DHS		Form	Application Status	X	X		
DHS		Form	Attendance Policy	X	X		
DHS		Form	Attendance Policy & Agreement	X	X		
DHS		Form	CA-ESPIRS	X	X		
DHS		Form	CARE Assessment Form	X	X		
DHS		Form	Client Consent Form	X	X		
DHS		Form	Community Letter	X	X		
DHS		Form	Consent to Release Information	X	X		
DHS		Form	Due Process	X	X	X	
DHS		Form	Emergency Authorization	X	X		
DHS		Form	Emergency Contact New Doc	X			
DHS		Form	Enrollacceptos.doc	X	X		
DHS		Form	Enrollment Application	X	X		
DHS		Form	Enrollment FOS	X	X	X	
DHS		Form	Event Start Components	X	X		
DHS		Form	Family Emergency Information	X	X		
DHS		Form	Family Interview Check List	X	X		
DHS		Form	Family Participation Agreement	X	X		

List of Each Department's Translated Documents

<i>Department</i>	<i>Division</i>	<i>Type</i>	<i>Name of Document (English)</i>	<i>SP</i>	<i>CH</i>	<i>VI</i>	<i>OT</i>
DHS		Form	Family Participation Contract	X	X	X	
DHS		Form	Family Strengths & Goals	X	X		
DHS		Form	Grat Consent Release Information	X	X		
DHS		Form	Imag vid Release Form	X	X	X	
DHS		Form	Medication Consent Form				
DHS		Form	Notification of Absence	X	X		
DHS		Form	Parent permission	X	X		
DHS		Form	Parent referral	X	X		
DHS		Form	Participant Agreement	X	X	X	
DHS		Form	Participant Screening	X	X		
DHS		Form	Program Application	X	X		
DHS		Form	Program Description	X	X		
DHS		Form	Recruitment		X	X	
DHS		Form	Request for Information	X	X		
DHS		Form	SAES After School Homework	X		X	
DHS		Form	San Antonio Even Start Consent	X		X	
DHS		Form	Summary of Services	X	X		
DHS		Handbook	Even Start	X	X		
DHS		Handbook	Even Start Handbook	X	X	X	
DHS		Handbook	Parent Handbook – Back cover	X	x	X	
DHS		Handbook	Parent Handbook – Front Cover	X	X	X	
DHS		Handbook	Parent Handbook – Inside Cover	X	X	X	
DHS		Handbook	Parent Handbook 2007	X	X	X	
DHS		Handbook	Resource Guide – 2007	X	X	X	
DHS		Handbook	Resource Guide – Introduction	X	X	X	
DHS		Handout	Emergency and Health Information Field Trip	X	X	X	
DHS		Handout	Even Start Fam Lit Prog	X	X	X	
DHS		Handout	Flu Chinese		X		
DHS		Handout	Flu Compare	X	X		
DHS		Handout	Oakland Youth Commission	X	X	X	
DHS		Handout	Orientation Spanish	X	X	X	
DHS		Letter	060512 Rep. Lee Head Start Letter	X	X		
DHS		Letter	A Letter to Parents on Blocks	X	X		
DHS		Letter	A Letter to Parents on Computers	X	X		
DHS		Letter	A Letter to Parents on Cooking	X	X		
DHS		Letter	A Letter to Parents on Music and Movement	X	X		
DHS		Letter	A Letter to Parents on Outdoor	X	X		
DHS		Letter	A Letter to Parents on Sand and Water Play	X	X		
DHS		Letter	A Letter to Parents on the House Corner	X	X		
DHS		Letter	Accept Letter Clinic	X	X	X	

List of Each Department's Translated Documents

Department	Division	Type	Name of Document (English)	SP	CH	VI	OT
DHS		Letter	Applicant Cover Letter	X	X		
DHS		Letter	Cover Letter	X	X		
DHS		Letter	East Oakland Property Assessment Letter	X			
DHS		Letter	Head Start		X		
DHS		Letter	Letter of Acceptance	X	X		
DHS		Letter	Letter to Parent	X			
DHS		Letter	Letter to Parent to Obtain Reports	X	X		
DHS		Letter	Letter to Parents on Art	X	X		
DHS		Letter	Letter to Parents on Table Toys	X	X		
DHS		Letter	Letter Transfers		X	X	
DHS		Letter	Medical Statement Forum	X	X		
DHS		Letter	Recruitment Central Office		X	X	
DHS		Letter	Re-enrollment letter		X	X	
DHS		Letter	Re-enrollment Letter	X			
DHS		Letter	West Oakland property assessment letter	X		X	
DHS		Link	Oak4020-Hisp-Link	X	X		
DHS		Manual	San Antonio Manual	X	X	X	
DHS		Minutes	NOV S RAG meeting minutes	X			
DHS		Notice	2006-2007 Public Hearing Notice 0505	X	X		
DHS		Notice	Confirmation of Receipt Notice		X	X	
DHS		Notice	HIPAA Notice of Private Practice	X			
DHS		Notice	HIPAA Notice of Private Practice			X	
DHS		Poster	Walk to School Day	X	X		
DHS		PowerPoint	Tool kit layout	X	X		
DHS		PowerPoint	Walk to School Day	X	X	X	
DHS		Receipt	Confirmation of Receipt	X			
DHS		Survey	Exit Survey	X	X	X	
DHS		Survey	Hard Copies Chinese and Vietnamese				English
DHS		Survey	January 2007 Parent Survey		X	X	
DHS		Survey	Parent Survey	X	X		
DHS		Survey	Safe Passage	X	X		
DHS			1282 HS brochure & Folder	X	X		
DHS			1282 HS Insert	X	X		
DHS			Application Status				
DHS			Consent for General Screenings/Observation/Assessments				
DHS			Disaster Release Information	X	X		
DHS			Exposure	X	X		
DHS			Head Start - Attendance Policy	X	X	X	
DHS			Head Start - Child Health & Development	X	X	X	
DHS			Letter of Acceptance				

List of Each Department's Translated Documents

Department	Division	Type	Name of Document (English)	SP	CH	VI	OT
DHS			Notification of Absence		X		
DHS			Photo/Video Release				
DHS			Request for Information				
Fire	CORE	Booklet	CORE III Exercise Indent 2005	X	X		
Fire	CORE	Booklet		X	X		
Fire	CORE	Brochure	CORE	X	X		
Fire	CORE	Brochure	CORE I	X	X		
Fire	CORE	Brochure	CORE II	X	X		
Fire	CORE	Fact Sheet	CORE Updated Fact Sheet 2005	X	X		
Fire	CORE	Flyer	April 29, 2006 Final Flyer	X	X		
Fire	CORE	Flyer	Organizing a Neighborhood Exercise	X	X		
Fire	CORE	Flyer	Shelter Drill	X	X	X	
Fire	CORE	Flyer	Shelter Rules	X	X	X	
Fire	CORE	Flyer	Things you can do in a shelter	X	X	X	
Fire	CORE	Form	Citywide Functional Exercise for CORE	X	X		
Fire	CORE	Form	CORE III Participant Evaluation	X	X		
Fire	CORE	Form	CORE III Participant Evaluation	X	X		
Fire	CORE	Form	Shelter Registration form	X	X		
Fire	CORE	Handbook	CORE Handbook	X	X		
Fire	CORE	Handout	Shelter Exercise	X	X	X	
Fire	CORE	Handout	Shelter Resident information	X	X	X	
Fire		Brochure	OFD	X	X		
Fire		Brochure	SEMs Brochure	X	X		
Fire		Disclaimer	Disclaimer Receipt 911	X	X		
Fire		Fact Sheet	2007 CORE Citywide Emergency	X	X		
Fire		Flyer	OFD Fireworks Flyer	X	X	X	
Fire		Flyer	Open House Fire Flyer		X		
Fire		Flyer	Protect Yourself	X	X		
Fire		Flyer	Scanned doc.	X	X	X	
Fire		Flyer	Seniors flyer	X	X	X	
Fire		Flyer	Sirens	X	X		
Fire		Flyer	Vial of life Instructions	X	X	X	
Fire		Flyer	Vial of Life Instructions				Korean
Fire		Form	Fire Alarm Guide	X	X		
Fire		Form	Fire Safety	x	X		
Fire		Form	It's the Law	X	X		
Fire		Form	Neighborhood Emergency Supply Pack Criteria	X	X		
Fire		Form	Neighborhood Emergency Supply Pack Application	X	X		
Fire		Form	Special Activity Report	X	X		
Fire		Form	Sprinkler Guide	X	X		

List of Each Department's Translated Documents

Department	Division	Type	Name of Document (English)	SP	CH	VI	OT
Fire		Form	Vial of Life		-		Korean
Fire		Form	Vial of life Form		X	X	
Fire		Form	Vial of Life Form	X	X	X	Korean
Fire		Form	Vial of Life Instructions	X	X	X	Korean
Fire		Handout	FAQ Alerting Sirens	X	X		
Fire		Handout	SBS Chinatown 2005		X		
Fire		Invitation	2007 Exercise Participation Inv.	X	X		
Fire		Letter	CORE Fall 2006 Graduation Invite		X		
Fire		Plan	CORE Citywide Exercise Plan 4-28	X	X		
Fire		Questionnaire	Disaster Plan Work Sheet	X	X		
Fire		Report	CANCELED				
FMA	OPRM	Brochure	Employment Information	X	X	X	
FMA		Article	News Article 2006	X			
FMA		Brochure	Letter Fee Brochure	X	X	X	
FMA			Council Briefing Book	X	X		
Library		Application	Library Card Application 9.19.06				Korean
Library		Application	Library Card Teen /Ad				Korean
Library		Brochure	Brochure Updated	X	X	X	
Library		Brochure	Help Your Baby Toddler	X	X		
Library		Brochure	Help Your Child Learn to Read	X	X		
Library		Brochure	Help Your Kindergardener	X	X		
Library		Brochure	Help Your Preschooler	X	X		
Library		Brochure	Locations.htm	X			
Library		Brochure	Revisions		X	X	
Library		Calendar	Family Reading Calendar		X		
Library		Card	Cards.htm	X			
Library		Fact Sheet	Fact Sheet 2	X			
Library		Fax	Fax		X		
Library		Flyer	Asian Flyer		X		
Library		Flyer	Branch's Upgrades. Doc	X			
Library		Flyer	Family Literacy Workshop Flyer	X	X		
Library		Flyer	Forgiveness Flyer	X	X		
Library		Flyer	K Drive Parent Flyer			X	
Library		Flyer	Main Library Handout Open House	X	X		
Library		Flyer	Master System Massager	X	X		
Library		Flyer	PASS Flyer	X	X	X	
Library		Flyer	Services for CH Speakers		X		
Library		Flyer	Summer reading #				
Library		Form	Extended Service Form	X	X		
Library		Form	PASS Commitment	X	X	X	

List of Each Department's Translated Documents

Department	Division	Type	Name of Document (English)	SP	CH	VI	OT
Library		Form	Renew Items.htm		X		
Library		Form	Renew Items.htm	X			
Library		Form	Student Reg. doc	X	X	X	
Library		Form	Student Registration Form	X	X	X	
Library		Form	Your Library Card		X	X	
Library		Guide	Revised October 2005 Guide	X	X		
Library		Handout	English Guide for Persons with Disabilities	X	X	X	
Library		Handout	Extended Services for Persons with Disabilities	X	X	X	
Library		Handout	Help Your Child Get Ready to Read		X		
Library		Letter	OPL Invite		X		
Library		List	Master OPL SRP Program List	X	X		
Library		Survey	Patron survey branch 2005	X	X		
Library		Survey	Patron survey main 2005 rev.	X	X		
Library		Survey	Student survey spring	X			
Library		Text	Internet Disclaimer	X			
Library		Text	Introducing New Catalog	X			
Library		Text	Spanish Web Draft	X			
Library			Books for Wilder Horizons-Volunteer!	X	X		
Library			Library 0603				English
Library			Library EDT 0603				English
Library			Library Hours Flyer				English
Library			Library Location Map				English
Library			Summer Reading Game	X			
Mayor	OAC	Flyer	HPN June 05 update	X	X	X	
Mayor	OAC	Phone Directory	Helpful Phone Numbers (Aug 2007)	X	X	X	
Mayor	Protocol	Letter	Danang Vietnam- Sister City Agreement - Letter			X	
Mayor		Banner	Get Screened	X	X		
Mayor		Flyer	Caminata Flyer	X			
Mayor		Flyer	Event of Rememberence	X			
Mayor		Flyer	FMA Text Translation	X			
Mayor		Flyer	N2N April 26 – BW	X	X	X	
Mayor		Flyer	RTH Flyer for Translation		X	X	
Mayor		Flyer	Stop the Vilenice	X	X		
Mayor		Letter	DA Rodger - Letter Final	X			
Mayor		Poster	State of the City Address	X	X		
Mayor		Poster	Stop the Vilenice	X	X		
Museum		Agenda	Festiva Program	X			
Museum		Biography	Biography Batch	X			
Museum		Brochure	California College of the Arts	X	X		
Museum		Handout	OMCA4 Chinese trans.		X		

List of Each Department's Translated Documents

<i>Department</i>	<i>Division</i>	<i>Type</i>	<i>Name of Document (English)</i>	<i>SP</i>	<i>CH</i>	<i>VI</i>	<i>OT</i>
Museum		Letter	Welcome Families	X			
Museum		News Release	Day of the Dead Statement	X			
Museum		News Release	Yosemite	X	X		
Museum		PSA Script	Phone Message	X	X		
Museum		Text	Artist Statement	X			
Museum		Text	Artist Statement	X	X		
Museum		Text	Chauncey Statement	X			
Museum		Text	Curatorial Statement	X			
Museum		Text	Day of the Day Text	X			
Museum		Text	Day of the Dead Text	X			
Museum		Text	Final Introduction	X	X		
Museum		Text	Final Statement "Lisa"	X			
Museum		Text	Intro California College of the Arts 2	X	X		
Museum		Text	Lowrider Chicano Culture	X			
Museum		Text	Mitlan	X			
Museum		Text	OMCA A Abstraction	X	X		
Museum		Text	OMCA Identity	X	X		
Museum		Text	OMCA Landscape	X	X		
OPR		Application	Facility Rental Application	X	X	X	
OPR		Application	Facility Rental Application	X	X	X	
OPR		Application	Facility Rental Application	X	X		
OPR		Application	Facility Rental Application Document	X	X	X	
OPR		Application	OFASS 2006 App. Front Draft	X	X	X	
OPR		Bio	Kip Walsh	X	X	X	
OPR		Fee Sheet	Recreation Center Fee Sheet	X	X		
OPR		Flyer	0707 Leave flyer	X			
OPR		Flyer	100 Families Sea	X	X		
OPR		Flyer	6comm. Mtgs. Sea. (425KB); ATT62941a	X	X		
OPR		Flyer	Adult Exercise Class 2 PDF	X			
OPR		Flyer	Andre 3095	X	X	X	
OPR		Flyer	ATT489271	X			
OPR		Flyer	ATT489273	X			
OPR		Flyer	Before After care 0601.doc	X	X		
OPR		Flyer	Boys Soccer	X			
OPR		Flyer	Carmen Flores flyer	X			
OPR		Flyer	City Wide Basketball Flyer Boys	X			
OPR		Flyer	City Wide Basketball Flyer Girls	X			
OPR		Flyer	City Wide Basketball Flyer Pee Wee	X			
OPR		Flyer	Community Assessment Flyer	X	X	X	
OPR		Flyer	English Summer.doc	X			

List of Each Department's Translated Documents

Department	Division	Type	Name of Document (English)	SP	CH	VI	OT
OPR		Flyer	First 5 Every Child Counts	X			
OPR		Flyer	Focus Groups / Allendale	X	X		
OPR		Flyer	Focus Groups / Arroyo	X	X		
OPR		Flyer	Focus Groups / Bushrod	X	X		
OPR		Flyer	Focus Groups / Carmen Flores	X	X		
OPR		Flyer	Focus Groups / Citywide	X	X		
OPR		Flyer	Focus Groups / Ira Jenkins	X	X		
OPR		Flyer	Focus Groups / Lincoln Square	X	X		
OPR		Flyer	Focus Groups / Mosswood	X	X		
OPR		Flyer	Garden Flyer	X	X	X	
OPR		Flyer	Girls Soccer	X			
OPR		Flyer	IJ Chef Pantry Flyer	X	X	X	
OPR		Flyer	IJ Gymnastics Flyer	X	X	X	
OPR		Flyer	IJ In the Know Flyer	X	X	X	
OPR		Flyer	IJ Karate Flyer	X	X	X	
OPR		Flyer	Information Night Flyer	X	X	X	
OPR		Flyer	Informational Flyer for Citizens Academy		X		
OPR		Flyer	Invite to Rainbow Rec Ctr Event	X			
OPR		Flyer	Invite to Carmen Flores Rec Ctr Event	X			
OPR		Flyer	Junior Soccer	X			
OPR		Flyer	Neighborhood Meeting Flyer				
OPR		Flyer	Parks for Peace	X	X		
OPR		Flyer	Parks for Peace DeFremery	X			
OPR		Flyer	Parks for Peace Dimond	X			
OPR		Flyer	Rainbow CFG	X			
OPR		Flyer	Summer Day Camp	X			
OPR		Flyer	Summer of Discovery	X	X		
OPR		Flyer	Tiny Tot Program	X			
OPR		Flyer	Tiny Tot Program 2nd page	X			
OPR		Flyer	Welcome Translations Peralta Park	X	X	X	Japanese
OPR		Flyer Rev.	Focus Groups Flyers	X	X		
OPR		Form	Anti-Bullying Pledge for Parents	X	X		
OPR		Form	Five Rocks	X	X	X	
OPR		Form	Oakland fine arts summer school	X	X		
OPR		Form	Procedure for Rec. Ctr. Building	X	X		
OPR		Form	Program Registration	X	X	X	
OPR		Handout	1187289506-BV-Park Issue 1	X	X	X	
OPR		Info Flyer	OFASS 2006 Reg. Form w Anti	X	X	x	
OPR		Letter	2005 Reg. Confirmation + Info Letter to Parents	X	X		
OPR		Letter	2458483191-Water Safety Letter Parents	X	X	X	

List of Each Department's Translated Documents

Department	Division	Type	Name of Document (English)	SP	CH	VI	OT
OPR		Letter	Flyer Carmen-Flores Community Center	X			
OPR		Letter	Letter to Parents	X	X		
OPR		Phrase	Phrase	X	X	X	
OPR		PSA Script	PSAS	X			
OPR		Registration Form	Blank Registration	X			
OPR		Registration Form	Recreation Activities Registration from one Sheet	X	X	X	
OPR		Registration Form	Registration Form	X	X		
OPR		Survey	Evaluation Tools		X		
OPR		Survey	JCAS Client Survey	X			
OPR		Worksheet	Front Page Rewrite 2 Worksheet Feb.	X	X		
OPR			1755 OPR Athletic Field Sc				English
OPR			1773 OPR Park Rules and Reg.				English
Police	Animal Services	Flyer	Night Kennel Boxes	X	X	X	
Police	Animal Services	Instruction	Night Kennel Instructions	X	X	X	
Police	CO	Brochure	Complaint Brochure				English
Police	CO	Flyer	Complaint Flyer				English
Police	CRP	Letter	Crime Report Letter				English
Police	CRP	Report	Citizen Add Supp Info Report				English
Police	CRP	Report	Citizen Crime Report				English
Police	CRP		EPO Warning N Info 1				English
Police	CRP		EPO Warning N Info 2				English
Police	CRP		Request Vacation Check				English
Police	CRP		Sex Crime Disclose				English
Police	JD		Chemical Test 1				English
Police	JD		Chemical Test 2				English
Police	JD		Chemical Test Report				English
Police	JD		Information & Rules for Inmates				English
Police	Neighborhood Services	Agenda	Agenda Mar. 8.06 EN	X			
Police	Neighborhood Services	Agenda	Allendale NCPC Nov. 2006	X	X	X	
Police	Neighborhood Services	Agenda	Beat 31Y & 31Z NCPC Post 070907	X			
Police	Neighborhood Services	Agenda	DV Conference Agenda	X	X		
Police	Neighborhood Services	Application	2006 Application Form BB	X			
Police	Neighborhood Services	Application	Application for Block Captain	X	X	X	
Police	Neighborhood Services	Brochure	Domestic Violence Brochure	X	X	X	
Police	Neighborhood Services	Brochure	Edith's Brochure	X			
Police	Neighborhood Services	Brochure	Hoang's Brochure-Beat 1-11-07		X		
Police	Neighborhood Services	Brochure	NSD Brochure	X	X	X	
Police	Neighborhood Services	Brochure	Patricia Rose Brochure PSA 6	X	X		
Police	Neighborhood Services	Brochure	Personal Safety Brochure	X	X	X	
Police	Neighborhood Services	Cover Letter	2006 BB Spark.	X			

List of Each Department's Translated Documents

<i>Department</i>	<i>Division</i>	<i>Type</i>	<i>Name of Document (English)</i>	<i>SP</i>	<i>CH</i>	<i>VI</i>	<i>OT</i>
Police	Neighborhood Services	Encuesta	Neighborhood Questionnaire	X	X		
Police	Neighborhood Services	Flyer	03 2007 APNCPC Req. Meeting	X	X	X	
Police	Neighborhood Services	Flyer	05 2007 APNCPC REG MEG Flyer	X	X	X	
Police	Neighborhood Services	Flyer	09-2007 APNCPC	X			
Police	Neighborhood Services	Flyer	602 I Business (2)	X	X	X	
Police	Neighborhood Services	Flyer	Agenda Melrose	X	X		
Police	Neighborhood Services	Flyer	Allendale NCPC 5-17-06.doc	X	X	X	
Police	Neighborhood Services	Flyer	APNCPC 01-2007 Flyer	X	X		
Police	Neighborhood Services	Flyer	Arson	X	X	X	
Police	Neighborhood Services	Flyer	Beat 21X Survey 2007 July	X	X	X	
Police	Neighborhood Services	Flyer	Beat 23X Thank You Letter	X	X	X	
Police	Neighborhood Services	Flyer	Beat 26X NCPC Flyer	X			
Police	Neighborhood Services	Flyer	Beat 31Y & 31Z	X			
Police	Neighborhood Services	Flyer	Beat 31Y & 31Z NCPC	X			
Police	Neighborhood Services	Flyer	Beat 31Y & 31Z NCPC Flyer	X			
Police	Neighborhood Services	Flyer	Beat 31Y & 31Z NCPC Taskforce Flyer	X			
Police	Neighborhood Services	Flyer	Beat 33X NCPC	x			
Police	Neighborhood Services	Flyer	Beat 33X NCPC	X			
Police	Neighborhood Services	Flyer	Beat 33X NCPC Flyer 030607	X			
Police	Neighborhood Services	Flyer	Beat 33X NCPC Invite	X			
Police	Neighborhood Services	Flyer	Bernhardt Dr. Clean Up Gathering	X			
Police	Neighborhood Services	Flyer	Best 31Y and 31Z NCPC Task Port	X			
Police	Neighborhood Services	Flyer	Burglary	X	X	X	
Police	Neighborhood Services	Flyer	Bus Trespass Info Sheet	X	X	X	
Police	Neighborhood Services	Flyer	Commercial Security	X	X		
Police	Neighborhood Services	Flyer	Community Meeting Flyer		X		
Police	Neighborhood Services	Flyer	DA Town Hall Meeting		X	X	
Police	Neighborhood Services	Flyer	Don't be a Victim	X			
Police	Neighborhood Services	Flyer	FAQs about NCPs	X	X	X	
Police	Neighborhood Services	Flyer	Flyer	X			
Police	Neighborhood Services	Flyer	Flyer Fruitvale Senior	X			
Police	Neighborhood Services	Flyer	Flyer Take Back the Night 3-4-07		X		
Police	Neighborhood Services	Flyer	Flyer Tip Your Hat	X	X	X	
Police	Neighborhood Services	Flyer	Group Ride	X	X		
Police	Neighborhood Services	Flyer	Halloween flyer	X	X	X	
Police	Neighborhood Services	Flyer	Home Inspection	X	X	X	
Police	Neighborhood Services	Flyer	Invite NW SC Meeting	X			
Police	Neighborhood Services	Flyer	Laurel Redwoods 2005		X		
Police	Neighborhood Services	Flyer	Laurel Redwoods n/s Zoos		X		
Police	Neighborhood Services	Flyer	Laurel School Flyer	X	X		

List of Each Department's Translated Documents

<i>Department</i>	<i>Division</i>	<i>Type</i>	<i>Name of Document (English)</i>	<i>SP</i>	<i>CH</i>	<i>VI</i>	<i>OT</i>
Police	Neighborhood Services	Flyer	Loitering	X	X	X	
Police	Neighborhood Services	Flyer	Make Robbery Risky	X	X	X	
Police	Neighborhood Services	Flyer	Meeting Facilitator	X			
Police	Neighborhood Services	Flyer	Meeting Invitation	X			
Police	Neighborhood Services	Flyer	Merchant meeting	X	X		
Police	Neighborhood Services	Flyer	Merchant Meeting	X			
Police	Neighborhood Services	Flyer	National Night Out 06 final	X			
Police	Neighborhood Services	Flyer	National Night Out Invitation	X	X		
Police	Neighborhood Services	Flyer	National Night Out Invitation Flyer		X		
Police	Neighborhood Services	Flyer	NCPC Flyer	X			
Police	Neighborhood Services	Flyer	NCPC Flyer		X		
Police	Neighborhood Services	Flyer	NCPC Letter	X			
Police	Neighborhood Services	Flyer	NCPC Meeting	X	X	X	
Police	Neighborhood Services	Flyer	Neighborhood Crime Alert 3050505	X	X	X	
Police	Neighborhood Services	Flyer	Neighborhood Watch Training	X			
Police	Neighborhood Services	Flyer	NNO Basic Flyer	X	X	X	
Police	Neighborhood Services	Flyer	NNO Recruitment Flyer 2006 in Eng	X	X	X	
Police	Neighborhood Services	Flyer	NW Flyer Black White	X	X	X	
Police	Neighborhood Services	Flyer	Open House Flyer	X	X	X	
Police	Neighborhood Services	Flyer	Outreach flyer 2. doc (130KB)	X	X		
Police	Neighborhood Services	Flyer	Parking on Private Property	X	X	X	
Police	Neighborhood Services	Flyer	Patricia Rose	X	X		
Police	Neighborhood Services	Flyer	Personal Security	X	X	X	
Police	Neighborhood Services	Flyer	Recruitment Flyer	X	X	X	
Police	Neighborhood Services	Flyer	Robs & Responsibilities of a NW Block Key tan	X	X		
Police	Neighborhood Services	Flyer	Shoplifting Internal the Prevention	X	X	X	
Police	Neighborhood Services	Flyer	Sing Ups doc.	X	X	X	
Police	Neighborhood Services	Flyer	Training	X			
Police	Neighborhood Services	Flyer	Trespass Flyer.doc	X	X	X	
Police	Neighborhood Services	Flyer	Web Search for Crime State	X	X	X	
Police	Neighborhood Services	Form	MW Sign Installation Form	X	X	X	
Police	Neighborhood Services	Form	National Night Out Map & Roster	X	X		
Police	Neighborhood Services	Handout	Check Credit Card Refund Fraud	X	X	X	
Police	Neighborhood Services	Handout	Holiday Safety Tips	X	X	X	
Police	Neighborhood Services	Handout	How to Organize a Press Conference	X	X		
Police	Neighborhood Services	Handout	Media Alert Template	X	X		
Police	Neighborhood Services	Handout	Media Tips	X	X		
Police	Neighborhood Services	Handout	News Release Template	X	X		
Police	Neighborhood Services	Handout	Preparing a Press Kit. doc	X	X		
Police	Neighborhood Services	Handout	Press Conference Checklist	X	X		

List of Each Department's Translated Documents

<i>Department</i>	<i>Division</i>	<i>Type</i>	<i>Name of Document (English)</i>	<i>SP</i>	<i>CH</i>	<i>VI</i>	<i>OT</i>
Police	Neighborhood Services	Handout	Prostitution Flyer	X	X	X	
Police	Neighborhood Services	Handout	What are the Requirements to be an Official Merchant Group	X	X	X	
Police	Neighborhood Services	Handout	You are the Dispatcher		X		
Police	Neighborhood Services	Letter	065_2007 APNCPC_Reg_mtg	X	X	X	
Police	Neighborhood Services	Letter	Copy of Oakland Heritage Alliance	X	X	X	
Police	Neighborhood Services	Letter	National Night Out	X	X	X	
Police	Neighborhood Services	Letter	National Night Out Invitation Letter	X	X	X	
Police	Neighborhood Services	Letter	National Night Out Package	X	x		
Police	Neighborhood Services	Letter	National Night Out Sample Program	X	X		
Police	Neighborhood Services	Letter	OPR Free Pools	X			
Police	Neighborhood Services	Newsletter	CNC Newsletter	X			
Police	Neighborhood Services	Note	Note Paper 2	X	X		
Police	Neighborhood Services	Notice	Notice to Constituents	X			
Police	Neighborhood Services	Pamphlet	Beat Feet Forms/ Pamphlet/ Inf Sheet	X	X		
Police	Neighborhood Services	Postcard	Beat 33X NCPC Postcard 061807	X			
Police	Neighborhood Services	Poster	13-filling complaint poster-TF-3039-May05	X	X		
Police	Neighborhood Services	Poster	13TF-3039 b- May 05. doc	X	X		
Police	Neighborhood Services	Poster	13-TF-3039a- May 05. doc	X	X		
Police	Neighborhood Services	Poster	Map & Poster Instruction	X	X	X	
Police	Neighborhood Services	PowerPoint	CWT-Sobrante Park Residents C.	X	X		
Police	Neighborhood Services	PowerPoint	No Trespassing Sign P.P.	X	X	X	
Police	Neighborhood Services	PowerPoint	PP Presentation	X	X	X	
Police	Neighborhood Services	Questionnaire	NCPC Questionnaire		X		
Police	Neighborhood Services	Report	Sixth report for OIG	X	X	X	
Police	Neighborhood Services	Sign	Translation contact	X	X		
Police	Neighborhood Services	Sing Up Form	Thank You Letter to Our Sponsors	X	X	X	
Police	Neighborhood Services	Survey	National Night Out Survey	X	X		
Police	Neighborhood Services	Survey	NCPC Questionnaire	X			
Police	Neighborhood Services	Survey	School Product Survey	X	X	X	Laotian
Police	OR	Letter	Petition to Seal Letter				English
Police	OR	Letter	Towedveh Letter				English
Police	OR	Letter	Veh Fee Info. Letter				English
Police	OR	Notice	Lein Rel. Notice				English
Police	OR	Notice	State Broad of Control Notice				English
Police	OR	Report	Request Crime Report				English
Police	OR	Report	Rest Ord. Enf. Info. Report				English
Police	OR		Vehicle Owner Acknowledgement				English
Police	OR		Vehicle Release				English
Police	OR		Vehicle Release Aff.				English
Police	SEU		TF-1073 Pre Requisites for Parade Permits	X	X		

List of Each Department's Translated Documents

<i>Department</i>	<i>Division</i>	<i>Type</i>	<i>Name of Document (English)</i>	<i>SP</i>	<i>CH</i>	<i>VI</i>	<i>OT</i>
Police	SEU		TF-1073-1 Insurance	X	X		
Police	SEU		TF-1099-1 Special Events Permit	X	X		
Police	SEU		TF-696 Short Term	X	X		
Police	SEU		TF-696-3 Block Encroachment PE	X	X		
Police	SEU		TF-807-4 Business Tax	X	X		
Police		Application	ABC Permit Application	X	X		
Police		Application	Parade Application	X	X		
Police		Application	Special Event Application	X	X		
Police		Booklet	Filing a Complaint Booklet	X	X	X	
Police		Booklet	Jail Booklet	X	X		
Police		Brochure	AACC Recruit Brochure	X	X		
Police		Brochure	ABAT Brochure	X	X	X	
Police		Brochure	ABAT Brochure	X	X	X	
Police		Brochure	Beat Health Unit Brochure	X	X	X	
Police		Brochure	Domestic Violence Brochure		X		
Police		Brochure	Megan's Law	X	X	X	
Police		Brochure	Metro Tri-Fold 0306.doc		X		
Police		Brochure	Security Fencing Brochure	X	X		
Police		Brochure	Staff Resource Brochure	X	X		
Police		Brochure	YESS Brochure #37 Jun 06	X	X	X	
Police		Card	Lineup Card	X	X		
Police		Card	Resource Card for Victims of Violent Crimes	X	X		
Police		Check List	Emergency Check List	X	X	X	
Police		Complaint Form	TF-3039b- Complaint Form			X	
Police		Disclaimer	Disclaimer	X	X	X	
Police		Draft	Publication Draft				
Police		Flyer	2006 Public Safety Fair 8 Apr. 06	X	X	X	
Police		Flyer	ABAT Performance Stand Flyer	X	X		
Police		Flyer	Child Abuse Sex Hotline Flyer	X	X	X	
Police		Flyer	Chinatown Public Safety Flyer			X	
Police		Flyer	Drug Hotline 4 Language Flyer	X	X	X	
Police		Flyer	Drug Hotline Flyer	X	X	X	
Police		Flyer	Drug Hotline Flyer	X	X	X	
Police		Flyer	Flier 05	X	X	X	Lao, Mien
Police		Flyer	Flyer	X	X		
Police		Flyer	Graffiti Abatement		X	X	Korean
Police		Flyer	Merchant Watch door-to-door Flyer	X	X	X	
Police		Flyer	OPD Drug Hotline (Flyer)	X	X	X	Cambodian
Police		Flyer	Prostitution Flyer	X	X		
Police		Flyer	Public Safety Flyer	X	X	X	

List of Each Department's Translated Documents

<i>Department</i>	<i>Division</i>	<i>Type</i>	<i>Name of Document (English)</i>	<i>SP</i>	<i>CH</i>	<i>VI</i>	<i>OT</i>
Police		Flyer	Robbery Prevention Tips	X	X	X	
Police		Flyer	Ver 20 ½ size Citizen Packet TF 3208-Sep. 05	X	X	X	
Police		Form	6-28 Scooter Consumer Order pt.doc	X	X	X	
Police		Form	Compensation Program Notice	X	X		
Police		Form	Filling a Compliant Form				
Police		Form	Lineup Card	X	X		
Police		Form	Notification Sex Crime	X	X		
Police		Form	Photo Lineup Waiver	X	X		
Police		Form	Photo Lineup Waiver Statement – OPD		X		
Police		Form	Resource Card	X	X		
Police		Form	Statement 6-93	X	X		
Police		Form	Street Use Form	X	X		
Police		Form	Vial of Life	X	X	X	
Police		Guide	Tow Resource Guide	X	X		
Police		Guide	Tow Resource Guide	X	X		
Police		Handout	Anthrax Advisory	X	X	X	
Police		Handout	Block Party Guide Like Fremont's	X	X	X	
Police		Handout	Panhandling Advisory	X	X	X	
Police		Hotline	Drug Hotline Transcript (Cambodian)				Cambodian
Police		Hotline Script	Child Abuse Sex Hotline Script	X	X	X	
Police		Hotline Script	Drug Hotline Script	X	X	X	
Police		Letter	Approved Fireworks Warning Letter	X	X	X	Cambodian
Police		Letter	Chiefs Merchant Watch Letter	X	X	X	
Police		Letter	Donation Letter		X		
Police		Letter	Tow Letter	X	X		
Police		Letter	Victim Contact Letter Approval	X	X	X	Korean
Police		Newsletter	District Informer	X	X		
Police		Newsletter	District Three Informer Feb 05	X	X		
Police		Newsletter	Informer # 34-OPD	X	X		
Police		Newsletter	OPD Informer # 3 Newsletter	X	X		
Police		Newsletter	OPD Informer Newsletter	X	X		
Police		Newsletter	OPD Informer Newsletter # 35	X	X		
Police		Newsletter	OPD Newsletter #31 Informer	X	X		
Police		Newsletter	OPD's District Three Informer	X	X		
Police		Newsletter	OPD-Public Informer # 32	X	X		
Police		Newsletter	OPD-Public Informer # 33	X	X		
Police		Newsletter	Public Informer Newsletter-OPD # 36	X	X		
Police		Newsletter	Translated informer Mar 05 #7.doc	X	X		
Police		Notice	Compensation Program Notice	X	X		
Police		Notice	Compensation Program Notice – OPD		X		

List of Each Department's Translated Documents

Department	Division	Type	Name of Document (English)	SP	CH	VI	OT
Police		Notice	Meeting Schedule		X	X	Korean
Police		Ordinance	6-28 Scooter Consumer Ordinance	X	X	X	
Police		Ordinance	6-28 Scooter Costumer Ordinance O Municipal	X	X	X	
Police		Ordinance	Animal Ordinance Changes	X	X	X	
Police		Permit Form	OPD Fingerprinting Permit	X	X	X	
Police		Poster	Filing a Complaint Poster				
Police		Poster	TF 869.doc	X	X		
Police		PowerPoint	Loitering for Drug Activity p.p.	X	X	X	
Police		PowerPoint	PP		X		
Police		Questionnaire	ABC Permit Questionnaire	X	X		
Police		Questionnaire	Special Event Questionnaire	X	X		
Police		Report	Eighth Status Report of the IMT	X	X	X	
Police		Report	Ninth Status Report	X	X	X	
Police		Report	Tenth Status Report	X	X	X	
Police		Summary	Executive Summary of Seventh Status	X	X	X	
Police		Survey	Pso Citizen Survey Final	X			
Police		Text	Text for Website		X	x	
Police			536-200-1	X	X		
Police			ABAT Retail Operation Standard	X	X		
Police			Acknowledgment of Rights	X	X		
Police			Animal Nuisances (TF-3008)	X	X	X	
Police			Annoying Calls	X	X		
Police			Application for Information Form Collision Report (TF 3019)				English
Police			Authrax	X	X	X	
Police			Barrier Fee	X	X		
Police			Burlary Workshop	X	X	X	
Police			Business Tax	X	X		
Police			Citizen Police Academy	X	X		
Police			Compensation Program Notice (TF-3174)		X		
Police			Consent to Search (TF 2018)				English
Police			Courtesy Warning	X	X		
Police			Courtesy Warning	X	X		
Police			Courtesy Warning of Parking (TF 952)				English
Police			Dances Concerts Show	X	X		
Police			Executive Summary	X	X		
Police			Family Violence Intervention Unit		X		
Police			Identity Theft Resource Card (TF-3168)	X	X		
Police			IMT Combined	X	X		
Police			Insurance	X	X		
Police			Insurance	X	X		

List of Each Department's Translated Documents

<i>Department</i>	<i>Division</i>	<i>Type</i>	<i>Name of Document (English)</i>	<i>SP</i>	<i>CH</i>	<i>VI</i>	<i>OT</i>
Police			Laws Governing Peddlers and Vendors	X	X		
Police			Lineup Card	X	X		
Police			Narcotics Influence Report (TF 680)				English
Police			Pan Handling	X	X		
Police			Parking Courtesy Warning	X	X		
Police			Petition to Seal Letter	X	X		
Police			Photo Line up Waive	X	X		
Police			Photo Lineup Waiver (TF-3173)		X		
Police			Request for Home Security	X	X		
Police			Resource Card	X	X		
Police			Sale of Vehicle Warning	X	X		
Police			Sexual Assault	X	X		
Police			Short Term Encroachment	X	X		
Police			Special Event Permit	X	X		
Police			Statement of Oakland Police	X	X		
Police			Statement of Oakland Police Depart. (TF 536-200-1)				English
Police			Suspect ID	X	X	X	
Police			TF-1073	X	X		
Police			TF-1073-2	X	X		
Police			TF-1099	X	X		
Police			TF-1099-1	X	X		
Police			TF2096	X	X		
Police			TF-3217	X	X		
Police			TF-3317-1	X	X		
Police			TF-696	X	X		
Police			TF-696-1	X	X		
Police			TF-696-2				
Police			TF-696-3	X	X		
Police			TF-807	X	X		
Police			TF-807-1	X	X		
Police			TF-807-2	X	X		
Police			TF-807-3	X	X		
Police			TF-807-4	X	X		
Police			Vehicle Collision Counter Report (TF 1083)				English
Police			Vehicle Release (TF 748)				English
Police			Warning	X	X		
Police			Wild Life	X	X		
Port		Booklet	452 Discrimination Rev. 2006	X	X	X	Tagalog
Port		Booklet	AP453 Revision	X	X	X	
Port		Booklet	Final Program Information Booklet	X			

City of Oakland Equal Access Ordinance

Follow-up Report
January 22, 2008

Substantial LEP Population

- Language Population Maps
- Facilities
- Position Control
 - Reconciled positions
 - Eliminated discrepancies

PCP

- Hires and Languages
- New Bilingual PCPs
- Number of total bilingual PCPs
 - Spanish speaking
 - Chinese speaking
 - Total 599
- Attachment C

Revised Compliance Plans Include:

- Office location
- Staffing information
- How position was filled
- Annual Survey

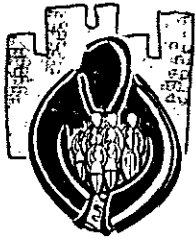
Department Hiring Plans

- City conducts centralized hiring
- Citywide, not agency/departmental processes

Translated Material

- Written materials
- Applications
- Written notices
- Written Tests
- Language assistance notices
- Information
- Complaint forms

Local Community Based Organizations



- o Outreach
- o Recruitment
- o Communication
- o Information
- o Liaison
- o Relationships

State Level Access

Dymally-Alatorre Bilingual Services Act

- o Non-English-speaking people
 - Do not speak or unable to effectively communicate in English
 - 5% served by any local office or facility of a state agency

City Level Access

- o Oakland Equal Access to Services Ordinance
 - Limited English-speaking people
 - 10,000 (LEP) population

Linguistically Isolated Household vs. Limited English Proficiency Population

- o Spanish
 - 4.6% vs. 13.48%
- o Asian Pacific Islander
 - 5.82% vs. 8.42
- * Linguistically Isolated community is smaller than Limited English Proficiency community.

Population Changes from 2000-2006

- o American Community Survey
 - Spanish speaking population increased from 44,407 to 46,828
 - Asian and Pacific Islander speaking population decreased from 33,932 to 29,241

Implementation

- o State guidelines differ slightly
- o Individual and group fairness concerns have been raised
- o Pre-litigation demand letter

Thresholds

- Individual and group concerns
- Federal agencies use 5% population
- State guidelines 5% contact or 10,000
- San Francisco 5% population or 5% contact
- City: 10,000 LEP population
- Only Spanish and Chinese languages exceed 5%

Recommendations

- Monitor results
- Provide input
- Permit greater focus on program development until next annual report
- Accept report

Thank you. Questions?

