

CITY OF OAKLAND
AGENDA REPORT

2010 JUN 10 PM 6:14

TO: Office of the City Administrator
ATTN: Dan Lindheim
FROM: Office of the City Administrator – Equal Access Division
DATE: June 22, 2010

RE: **Annual Status Report on Implementation of the Equal Access to Services Ordinance**

SUMMARY

This report provides the City Council with the annual compliance report for implementation of the Equal Access to Services Ordinance (Ordinance No. 12324 C.M.S.) for the period July 1, 2009 through June 30, 2010.

EXECUTIVE SUMMARY

This is an analysis of the City's compliance with the Equal Access to Services Ordinance. The following findings support the recommendations proposed in this report:

1. Establishment of Compliance Goals

The Limited English Proficiency (LEP) population was identified for the current fiscal year. Based on the 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates data, the citywide Spanish LEP population is 12% and the Chinese LEP population is 4.6%.

The percentage of Spanish speaking employees in public contact positions (PCPs) is 10.5% , and the corresponding percentage of Chinese speaking employees in PCP positions is 3.3% These percentages represent slight increases from the preceding year.

	<i>FY 08-09</i>	<i>FY 09-10</i>
<i>Spanish speaking employees in Public Contact positions (PCP)</i>	9.5%	10.5%
<i>Chinese speaking employees in Public Contact positions (PCP)</i>	3.1%	3.3%

2. The Number of Bilingual PCPs Hired

The City has increased the number of bilingual PCPs. In FY 2009-10, out of 2,343 staff in public contact positions, 13.7% (322) were bilingual; in FY 2008-09, out of 2,401 staff in public contact positions (PCP), 12.6% (303) were bilingual, and in FY 2007-08, out of 2665 staff in public contact positions, only 5.8% (154) were bilingual.

	FY 07-08	FY 08-09	FY 09-10
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Total PCP	2665	2401	2343
Bilingual PCP	5.8%	12.6%	13.7%
New Hire PCP	125	75	81
Spanish Speaking New Hire PCP	14	11	9
Chinese Speaking New Hire PCP	5	5	4
New Bilingual PCP	15.2%	21.3%	16%

FISCAL IMPACT

Since this report is informational, there is no fiscal impact.

BACKGROUND

The Equal Access to Services Ordinance (Ordinance) requires the City Administrator to submit to the City Council, an Annual Compliance Plan containing the following information:

- (1) The number and languages of the Limited English Speaking Group;
- (2) The number of Public Contact Positions (PCP) in each Department, covered by this Ordinance, and listed by job titles;
- (3) The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) spoken other than English (Bilingual Employees are defined in the Ordinance as, "a City employee who is proficient in the English language and a language other than English that is spoken by not less than 10,000 Limited English Speaking Persons who are Oakland residents");
- (4) A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 *Equal Access to Services*; (Compliance is met when Departments can demonstrate they provide the same level of service to members of the Substantial Number of Limited English Speaking Persons Group(s) as they do English speakers);
- (5) An assessment which shows a Department needing additional Bilingual Employees in Public Contact Positions under Section 2.30.030 will be provided the following information: Description of the Department's plan for filling such positions, including the estimated number of vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative description of the methods of processing each qualified applicant, including methods used to assess language skills;
- (6) A list of all Public Contact Positions filled during the fiscal year, including a list of Bilingual Employees in these positions, a copy of the pool list for qualified applicants for each position, and identifying factors used to review whether each applicant had bilingual capabilities;

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- (7) A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which includes an assessment of the adequacy of these procedures;
- (8) The name, address, telephone number and contact person of each recruitment firm used to search for qualified applicants for City employment positions;
- (9) For each recruitment firm, the total number of City employees hired from the firm in the current year, the employee's title, Department of employment, the number of Bilingual Employees hired from the firm to fill Public Contact Positions, and their titles and Departments of employment;
- (10) A narrative assessing the adequacy of each firm in recruiting applicants for Public Contact Positions serving a "Concentrated Number of Limited English Speaking Persons Group(s);"
- (11) If the firm is assessed to be inadequate in recruiting applicants to fill Public Contact Positions serving a Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve the firm's performance;
- (12) A list of each Department's written materials required to be translated under this Article [the Equal Access Ordinance], the languages they have been translated into, and the persons who have reviewed the translated material for accuracy and appropriateness;
- (13) A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article [the Equal Access Ordinance];
- (14) A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s);
- (15) A report regarding the adequacy of service to members of the Limited English Speaking Persons Group(s); and
- (16) Any other information requested by City Council necessary for the implementation of this Article [the Equal Access Ordinance].

KEY ISSUES AND IMPACTS

All 18 City Agencies have completed the Language Access Compliance Plan for FY2009-10 and submitted it to the City Administrator's Office. The Equal Access Office Director has contacted all Agency Directors, key Agency staff and the Agency's Language Access Compliance Coordinator for the purpose of, 1) discussing Agency compliance in detail, 2) reviewing every budgeted position in the Agency for PCP and bilingual status, and 3) updating the list of translated materials and multilingual phone lines.

1. Number and Languages of the Limited English Speaking Group

The Equal Access to Services Ordinance states, by "utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons

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Group(s).” “Substantial Number of Limited English Speaking Persons Group” is defined in the Ordinance as “at least 10,000 limited English speaking City residents who speak a shared language other than English.” According to the 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates, more than 10,000 limited English speaking Oakland residents speak Spanish and Chinese (Cantonese and/or Mandarin).

Based on the above surveys, the citywide Spanish LEP population was 12% and the Chinese LEP population was 4.6%.¹

For offices providing neighborhood based services to one or more neighborhoods in the City, the City determined the limited English speaking percentage in the neighborhood by using 2000 U.S. Census and 2006 American Community Survey data and quantitative analysis of language population areas.

2. Number of Public Contact Positions in Each Department Covered by this Ordinance, Listed by Job Title

The Ordinance defines a PCP as “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.” In each of the meetings with the City Agency Directors and the language access staff, every funded position in the Agency was discussed in detail to determine whether or not it should be considered a PCP. This process will be repeated annually.

The tables presented below list every position budgeted in FY2009-10 that is a Public Contact Position (PCP). A function column explains how each position interacts with the general public. Currently the City has 2343FTE in Public Contact Positions.

City Administrator’s Office & Divisions

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>
Administrative Analyst I	1	Special Permits Administrative Support
Administrative Assistant II	1	EOPD front desk reception
Administrative Assistant II (CONF)	1	Nuisance Abatement Admin Support
Assist to the City	1	Equal Access Language Assistance

¹ The 12.0% Spanish LEP population is based on data from the 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates data, where persons have identified themselves as Spanish speakers at home and speak English less than “very well.” The 4.6% Chinese LEP population is based on the same data, where persons have identified themselves as Chinese speakers at home and speak English less than “very well.”

Administrator		
Assist to the City Administrator	1	Measure Y Oversight Committee
Assist to the City Administrator	1	Nuisance Abatement
City Administrator Analyst	1	Equal Access Language Assistance
Complaint Investigator II	5	CPRB complaint investigation
Management Intern	1	Equal Access Language Assistance
Mayor's PSE 14	5	Oaklanders Assistance Center
Mayor's PSE 14, PT	1	CAO Admin front desk reception
Program Analyst I	1	Equal Access Language Assistance
Program Analyst I	1	NSD City-County Neighborhood Initiative
Program Analyst III	1	NSD City-County Neighborhood Initiative

Total PCP: 22

City Attorney's Office

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>
Agency Administrative Manager	1	Neighborhood Law Corp Program Manager (see above)
Claims Investigator II & III	2	Investigation of claims with includes responding to a variety of questions from claimants either by phone or walk-in.
Deputy City Attorney II	3	Misdemeanor Prosecution Attorneys meet with community members, business leaders to support efforts to criminally prosecute misdemeanors and infractions. Also, interacts with defendants in these actions.
Exec Asst to City Attorney	1	City Attorney's reception desk and liaison to community for John Russo
Exempt Limited Duration Employee	3	Neighborhood Law Corps Attorneys meet with community members and business leaders to support civil actions filed that address quality of life issues facing the City of Oakland. Also, interacts with defendants in these actions.
Legal Communications Officer	1	City Attorney's PIO
Public Service Representative	2	City Attorney's reception desk
Receptionist to the City Attorney	1	City Attorney's Office reception desk

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Total PCP: 14

City Auditor's Office

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>
Exec Asst to the City Auditor	1	City Auditor's reception desk and liaison to community for the City Auditor
Receptionist to the City Auditor	1	City Auditor's reception desk

Total PCP: 2

City Clerk's Office

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>
Office Assistant II	1	Front desk reception area, 1 st Floor
Public Service Representative	1	Front desk reception area, 2 nd Floor

Total PCP: 2

City Council's Office

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>
City Council Admin Assistant	4.5	Council District & front desk reception
City Councilmember's Assistant	18	Council District constituent affairs
Exec Asst to the City Council	1	Front desk reception

Total PCP: 23.5

Community & Economic Development Agency

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>
Account Clerk II	2	Provides customer services and performs cashiering functions
Administrative Analyst I	1	Provides customer services and participates in public information projects.
Administrative Asst I and II	15	Receives and screens visitors and telephone calls. Provides information and refers callers to appropriate persons. Responds to customer service inquiries.
Community Dev Prgm	3	Assists with the management and coordination of

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Coordinator		Community Development Block Grant funded activities; provides technical assistance to CD Boards at the monthly meetings; completes monitoring site visits on contracted project; examines supporting documents submitted with payment requests to establish proper authorization and conformance with agreements, contracts and grant regulations.
Construction Inspector Sr (Office)	3	Performs inspection of major public works construction projects and associated tasks. Responds to and resolves complaints from the public relating to assigned projects.
Employment Services Supervisor	1	Provides Enterprise Zone Program information to Businesses and the general public.
Engineer, Assistant II (Office)	3	Interprets codes and regulations in the performance of plan check activities. Investigates routine complaints regarding existing conditions of buildings and public works facilities.
Engineer, Civil (Office)	9	Plans and design streets, storm, sewer and other public works facilities. Reviews and approves subdivision and land development proposals for compliance with engineering standards.
Engineer, Civil Supv (Office)	1	Plans, assigns, and supervises the Civil Engineers in designing streets, storm, sewer, and other public works facilities.
Engineer, Transportation (TSD)	3	Responds to citizen complaints about traffic safety.
Engineer, Transportation Supv (TSD)	1	Represents the Transportation Services Division in public meetings.
Engineering Technician II (Office)	3	Responds to citizen complaints about traffic safety.
Hearing Officer	2	Plans, organizes and conducts arbitration hearings and renders written decisions regarding tenant and landlord petitions; conducts mediation sessions and prepares written mediation agreements.
Home Management Counselor III	1	Monitors defaults and delinquencies in mortgage payments; provides counseling to home owners, landlords, and tenants.
Housing Development Coordinator III & IV	7	(III) Coordinates the development and implementation of housing development and emergency housing projects and programs. (IV) Organizes, facilitates and supervises City participation in major housing

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		development, emergency housing, and financing programs and projects.
Loan Servicing Administrator	1	Develops and maintains loan accounting and servicing systems, prepares and presents a broad range of informative accounting and loan portfolio management reports for loans.
Loan Servicing Specialist	2	Provides loan servicing services on residential and rental property mortgages and home repair loans held by the City of Oakland.
Manager, Zoning	1	Supervises project planners
Monitoring & Evaluation Supervisor	1	Coordinates, monitors, and evaluates Community Development Block Grant and redevelopment programs. Develops and implements monitoring and evaluation systems to ensure contract compliance on housing projects.
Mortgage Advisor	2	Processes and approves housing rehabilitation loans; reviews legislation of new programs. Assembles loan packages for submission to lenders; interprets federal housing laws for the public; writes applications for rehabilitation programs.
Office Assistant II	6	Front desk reception; sets appointments and answers telephones
Permit Technician II	1	Primary public contact at building counter.
Planner I, II, III and IV and interns	31	Daily public contact in reviewing development projects.
Principal Inspection Supv	3	First line supervision of building inspectors.
Process Coordinator II & III	3	Daily public contact in helping projects get built
Program Analyst II & III	3	Manages Rent Adjustment cases. Writes administrative decisions in Rent Adjustment cases. Answers public inquiries in person and by phone. Processes applications to remove units from rental housing market. Drafts program forms.
Public Service Representative & PPT	9	Front desk reception; answers telephones
Rehabilitation Advisor III	4	Inspects buildings offered for rehabilitation; prepares a list of deficiencies; assist home owners in the planning for rehabilitation and provide assistance in the planning stage; selection of contractor, and construction phase.
Rehabilitation Paint Technician	1	Provides technical support for the paint program; inspects residential properties, analyzes needs,

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		determines amount of material and supplies required; advises homeowners and conducts training classes.
Specialty Combination Inspector Senior	4	Provides supervision to the Specialty Combo Inspector.
Specialty Combination Inspector	33	Reviews plans, issues permits, and makes field inspections on new and existing residential buildings and on minor commercial buildings.

Total PCP: 160.5

Contracting and Purchasing

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>
Administrative Assistant II	1	Assist vendors with iSupplier applications
Contract Compliance Field Tech	1	Project site visits and interviews workers for collection of information
Contract Compliance Office Asst	2	Supports efforts to conduct site visits and interview when investigating non-compliance in prevailing wage and living wage
Employment Services Supervisor	1	Works with Oakland residents employed on construction jobs or seeking employment opportunities and pre-apprenticeship training.
Job Developer	1	Works with businesses and potential workers seeking employment opportunities and pre-apprenticeship training
Office Assistant II	1	Assist clients coming to the Purchasing Division for assistance
Office Assistant II, PPT	0.5	Works with contractors to complete transactions at Contract Administration front desk
Receptionist	1	Front desk reception

Total PCP: 8.5

Finance and Management Agency

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>
Collections Officer	6	Contact City customers to collect outstanding unpaid balances
Public Service Representative	15	Provide customer service to parking patrons
Revenue Assistant	13	Provide customer service to tax payers
Tax Auditor II	7	Audit Oakland businesses for tax compliance
Tax Enforcement Officer II	15	Review records and interact with Oakland businesses for tax compliance

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Tax Representative II	5	Review records and interact with Oakland businesses for tax compliance
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Total PCP: 61

Fire Department

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>
Admin Asst I and II	4	Communicate with walk-in "customers", who seek services such as request a fire investigation report, schedule for inspection, pay fire plan review, etc.
Assistant Fire Marshall – Non Sworn	1	Provide investigation in identifying the cause of fire; they may have to interview witnesses; occasionally discuss issues about Fire Codes with the citizens
Captain of Fire Dept.	53	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.
Emergency Planning Coordinator & Sr.	5	Provide emergency training and planning within the city and to the public (e.g., Citizens of Oakland Response to Emergency – CORE)
Emergency Services Manager	1	Planning for emergency service, manage and direct Emergency Operating Center (EOC) activities during the major disasters
Engineer of Fire Dept.	83	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.
Exec Asst to Agency Director	1	Respond to phone calls, walk-in "customers" regarding fire services and fire department administration, public relations, etc.
Fire Communications Dispatcher & Sr.	22	Answer all 9-1-1 calls regarding the emergency service from the public
Fire Communications Supervisor	1	Answer all 9-1-1 calls regarding the emergency service from the public
Fire Fighter	186	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.
Fire Fighter Paramedic	93	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.
Fire Investigator	3	Provide investigation in identifying the cause of fire; they may have to interview witnesses
Fire Prevention Bureau	8	Inspect buildings per the Fire Code; work with

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Inspector, Civil		building owners/tenants to resolve complications
Fire Protection Engineer	2	Review and approve fire plans and discuss with the customers regarding the plan
Fire Safety Education Coordinator	2	Provide planning and training to the public, especially to the school age children; they conduct fire prevention activities and education
Fire Suppression District Inspector	5	Inspect properties and mitigation non-compliance vegetation problems
Hazardous Materials Inspector II and Sr.	3	Inspect businesses and mitigate haz mat non-compliance problems
Lieutenant of Fire Dept.	67	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.
Management Assistant	1	Communicate with walk-in "customers", who seek for services such as request for fire investigation report, schedule for inspection, pay fire plan review, etc.
Management Intern, PT	1	Provide emergency training and planning within the city and to the public (e.g., Citizens of Oakland Response to Emergency – CORE)
Temp Contract Svcs Employee, PT	1	Provide emergency training and planning within the city and to the public (e.g., Citizens of Oakland Response to Emergency – CORE)
Office Asst II	1	Mainly in-take phone calls from the public regarding fire services

Total PCP: 545

Human Resources Management

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>
Public Service Representative	1	Provides front counter and phone assistance to potential job applicants and members of the public.

Total PCP: 1

Human Services

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>
Admin Asst I	3	Senior Center reception staff
Case Manager I and II	11	Linkages and Multipurpose Senior Services staff – helps Oakland clients to live independently
Early Childhood Instructor	72.8	Head Start Instructors
Family Advocate	14.7	Head Start advocates for Head Start families

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Food Program Monitor	5	Year round lunch program staff provide free lunch to children and youth
Headstart Program Coordinator	9	Supervises Headstart Center Directors and oversees interaction with Head Start families
Info & Referral Specialist	0.53	Provides information and referral via telephone and walk-in to the public
Nurse Case Manager	3	Multipurpose Senior Services staff – serves Oakland clients to live independently
Office Asst I & II	1.6	Admin reception & Senior Center staff
Outreach Worker	1.07	Provides information and referral via telephone and walk-in to the public
Senior Aide	1.59	Admin reception or participants in a federal employment training program and placed in private business/Community Based Organizations (CBOs)
Senior Center Director	4	Interacts with Senior Center members to ensure comprehensive programs for seniors
Senior Services Prgm Asst	1	Provides support to the Senior Aide Employment program and its participants
Senior Services Supervisor	2	Coordinates volunteers and works with Senior Aides
Temp Contract Services Employee, PT	9	Safe Walk to School monitors ensure children travel to and from school safely.

Total PCP: 153.69

Information Technology

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>
Administrative Analyst II	1	Respond to Cable Complaints

Total PCP: 1

Library

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>
Curator of History, Chief	1	AAMLO Curator; plans, organizes, manages and directs the work of the Oakland Public Library's Historical Archives and reference collections; manages the Museum's history collection; participates in developing and implementing all aspects of history exhibitions, programs and publications; coordinates special projects.
Custodian	0.5	
Deputy Director, Housing	1	Provides support to, act on behalf of the Library

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		Director. Provides direction re: policies, operations, facilities and system-wide issues.
Development Specialist III•	1	Provides information and services to general public on behalf of Library Director
Director of Library Services	1	Library Director
Executive Assistant	1	Frontline reception and assistance to Director
Librarian I & II, including PT and PPT	55.43	Librarians at Main, Branches and Technical Services. Performs specialized and general reference, readers advisory, materials selection, program planning, and cataloging.
Librarian, Senior & PT	8.38	Performs specialized reference, readers' advisory, library needs assessment, coordination of material selection; and to perform as working supervisor to professional, paraprofessional and clerical staff.
Librarian, Supervising & PPT	4	Directs the operations of the Main Library, Branch Libraries, Technical Services, and special services; trains, and supervises library staff; maintains close liaison with the public; researches problems and make recommendations; implements new library procedures.
Library Aide & PT & PPT	45.73	Performs a wide variety of general library and clerical tasks in support of library operations and services. Provides directional assistance and circulation assistance to patrons.
Library Assistant & PT & PPT	34.24	Performs a variety of library duties including assisting in the operation of a branch library or specialized program or service within a library department. Provides directional assistance, general reference assistance, and circulation assistance to patrons.
Library Assistant, Senior	6.5	Implements library programs and directs paraprofessionals and other support staff; assists in the operation of a branch library or library department or be in charge of the daily operations of a library unit. Provides directional assistance, general reference assistance, and circulation assistance to patrons.
Literacy Assistant, PT	2	Performs a variety of duties in the library's literacy programs for adult students and children; teaches students and volunteers; and provides support in the training and directing of volunteer tutors.
Literacy Assistant, Senior	2	Assists in the daily operation of the Library's literacy program; performs a variety of duties in the library's

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		literacy programs for adult students and children; teaches students and volunteers; and provides support in the training and directing of volunteer tutors.
Management Assistant	1	Provides employment assistance and direction to the general public.
Museum Guard, PT	4.5	Provides assistance toward ensuring that the Library is a safe and accommodating place for the public and staff. Guards are not expected to do this alone. Instead they are expected to work cooperatively with all library staff to maintain the security of the building and the safety of those using it.
Museum Project Coordinator	1	Plans, produces and evaluates a variety of special projects including program development, contract administration and budget development and administration.
Office Assistant II, PT	1.58	Assists in program planning, research, analysis and development; drafts grant proposals and reports; assists in the implementation of programs; provides assistance to community organizations, district boards and citizen advisory bodies.
Temp Contract Svcs Employee, PT	0.02	Performs a variety of duties in the library's literacy programs for adult students and children; teaches students and volunteers; and provides support in the training and directing of volunteer tutors.

Total PCP: 171.88

Mayor's Office

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>
Admin Assistant to the Mayor	2	Provide information and services to general public
City Administrator Analyst	2	Provide information and services to general public
Deputy Director, Prg Planning & Dev	3	Provide information and services to general public
Mayor's PSE 14	6	Provide information and services to general public
Mayor's PSE 51	1	Provide information and services to general public
Project Manager III	1	Provide information and services to general public

Total PCP: 14.50

Museum

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Job Title (Classification)	FTE	Function
Facility Complex Mgr, Asst	1	Supervises Museum Guards who provide protection to staff, visitors and the museum collections and secure the building and grounds; also supervises custodians and gardeners who maintain the museum facility; respond to inquiries or concerns from the public.
Museum Guard & PPT	11	Provide the full range of duties to secure the safety of the Museum building, collections, and public visitors. Provide information to visitors, respond to questions and inquiries.

Total PCP: 12

Parks and Recreation

Job Title (Classification)	FTE	Function
Administrative Assistant I	1	Front Desk Receptionist addressing customer questions.
Assistant to the Director	1	Works with the public in the course of managing recreation administrative operations.
Data Entry Operator	1	Troubleshoots customer online registration issues.
Director of Recreation Services	1	Works with the public in managing and overseeing the department.
Executive Assistant	1	Communicates with public seeking information from the Director's Unit.
Facility Security Assistant, PPT	0.75	Works at enterprise facilities to assist customers hosting events, ensuring facility and participants remain safe.
Gardner Crew Leader	1	Works with public in the field in the course of overseeing field preparation.
Lifeguard, PT	11.28	Frontline customer service interaction in the field at recreation sites while providing programs and services.
Marine and Aquatics Program Supervisor	0	Works with the public in the course of supervising marine and aquatic program sites, staff and operations. Position currently frozen.
Naturalist, Supervising	1	Works with the public in the course of supervising naturalist programs, staff and operations.
Office Manager	1	Provides public with enterprise facility rental information via, phone, email and in person.
Pool Manager, PT	2.51	Frontline customer service interaction in the field at recreation sites while providing programs and

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		services.
Program Analyst II	0.5	Frontline customer service interaction in the field at recreation sites while developing and providing programs and services to the public.
Public Service Representative, PPT	4	Provides public with enterprise facility rental information via, phone, email and in person.
Recreation Attendant II, PT	1.4	Works at enterprise facilities to assist customers hosting events.
Recreation Center Director	12	Frontline customer service interaction in the field at recreation sites while developing and overseeing multiple site programs and services provided to the public.
Recreation General Supervisor	2	Works with the public in the course of supervising recreation program sites, staff and operations.
Recreation Leader II, PPT	14.05	Frontline customer service interaction in the field at recreation sites while providing programs and services.
Recreation Program Director	11	Frontline customer service interaction in the field at recreation sites while developing and providing programs and services to the public.
Recreation Specialist II, PPT	6.95	Frontline customer service interaction in the field at recreation sites while providing programs and services.
Recreation Supervisor	7	Works with the public in the course of supervising recreation sites, staff and operations.
Water Safety Instructor, PT	3.72	Frontline customer service interaction in the field at recreation sites while providing programs and services
Sports Program Coordinator	2	Works with the public while coordinating recreational sporting programs and events.

Total PCP: 87.16

Police Department

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>
Admin Analyst II	11	Respond to citizen requests for crime statistics, False Alarm information, and/or investigation status and interact with potential Police Officer Trainee candidates.
Admin Asst I	5	Front desk reception and phone responsibilities
Admin Services Manager II	1	Crime report inquiries and Public Records requests.
Animal Care Attendant, PT	6	Place animals with citizens' through adoption

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		program.
Animal Control Officer	12	Respond to citizens calls for service.
Animal Control Supervisor	1	Responds to customer service issues, caller complaints
Captain of Police	10	Attend community service meetings, handles egregious service issues, emergency response
Crossing Guard, PT & PPT	26.43	Assists the public in crossing the street(s).
Director of Animal Services	1	Responds to public records requests, service issues, and requests for information.
Executive Assistant to Agency Director	1	Front desk reception and phone responsibilities for the Chief's Office.
Lieutenant of Police	27	Attend community service meetings, handles escalated calls for service, point of contact for community leaders.
Temporary Contract Service Employee	1	Responds to public inquiry regarding annual report, police interaction with City Council
Neighborhood Services Coordinator	14	Coordinate and attend community meetings, provides public with information, recruits civilian volunteers
Police Communications Dispatcher (PCP), PCP II, & Supervisor	68	Manage all 911 and non-emergency calls for service from the public.
Police Evidence Technician	14	Process crime scenes.
Police Officer	628	Respond to civilian calls for police service
Police Personnel Operation Specialist	1	Interacts with potential Police Officer Trainee candidates. Handles requests from outside agencies pertaining to backgrounds.
Police Property Specialist & Supervisor	7	Return seized property to members of public when appropriate.
Police Records Specialist & Supervisor	55	Counter and phone services in response to request for Crime and Collision Reports
Police Services Tech II	46	Take police reports from citizens, issue citations, conduct vehicle tows, handle phone calls, etc.
Sergeant of Police	113	Typically supervises a group of officers assigned to patrol
Veterinarian	1	Responds to animal emergencies from the public.
Veterinary Technician	2	Assist in responding to animal emergencies from the public
Volunteer Progm Specialist II	1	Supervises and responds to citizen inquiries, questions, complaints associated with the Animal Shelter.

Total PCP: 1052.43

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Public Works Agency

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>
Clean City Specialist, Sr.	1	Coordinates and supports volunteer events for Keep Oakland Clean and Beautiful. Based from 750 – 50 th Avenue.
Clean Community Supervisor	1	Supervises illegal dumping reduction education and investigation. Supervises volunteer program for Keep Oakland Clean and Beautiful. Located at 750 – 50 th Avenue.
Environmental Services Intern	1	Responds and supports Recycling Hotline
Litter/Nuisance Enforcement Officer	3	Investigates illegal dumping incidents. Conducts community outreach to reduce incidents of illegal dumping. Based from 750 – 50 th Avenue.
Public Service Representative	5	Four FTE serve as call takers in the PWA Call Center (615-5566) located at 7101 Edgewater Drive. One FTE staffs the Public Works front desk reception (250 Frank H. Ogawa Plaza, 4 th Floor).

Total PCP: 11

3. Number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak (Bilingual Employee is defined in the Ordinance as a City employee who is proficient in the English language and a language other than English that is spoken by not less than 10,000 Limited English Speaking Persons who are Oakland residents)

Currently the City has 322 FTE bilingual employees working in a Public Contact Position.

	<u># of Bilingual PCP</u>	<u>% of Bilingual PCP within Agency</u>
City Administrator	7	32%
City Attorney	2	14%
City Auditor	0	0%
City Clerk	1	50%
City Council	6	26%
CEDA	34	21%
Contracting & Purchasing	0	0%
Finance & Management	10	16%
Fire	60	11%
Human Resources Mgt	1	100%
Human Services	48	31%

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Information Technology	0	0%
Library	36	21%
Mayor	3	21%
Museum	0	0%
Parks & Recreation	12	14%
Police	101	1%
Public Works	2	18%

City Administrator's Office & Divisions

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Administrative Analyst I	1	Special Permits	City Hall, 11th floor	1/Cantonese & Mandarin
Asst to the City Administrator	1	Equal Access Language Assistance	City Hall, 9 th floor	1/Cantonese & Mandarin
Asst to the City Administrator	1	Nuisance Abatement	City Hall, 11 th floor	1/Spanish
Complaint Investigator II	1	CPRB complaint investigation	City Hall, 11 th floor	1/Taishanese (Chinese dialect)
Management Intern	1	Equal Access Language Assistance	City Hall, 9 th floor	1/Spanish
Mayor's PSE 14	2	Oaklanders Assistance Center	City Hall, 1 st floor	1/Cantonese & Mandarin 1/Spanish

Total Bilingual PCP: 7**City Attorney's Office**

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Exempt Limited Duration Employee	3	Neighborhood Law Corps Attorneys meets with community members and business leaders to support civil actions filed that address quality of life issues facing the City of Oakland. Also, interacts with defendants in these actions.	City Hall, 6 th floor	1/Spanish

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Legal Communications Officer	1	City Attorney's PIO	City Hall, 6 th floor	1/Spanish
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Total Bilingual PCP: 2

City Clerk's Office

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Public Service Representative	1	Front desk reception area, 2 nd Floor	City Hall, 2 nd Floor	1/Spanish

Total Bilingual PCP: 1

City Council's Office

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
City Council Admin Assistant	4.5	Council District & front desk reception	City Hall, 2 nd floor	0.25/Cantonese & Mandarin 1.00/Spanish
City Councilmember's Assistant	18	Council District constituent affairs	City Hall, 2 nd floor	1/Mandarin 3/Spanish
Exec Asst to the City Council	1	Front desk reception	City Hall, 2 nd floor	1/Spanish

Total Bilingual PCP: 6.25

Community & Economic Development Agency

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Account Clerk II	1	Provides customer services and performs cashiering functions	Dalziel Bldg., 2 nd floor	1/Mandarin
Administrative Asst I & II	2	Receives and screens visitors and telephone calls. Provides information and refers callers to appropriate persons. Responds to customer service inquiries.	Dalziel Bldg., 2 nd floor	2/Spanish
Construction	2	Performs inspection of	Dalziel Bldg.,	2/Spanish

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Inspector Sr (Office)		major public works construction projects and associated tasks. Responds to and resolves complaints from the public relating to assigned projects.	2 nd floor	
Employment Services Supervisor	1	Provides Enterprise Zone Program information to Businesses and the general public.	Dalziel Bldg., 3 rd floor	1/Spanish
Engineer, Assistant II (Office)	1	Interprets codes and regulations in the performance of plan check activities. Investigates routine complaints regarding existing conditions of buildings and public works facilities.	Dalziel Bldg., 2 nd floor	2/Cantonese
Engineer, Civil (Office)	3	Plans and design streets, storm, sewer and other public works facilities. Reviews and approves subdivision and land development proposals for compliance with engineering standards.	Dalziel Bldg., 2 nd floor	3/Cantonese 1/Mandarin
Engineer, Civil Supv (Office)	1	Plans, assigns, and supervises the Civil Engineers in designing streets, storm, sewer, and other public works facilities.	Dalziel Bldg., 2 nd floor	1/Cantonese
Engineering Technician II (Office)	1	Responds to citizen complaints about traffic safety.	Dalziel Bldg., 2 nd floor	1/Spanish
Hearing Officer	1	Plans, organizes and conducts arbitration hearings and renders written decisions regarding tenant and landlord petitions; conducts mediation sessions	Dalziel Bldg., 5 th floor	1/Cantonese

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		and prepares written mediation agreements.		
Home Management Counselor III	1	Monitors defaults and delinquencies in mortgage payments; provides counseling to home owners, landlords, and tenants.	Dalziel Bldg., 5 th floor	1/Spanish
Office Assistant II	1	Front desk reception; sets appointments and answers telephones	Dalziel Bldg., 2 nd floor	1/Cantonese
Planner I, II, III and IV	6	Daily public contact in reviewing development projects.	Dalziel Bldg., 2 nd & 3 rd floor	6/Spanish
Program Analyst II	1	Manages Rent Adjustment cases. Writes administrative decisions in Rent Adjustment cases. Answers public inquiries in person and by phone. Processes applications to remove units from rental housing market. Drafts program forms.	Dalziel Bldg., 5 th floor	1/Spanish
Public Service Representative & PPT	2	Front desk reception; answers telephones	Dalziel Bldg., 2 nd floor	1/Spanish 1/Cantonese
Specialty Combination Inspector Senior	1	Provides supervision to the Specialty Combo Inspector.	Dalziel Bldg., 2 nd floor	1/Spanish
Specialty Combination Inspector	7	Reviews plans, issues permits, and makes field inspections on new and existing residential buildings and on minor commercial buildings.	Dalziel Bldg., 2 nd floor	7/Spanish

Total Bilingual PCP: 34

Finance and Management Agency

<u>Job Title</u> <u>(Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/</u> <u>Language</u>
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Tax Auditor II	1	Audit Oakland businesses for tax compliance	150 FHOP, 5th Floor/Audit	1/Cantonese
Tax Representative II	2	Review records and interact with Oakland businesses for tax compliance	150 FHOP, 5th Floor/Audit	1/Cantonese
Tax Representative II	1	Review records and interact with Oakland businesses for tax compliance	250 FHOP, 1st Floor/Business Tax	1/Spanish
Tax Enforcement Officer II	1	Review records and interact with Oakland businesses for tax compliance	150 FHOP, 5th Floor/Tax Enforcement	1/Spanish
Revenue Assistant	1	Provide customer service to tax payers	150 FHOP, 5th Floor/Tax Enforcement	1/Spanish
Public Service Representative	5	Provide customer service to parking patrons	251 FHOP, 6th Floor/Parking	3/Spanish 2/Cantonese

Total Bilingual PCP: 10

Fire Department

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Admin Asst I and II	4	Communicate with walk-in "customers", who seek for services such as request for fire investigation report, schedule for inspection, pay fire plan review, etc.	EMS, 47 Clay Street FPB, 250 FHO	1/Spanish
Captain of Fire Dept.	53	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.	Station 18A	1/Spanish
Emergency Services Manager	1	Planning for emergency service, manage and direct Emergency Operating Center (EOC) activities during the major disasters	OES, 1605 MLK Jr. Way	1/Spanish
Engineer of Fire Dept.	83	Provide emergency and rescue services to residents, community service, public	Station 21B; RTE A; RTE C	2/Spanish 1/Cantonese

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		education, vegetation management inspection, etc.		
Fire Communications Dispatcher & Sr.	22	Answer all 9-1-1 calls regarding the emergency service from the public	OES	1/Spanish
Fire Fighter	186	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.	Batt 03A; Station 03A, 03B, 03C, 04A, 04B, 04C, 08A, 08C, 13A, 13C, 15A, 17A, 18A, 18B, 18C, 21A, 22B, 23B	2/Mandarin 24/Spanish
Fire Fighter Paramedic	93	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.	Station 01A, 08C, 13A, 13B, 17A, 18A, 19A, 24B, 24C, 29A Batt 04A	1/Cantonese 12/Spanish
Fire Prevention Bureau Inspector	8	Inspect buildings per the Fire Code; work with building owners/tenants to resolve complications	Dalziel Bldg., 3 rd floor	2/Spanish
Lieutenant of Fire Dept.	67	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.	Station 04C, 10B, 18A, 18C, 28B,	7/Spanish 1/Cantonese
Management Assistant	1	Communicate with walk-in "customers", who seek for services such as request for fire investigation report, schedule for inspection, pay fire plan review, etc.	Dalziel Bldg., 3 rd floor	1/Spanish
Management Intern, PT	1	Provide emergency training and planning within the city and to the public (e.g.	OES	1/Cantonese
Temp Contract Svcs Employee, PT	1	Provide emergency training and planning within the city and to the public (e.g.	OES	1/Spanish

Total Bilingual PCP: 60

Human Resources Management

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<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Public Service Rep	1	Provides front counter and phone assistance to potential job applicants and members of the public.	150 FHOP, 2 nd floor	1/Cantonese & Mandarin

Total Bilingual PCP: 1

Human Services

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Case Manager I and II	11	Linkages and Multipurpose Senior Services staff – helps Oakland clients to live independently	Wilson Bldg., 4 th floor	1/Cantonese 2.6/Spanish
Early Childhood Instructor	69.8	Head Start Instructors	1010 E. 15 th St., 274 12 th St., 6818 Lion Way, 1050 7 th St., 1058 W. Grand Ave., 1266 26 th Ave., 1701 E. 19 th St., 2228 E. 15 th St., 2563 International Blvd., 2701 22 nd Ave., 4335 Virginia Ave., 7200 Bancroft Ave., 7701 Krause Ave., 8501 International Blvd., 9202 International Blvd., 9600 Edes Ave. 3717 Telegraph Ave. 2619 Broadway 2648 International	5/Cantonese 3.96/Mandarin 26/Spanish

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			756 – 21 st Street 2794 Garden Street	
Family Advocate	14.7	Head Start advocates for Head Start families	2228 E. 15 th St., 2701 22 nd Ave., 6818 Lion Way, 7200 Bancroft, 8501 International 3717 Telegraph Ave. 2619 Broadway 2648 International Blvd 756 – 21 st Street 2794 Garden Street	8.5/Spanish
Nurse Case Manager	3	Multipurpose Senior Services staff – serves Oakland clients to live independently	Wilson Bldg., 4 th floor	1/Cantonese

Total Bilingual PCP: 48.06

Library

Job Title (Classification)	FTE	Function	Location	# Bilingual/ Language
Deputy Director, Housing	1	Provides support to, act on behalf of the Library Director. Provides direction re: policies, operations, facilities and system-wide issues.	Main	1/Spanish
Development Specialist III	1	Provides information and services to general public on behalf of Library Director	Main	1/Spanish
Director of Library Services	1	Library Director	Main	1/Spanish
Executive Assistant	1	Frontline reception for Director	Main	1/Spanish
Librarian I & II,	55.43	Librarians at Main,	Various	9.05/Spanish

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including PT and PPT		Branches and Technical Services. Performs specialized and general reference, readers advisory, materials selection, program planning, and cataloging.		0.05/Cantonese 2.05/Mandarin 1.4/Cantonese & Mandarin
Librarian, Senior & PT	8.38	Performs specialized reference, readers' advisory, library needs assessment, coordination of material selection; and to perform as working supervisor to professional, paraprofessional and clerical staff.	Main	1/Spanish
Librarian, Supervising & PPT	4	Directs the operations of the Main Library, Branch Libraries, Technical Services, and special services; trains, and supervises library staff; maintains close liaison with the public; researches problems and make recommendations; implements new library procedures.	Main	1/Spanish
Library Aide & PT & PPT	45.73	Performs a wide variety of general library and clerical tasks in support of library operations and services. Provides directional assistance and circulation assistance to patrons.	Various	5.93/Spanish 2.43/Cantonese
Library Assistant & PT & PPT	34.24	Performs a variety of library duties including assisting in the operation of a branch library or specialized program or service within a library department. Provides directional assistance,	Various	5.8/Spanish 3.41/Cantonese 0.04/Mandarin

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		general reference assistance, and circulation assistance to patrons.		
Library Assistant, Senior	6.5	Implements library programs and directs paraprofessionals and other support staff; assists in the operation of a branch library or library department or be in charge of the daily operations of a library unit. Provides directional assistance, general reference assistance, and circulation assistance to patrons.	Asian	1/Cantonese

Total Bilingual PCP: 35.56

Mayor's Office

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
City Administrator Analyst	1	Provide information and services to general public	City Hall 3rd Floor	1/Spanish
Deputy Director, Prg Planning & Dev	0.5	Provide information and services to general public	City Hall 3rd Floor	0.5/Spanish
Project Manager III	1	Provide information and services to general public	City Hall 3rd Floor	1/Spanish

Total Bilingual PCP: 2.5

Museum

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Museum Guard & PPT	11	Provide the full range of duties to secure the safety of the Museum building, collections, and public visitors. Provide information to visitors, respond to questions and	1000 Oak St.	0.04/Spanish 0.04/Cantonese & Mandarin

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		inquiries.		
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Total Bilingual PCP: 0.08

Parks and Recreation

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual Staff/ Language</u>
Lifeguard, PT	11.28	Frontline customer service interaction in the field at recreation sites while providing programs and services.	POOLS: defremery, Fremont, Lions, Live Oak, Temescal	5/Chinese 4/ Spanish
Program Analyst II	1	Frontline customer service interaction in the field at recreation sites while developing and providing programs and services to the public.	Discovery, 2521 High St.	1/ Spanish
Public Service Representative, PPT	4	Provides public with enterprise facility rental information via, phone, email and in person.	Dalziel Bldg., 3 rd floor	1/ Spanish
Recreation Center Director	12	Frontline customer service interaction in the field at recreation sites while developing and overseeing multiple site programs and services provided to the public.	Lincoln Square	1/ Chinese
Recreation Leader II, PPT	14.5	Frontline customer service interaction in the field at recreation sites while providing programs and services.	Redwood Heights, Manzanita	2/ Spanish
Recreation Program Director	11	Frontline customer service interaction in the field at recreation sites while developing and providing programs and services to the public.	Carmen Flores Allendale Boating	3/ Spanish

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Recreation Supervisor	7	Works with the public in the course of supervising recreation sites, staff and operations.	Arroyo	1/ Spanish
Water Safety Instructor, PT	3.72	Frontline customer service interaction in the field at recreation sites while providing programs and services	Pools: defremery, Fremont, Lions, Live Oak, Temescal	6/ Chinese 4/ Spanish

Total Bilingual PCP: 12.03

Police Department

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Admin Analyst II	9	Respond to citizen requests for crime statistics and/or investigation status and interact with potential Police Officer Trainee candidates.	Dalziel Bldg, #D, Police Admin Bldg.	1/Cantonese & Mandarin
Admin Asst I	5	Front desk reception and phone responsibilities	Police Admin Bldg	1.1/Spanish
Animal Care Attendant, PT	6	Place animals with citizens' through adoption program.	Animal Shelter, Field	0.8/Spanish 0.8/Cantonese & Mandarin
Animal Control Officer	10.5	Responds to citizen calls for service.	Animal Shelter, Field	1/Spanish 2.5/Cantonese & Mandarin
Captain of Police	9	Attends community meetings, handles egregious service issues, emergency response	Eastmont Substation, Police Admin Bldg, Field	1/Cantonese 1/Spanish
Lieutenant of Police	26	Attends community meetings, handles escalated calls for service, point of contact for community leaders.	Eastmont Substation, Police Admin Bldg, Field	1/Cantonese
Neighborhood Services Coordinator	13	Coordinates and attends community meetings, provides public with	Dalziel Bldg., 6 th floor	5/Spanish 1/Cantonese & Mandarin

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		information, recruits civilian volunteers		
Police Communications Dispatcher & Supervisor	69	Manage all emergency calls from public	7101 Edgewater	6/Spanish 2/Cantonese
Police Officer	608	Respond to civilian calls for police service, maintain peace in City of Oakland	Eastmont Substation, Police Admin Bldg, Field	8/Cantonese 2.5/Mandarin 53/Spanish
Police Property Specialist & Supervisor	5	Return seized property to public as appropriate	Police Admin Bldg	1/Spanish
Police Records Specialist & Supervisor	50	Counter and phone services in response to request for Crime and Collision Reports	Police Administration Bldg., Eastmont Substation	2/Cantonese 2/Spanish
Police Services Tech II	38	Take police reports from citizens, issue citations, conduct vehicle tows, handle phone calls, etc.	Eastmont Substation, Police Admin Bldg, Field	1/Cantonese 1/Spanish
Sergeant of Police	129	Respond to police calls, take reports, handle service complaints.	PAB; Field; Ranger Station, Eastmont Substation	3/Cantonese 3/Spanish

Total Bilingual PCP: 100.70

Public Works Agency

<u>Job Title</u> <u>(Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/</u> <u>Language</u>
Public Service Representative	1	PWA Call Center call taker	7101 Edgewater Drive	1/Spanish
Clean Community Supervisor	1	Supervises illegal dumping reduction education and investigation. Supervises volunteer program for Keep Oakland Clean and Beautiful. Located at 750 -- 50 th Avenue.	MSC, 750 50 th Ave.	1/Spanish

Total Bilingual PCP: 2

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4. Numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 Equal Access to Services (Departments comply with their obligations under this Section if they provide the same level of service to members of the Substantial Number of Limited English Speaking Persons Group(s) as they provide English speakers.

The following numerical assessment of additional bilingual employees needed in Public Contact Positions is presented in compliance with Ordinance requirements to identify the number of bilingual employees needed for each position. In the future the assessment will be both quantitative, through comparison to the percentage of limited English speakers in the population served by the position, and qualitative, through evaluating difficulties and barriers to service experienced by limited English speakers.

	FTE	PCP	SP PCP	SP Needs	CH PCP	CH Needs
City Administrator	73	22	3	1	4	0
City Attorney	73	14	2	0	0	0
City Auditor	11	2	0	0	0	0
City Clerk	12	2	1	0	0	0
City Council	32	24	5	0	1	0
CEDA	421	161	23	5	11	2
Contracting & Purchasing	24	9	0	1	0	0
Finance & Management	236	61	6	2	4	1
Fire	595	545	54	15	6	18
Human Resources Mgt	38	1	0	0	1	0
Human Services	297	154	37	2	11	1
Information Technology	69	1	0	0	0	0
Library	213	172	25	3	10	0
Mayor	16	15	3	0	0	1
Museum	45	12	0	1	0	1
Parks & Recreation	221	87	9	0	3	0
Police	1164	1052	75	56	26	24
Public Works	493	11	2	0	0	0
TOTAL:	4031	2343	245	85	77	47

5. If assessments indicate a need for additional Bilingual Employees in Public Contact Positions to meet the requirements of Section 2.30.030, a description of each Department's plan for filling the positions, including the estimated number of vacancies

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At this time, due to budgetary constraints, the City does not anticipate filling vacant PCP positions, but if it does, selective certification will be used.

6. List of all Public Contact Positions filled during the fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicant pool lists for each position filled, identifying whether each applicant had bilingual capabilities

There were 81 FTEs hired in PCP positions and 13 FTEs hired were bilingual in Spanish or Chinese in FY 2009-10. **Attachment B.**

Several Departments have succeeded in hiring new bilingual PCPs:

	Bilingual PCP New Hire
CEDA	1
Finance & Management	1
Human Services	5
Police	6

Bilingual staff were needed in these PCPs to provide information and services to the LEP population. For example, 1 Cantonese speaking Public Services Representative was hired in the Parking Citation Assistance Center, and 2 Cantonese- & 2 Spanish-speaking Police Communication Dispatchers were hired in the Police Communication Unit.

City Attorney's Office

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Deputy City Attorney II	1	
Microcomputer Specialist I (bumped into job due to lay-off, the person laid-off was bilingual)	1	
Exempt Limited Duration Employee	1	

PCP New Hire Total: 3

Bilingual PCP New Hire Total: 0

City Auditor's Office

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Exec Asst to the City Auditor	1	
Receptionist to the City Auditor	1	

PCP New Hire Total: 2

Bilingual PCP New Hire Total: 0

City Council's Office

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<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
City Councilmember's Assistant	0.83	
City Councilmember's Assistant TEMP	1.5	

PCP New Hire Total: 2.33 Bilingual PCP New Hire Total: 0

Community & Economic Development Agency

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Administrative Assistant I/II	3	
Planner III	1	1 Spanish

PCP New Hire Total: 4 Bilingual PCP New Hire Total: 1

Contracting and Purchasing

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Office Assistant II	1	

PCP New Hire Total: 1 Bilingual PCP New Hire Total: 0

Finance and Management Agency

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Tax Enforcement Officer II	2	0 bilingual (internal promotions)
Public Service Representative	1	1/Cantonese

PCP New Hire Total: 3 Bilingual PCP New Hire Total: 1

Human Services

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Health & Human Services Planner	1	1/Spanish
Case Manager, Supervising	1	1/ Spanish
Administrative Asst. II	1	
Early Childhood Instructors	9	2/Spanish
Family Advocates	3	1/Spanish

PCP New Hire Total: 15 Bilingual PCP New Hire Total: 5

Library

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<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Librarian I, PT	0.35	0.1/Spanish
Library Aide, PT	3.06	0.15/Spanish
Library Assistant, PT	0.5	
Librarian, Senior PT	0.19	
Temp Contract Svcs Employee, PT	0.02	
PCP New Hire Total: 4.12		Bilingual PCP New Hire Total: 0.25

Museum

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Facility Complex Mgr, Asst	1	
Museum Guard & PPT	0.04	
PCP New Hire Total: 1.04		Bilingual PCP New Hire Total: 0

Police Department

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Administrative Analyst II	2	1/Cantonese
Administrative Assistant I	2	
Animal Care Attendant, PT	2.5	
Animal Control Officer	2.5	0.5/Spanish
Crossing Guard (PT)	7	
Police Communications Dispatcher & Supvr	14	2/Cantonese 2/Spanish
Police Evidence Technician	1	
Police Officer	9	
Police Property Specialist	2	
Police Records Specialist	2	
Sergeant of Police	1	
PCP New Hire Total: 45		Bilingual PCP New Hire Total: 5.5

Qualified applicant pool lists and data provided by the Department of Human Resources Management are provided in *Attachment C*.

7. Narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures

Most departments have identified key bilingual PCP staff to provide language assistance. For example, in the City Administrator's Office, the City Clerk's Office and the City Council Office, key bilingual staff facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s). In the event that no PCP bilingual staff is available, these offices assign this task to the non-PCP employees who speak Cantonese, Mandarin or Spanish. When no PCP or non-PCP bilingual employees are available, the department contacts the Equal Access office, which locates employees who speak the needed languages. Departments also have the option to use over-the-phone interpretation services to communicate with limited English speaking persons.

Bilingual City employees are encouraged to take the language certification test required to receive bilingual pay as an incentive to providing this important service to the public.

In some cases, when field work must be performed, such as when the Department of Contracting and Purchasing monitors compliance with prevailing wage requirements, the staff will contact an interpreter to accompany him or her to the assignment.

The Finance and Management Agency's Revenue and Parking Divisions have Chinese and Spanish-speaking bilingual employees who assist limited English speaking citizens.

The Oakland Police Department's Chinatown Resource Center's bilingual officers help the Cantonese and Mandarin speaking LEP groups, and the OPD's Fruitvale Resource Center's Spanish-speaking officers assist the Spanish-speaking LEP group.

The Fire Department and the Police Department are part of a statewide emergency consortium that has access to an emergency translation service used by dispatch. These language assistance services are provided by Language Line Services.

8. Name, address, telephone number and contact person of each recruitment firm used to search for qualified applicants for City employment positions

Due to the cost associated with their utilization, no recruitment firms were used during this past year to search for qualified applicants for City employment positions.

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual

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Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment

Not applicable.

10. Narrative assessing the adequacy of each firm to recruit applicants for Public Contact Positions in each of the Concentrated Number of Limited English Speaking Persons Group(s)

Not applicable.

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance

Not applicable.

12. List of each Department's written materials required to be translated under this Article [the Equal Access Ordinance], the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness

The tables below list the documents in which each department provides vital information to the public concerning the department's services and programs. The translated documents have been reviewed by staff and marked off with an "✓" indicating are available to the public in the specified language.

City Administrator's Office & Divisions

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
<i>ADA:</i>			
ADA Program Brochure	✓	✓	
<i>Citizens' Police Review Board:</i>			
CPRB Program Brochure	✓	✓	Vietnamese
Community Outreach Flyer	✓	✓	
<i>Equal Access:</i>			
Equal Access Ordinance	✓	✓	
Equal Access Complaint Form	✓	✓	Vietnamese
Equal Access Website	✓	✓	
<i>Oaklanders Assistance Center:</i>			

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Helpful Phone Numbers	✓	✓	
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City Attorney's Office

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
Claims Procedures	✓	✓	Vietnamese
Foreclosure/Lending Flyers	✓	✓	Vietnamese
Neighborhood Law Corps Material	✓	✓	Vietnamese
Newspaper Editorial s & Press Releases	✓		
Open Government Guide	✓	✓	Vietnamese
Pages on Web-site with Key Telephone Numbers, Where to Go	✓		

City Clerk's Office

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
City Clerk Brochure	✓	✓	Vietnamese
City Council Meeting Speaker Card	✓	✓	Vietnamese
Customer Service Survey	✓	✓	Vietnamese
Domestic Partnership Form	✓	✓	Vietnamese
Passport Service Flyer	✓	✓	Vietnamese

City Council's Office

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
<u>Administration:</u>			
Office Close Notices	✓	✓	
<u>District 5:</u>			
Welcome Letter on Web Page	✓	✓	Vietnamese

Community & Economic Development Agency

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
Bicycle Program Newsletters	✓	✓	Vietnamese
CEDA Newsletters	✓	✓	Vietnamese
City Racks Bike Rack Request Form	✓	✓	Vietnamese
<u>Building Services</u>			

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Inspection Services Brochures:			
Blight Abatement Brochure	✓	✓	
Dogs in Oakland	✓	✓	
Keep Oakland Beautiful, Clean and Green	✓	✓	
Permit Counter Brochures:			
Home Occupation	✓	✓	
How to Reach Us	✓	✓	
MJ Residential Additions and Alterations	✓	✓	
Plot Plan	✓	✓	
Services and Permits	✓	✓	
Single Family Dwellings	✓	✓	
What is a Variance?	✓	✓	
Housing & Community Development Division			
First Time Home Buyer Program:			
Down Payment Assistance Program Brochure	✓	✓	
First Time Home Buyer Program Brochure	✓	✓	
Housing:			
Down Payment Assistant Program (DAP) Brochure	✓	✓	
Foreclosure Brochure	✓	✓	
Homeownership Loan Programs (Cover/Shell/Folder with Pockets)	✓	✓	
Homeownership Loan Programs Brochure	✓	✓	
Income Limits & Partners (Insert)	✓	✓	
Mortgage Assistance Program (MAP) Brochure	✓	✓	
Short Letter to Accompany the Foreclosure Brochures When Mailed	✓	✓	
Housing Development:			
Summary of Restrictions for Affordable Homeownership Development	✓	✓	
Rent Adjustment Section:			
Informational Brochure	✓	✓	
Just Cause Information	✓	✓	
Just Cause Ordinance	✓	✓	
Notice to Tenants	✓	✓	

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Outreach Postcard	✓	✓	
Rent Adjustment Ordinance Brochure	✓	✓	
Planning and Zoning			
How to Contact Us	✓	✓	
Important Additions and Alterations for Residents	✓	✓	
Site Plans	✓	✓	

Contracting and Purchasing

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
<i>Contract Administration:</i>			
Contractor Profile	✓	✓	
<i>Contract Compliance & Employment Services:</i>			
Certification Fact Sheet	✓	✓	
Doing Business with the City of Oakland Flyer	✓	✓	
LEP /15% Apprenticeship Announcement	✓	✓	
Local Construction Referral Application	✓	✓	
Prompt Payment	✓	✓	
Winning Compliance Brochure	✓	✓	
<i>Purchasing:</i>			
Vendor Application	✓	✓	

Finance and Management Agency

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
Parking Citation Information	✓	✓	Vietnamese
General Business Tax Information	✓	✓	

Fire Department

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
<i>Office of Emergency Services:</i>			
911 Registry	✓	✓	
911 Registry FAQ	✓	✓	
CORE Fact Sheet	✓	✓	
CORE Flyers	✓	✓	

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Human Resources Management

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
City's Hiring Process Handouts	✓	✓	Vietnamese

Human Services

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
ASSETS Program for Employees Brochure	✓	✓	Vietnamese
ASSETS Program for Employers Brochure	✓	✓	Vietnamese
Head Start Public Service Announcement	✓	✓	
Even Start Brochure	✓	✓	Vietnamese
Head Start Brochure	✓	✓	Vietnamese
Head Start Flyers	✓	✓	Vietnamese
Homeless Program Brochure	✓	✓	Vietnamese
Hunger Program Brochure	✓	✓	Vietnamese
Linkages Brochure	✓	✓	Vietnamese
Multipurpose Senior Services Program Brochure	✓	✓	Vietnamese
Oakland Fund for Children & Youth Brochure	✓	✓	Vietnamese
Oakland Para transit for Elderly and Disabled Brochure	✓	✓	Vietnamese
Older Americans Celebration Flyers	✓	✓	
Older Americans Public Service Announcement	✓	✓	
Safe Walk to School Brochure	✓	✓	Vietnamese
Senior Centers Brochure	✓	✓	Vietnamese
Sr. Companion Foster Grandparent Program Brochure	✓	✓	Vietnamese
Summer Food Service Program Brochure	✓	✓	Vietnamese

Library

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
Library Card Registration Form	✓	✓	Korean, Vietnamese
Welcome to Oakland Public Library Brochure	✓	✓	
Welcome to Oakland Public Library DVD	✓	✓	Korean, Vietnamese

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Guidelines for Library Behavior	✓	✓	
Your Library Card Handout (borrowing rules, etc.)	✓	✓	Vietnamese
Web Pages	✓	✓	
Current Calendar Link (Web) - some events	✓	✓	
Library Services/Extended Library Services to Disabled	✓	✓	Vietnamese
Comment Forms	✓	✓	
Main Library Map	✓	✓	
Library Privacy Policy	✓		
2009 and 2010 Summer reading flyers	✓	✓	
Cell phone signs	✓	✓	Vietnamese
Rockin' Robins post cards (Children's programming)	✓	✓	
El Dia de los Ninos/El Dia de los Libros announcement	✓	✓	
Patron Surveys	✓	✓	
Signs for holiday closures	✓	✓	
"Oakland Word" Flyers	✓	✓	
Library Fines & Fees bookmark	✓	✓	
Tax Forms Information Signs		✓	
First Five Parenting Workshop Surveys		✓	

Mayor's Office

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
Event Flyers	✓	✓	

Museum

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
Exhibition and Programs	✓	✓	

Parks and Recreation

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
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Office of Parks and Recreation 2010 Brochure (64 pg. comprehensive annual program activity guide)	✓	✓	
OPR Activity/Program Registration Form	✓	✓	Vietnamese
Facility/Park Use Application	✓	✓	
OPR Summer Hiring Event Flyers	✓	✓	
Multiple Recreation Center Program Flyers (Allendale, Arroyo Viejo, Carmen Flores, FM Smith, Lincoln Square, Manzanita, San Antonio, Citywide Sports, Girls Sports)	✓	✓	

Police Department

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
(TF-862-2) Citizen Additional Report	✓	✓	
(TF-952) Parking Courtesy Warning	✓	✓	
(TF-1084) Property Record/Receipt and Release	✓	✓	
(TF-2096) Notification to Sex Crime Victim	✓	✓	
(TF-3053) Business Information Record Card	✓	✓	
(TF-3075) Noise Complaint Notice	✓	✓	
(TF-3098) Filing a Complaint	✓	✓	Vietnamese
(TF-3104) Vehicles "For Sale" Parking Warning	✓	✓	
(TF-3107) Annoyance Call Procedures	✓	✓	
(TF-3145) Alarm Activation Notice	✓	✓	
(TF-3168) Identity Theft	✓	✓	
(TF-3202) Tow Resource Guide	✓	✓	
(TF-3264) Citizen Notification Card	✓	✓	
(TF-3267) Identity Theft Summary Report	✓	✓	
<i>Property Section:</i>			
ALCO Sheriff Info. Form	✓	✓	
OPD Bicycle Unit Release Form	✓	✓	
OPD Property Section Release Form	✓	✓	
<i>YFSD:</i>			
(TF-869) Resource Card for Vic. Of Violent Crimes	✓	✓	

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(TF-3206) Domestic Violence Brochure* <i>*Currently in process updating the document</i>	✓	✓	
Records Division:			
(TF-2093) Vehicle Release Information Form with Map	✓	✓	
(TF-2093) Vehicle Release Fee (stored vehicles)	✓	✓	
(TF-2093a) Tow Advisement (Sideshow)	✓	✓	
(TF-2093a) Vehicle Towed and Impounded	✓	✓	
(TF-2093b) Vehicle Towed in Violation of 14602	✓	✓	
Impound Fee Ordinance 12649	✓	✓	
Post Storage Tow Hearing Form	✓	✓	
Vehicle Release Authorization by Owner	✓	✓	
Animal Services Section:			
About the Oakland Animal Services	✓	✓	
Cat Adoption Questionnaire	✓	✓	
Conditions for Keeping a Potential Dangerous Dog	✓	✓	
Conditions for Keeping a Vicious Dog	✓	✓	
Did You Know About Rabbits?	✓	✓	
Dog Adoption Questionnaire	✓	✓	
Dog Bite Info. Form	✓	✓	
Dogs in Oakland Flyer	✓	✓	
Estimate of Fees Form	✓	✓	
Home Quarantine Agreement	✓	✓	
Introducing Cats to Cats Info. Form	✓	✓	
Introducing Cats to Dogs Info. Form	✓	✓	
Introducing Dogs to Dogs Info. Form	✓	✓	
Is a Small Dog Right for Me?	✓	✓	
List of Veterinary Clinics	✓	✓	
Multiplication Chart for Breeding Cats Info.	✓	✓	
Municipal Code Changes for Animals Info.	✓	✓	
New Fees for Animal Services	✓	✓	
Pet Adoption Form	✓	✓	
Potentially Dangerous Dog Permit	✓	✓	

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Property Inspection Requirement Form	✓	✓	
Quarantine Notice	✓	✓	
Rabbit Adoption Questionnaire	✓	✓	
Rabies Control Disposition Notice	✓	✓	
Refusal to Quarantine Biting Animal	✓	✓	
Request for Hearing (Potentially Dangerous Dog)	✓	✓	
Six Months Property Inspection Requirement Form	✓	✓	
Statement of Account	✓	✓	
Statement of Buyer Form	✓	✓	
To Adopt You Must	✓	✓	
Vicious Dog License	✓	✓	
Volunteer Application	✓	✓	
When Dogs Bite in Oakland	✓	✓	
When to Give Your Dog Freedom	✓	✓	

Public Works Agency

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
Battery Recycling: Safe and Legal in Oakland	✓	✓	Vietnamese
Environmentally Sensitive Vegetation Management	✓	✓	Vietnamese
Greenware Ordinance	✓	✓	Vietnamese
Guide for Oakland Food Vendors	✓	✓	Vietnamese
Public Works Agency Brochure/Services/Organizational Chart/Useful Telephone Number	✓	✓	Vietnamese
Recycling Guide	✓	✓	Vietnamese
Volunteer Safety Sheet	✓	✓	Vietnamese
Equal Access to City Services	✓	✓	

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article [the Equal Access Ordinance]

All Agencies take complaints via the main phone intake line or at the reception counter. All such complaints are forwarded to the Equal Access Office for resolution.

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Description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s)

The Equal Access to Services Ordinance is the only written document that explains how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s), other than a Training Bulletin issued by the Oakland Police Department. However, the City has participated in the drafting of an Administrative Instruction (AI) that, when approved, will provide detailed guidance to Agencies on the implementation of the Ordinance.

14. Report regarding the adequacy of service to members of the Limited English Speaking Persons Group(s)

In order to provide services to the Limited English Speaking Persons population that is equivalent to services provided for their English counterparts, the City will need to hire additional bilingual employees in positions that currently have an insufficient number. However, All City Agencies are committed to providing information and services to the LEP groups and ensuring that non-PCP staff members are available to assist, in the event that a bilingual PCP is not available. In addition, Agencies have access to over-the-phone interpretation services provided by Language Line Services.

15. Any other information requested by City Council necessary for the implementation of this Article [the Equal Access Ordinance].

A. Language Access Compliance Coordination With Departments

Each Department's Language Access Compliance Coordinator has been assigned the responsibility of providing information to the Equal Access Office on the implementation of the language access plan and changes in the position control report and ensuring posted information is available in languages spoken by the substantial number of limited English speaking persons groups SEC.2.30.020 (d). They also ensure that Department staff have access to over-the-phone interpretation services if no bilingual PCP or non-PCP staff is available, and they further ensure that each Department's vital documents are translated, and Department mainline's voicemail messages are available in the necessary languages.

The table below lists the Agency Director and the appointed Language Access Compliance Coordinator, their job titles, and contact information for each Agency.

Tier 1 and Tier 2 Public Contact Departments

<u>Department</u>	<u>Agency Head</u>	<u>Language Access Coordinator</u>	<u>LAC's Title</u>	<u>LAC's Email @ oaklandnet.</u>	<u>LAC's Phone @238</u>

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		(LAC)		com	
City Administrator	Dan Lindheim	Michelle Taylor-Lloyd	Executive Assistant to the City Administrator	mtaylorlloyd	4756
City Attorney	John Russo	Rosemarie Sanchez	Legal Administrative Services Manager	rmsanchez@oaklandcityattorney.org	3827
City Auditor	Courtney Ruby	Joe Macaluso	Executive Assistant to City Auditor	jmacaluso	3379
City Clerk	LaTonda Simmons	Fendy Guan	Management Assistant	fguan	7979
City Council	Jane Brunner	Susan Sanchez	Executive to the Oakland City Council	sasanchez	3266
Community & Economic Development	Walter Cohen	Sarah Schlenk	Administrative Manager	sschlenk	3982
Contracting & Purchasing	Deborah Barnes	Mary Mayberry	Administrative Services Manager I	mmayberry	7324
Finance & Management	Joseph Yew	Sabrina Landreth	Administrative Services Manager II	slandreth	7494
Fire	Gerald Simon	Nina Morris	Asst. to the Director / Chief of Staff	nmorris	4055
Human Resources Management	Andrea Renee Gourdine	Kip Walsh	Administrative Services Manager II	kwalsh	7494
Human Services	Andrea Youngdahl	Dana Perez	Projects Coordinator	dperez	3247
Information Technology	Ken Gordon	Esther Frazier	Administrative Analyst II	efrazier	2186
Library	Carmen Martinez	Crystal Ramie-Adams	Human Resources Manager	cramie	6716
Mayor	Ron Dellums	Cheryal Kidd	Office Manager	ckidd	3460
Museum	Lori Fogarty	Sandy Wong	Management Assistant	swong	6709
Parks &	Audree Jones-	Dana Riley	Assistant to the	driley	6495

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Recreation	Taylor	Jason Mitchell	Director Administrative & Fiscal Manager	jwmitchell	3926
Police	Howard Jordan	Edward Poulson	Captain	epoulson	7048
Public Works	Vitaly B. Trojan	Stephanie Hom	Agency Administrative Manager	shom	2908

B. Recorded Telephonic Messages

The table below presents the status of each Agency's recorded telephone messages that must be multilingual to comply with 2.30.080 *Recorded Telephonic Messages*.

The recorded telephone messages at Franklin and Lincoln Square Recreation Centers, and Live Oak Pool are available in English, Cantonese and Mandarin. The messages at Arroyo, Brookdale, Carmen Flores, Ira Jenkins, Rainbow, and San Antonio Recreation Center, and Fremont Pool are available in English and Spanish. The Police Non-Emergency message is available in English, Spanish and TDD; Cantonese and Mandarin will be added. OPD's drug hot line is available in English, Spanish, Cantonese, Mandarin, Vietnamese and Cambodian.

The Equal Access Office and the Department of Information Technology will continue to work with the Agencies that have additional recorded messages that must be translated.

City Administrator's Office & Divisions

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Citizens Police Review Board	x3159	Completed
City Administrator's Office - Front Desk	x3301	Completed
Equal Access	x6813	Completed
Special Business Permits	x6914	Completed
Special Business Permits (for taxi)	x8527	Completed

City Attorney's Office

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
City Attorney - Front Desk	x3601	Completed
Claims Division	x6337	Completed

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City Auditor's Office

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
City Auditor - Front Desk	x3378	Completed

City Clerk's Office

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
City Clerk - Front Desk	x3226	Completed
Records Division	x3612	Completed

City Council's Office

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
City Council – Front Desk	x3266	Completed

Community & Economic Development Agency

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Blight Hotline	x3381	Completed
Building Services - Billing Appeals	x3452	In Progress*
Building Services - Cashier	x4774	In Progress*
Construction Management	x3051	Completed
Economic Development	x3344	In Progress*
Planning & Zoning - Appointment Scheduling	x3940	In Progress*
CEDA - General	x3941	In Progress*
Planning & Zoning - Zoning	x3911	In Progress*
Real Estate	x3541	Completed
Redevelopment & Housing	x3015	Completed
Rent Adjustment	x3721	Completed

Contracting and Purchasing

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Contracting and Purchasing - General	x3970	Completed

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<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Parking Citation Center	451-0456	In Progress*
Parking Citation	800-500-6484	Completed (EN & SP)
Business Tax	x3704	In Progress*

Fire Department

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Administration	x3856	In Progress*
Arson	x4031	In Progress*
CORE	x3938	In Progress*
EMS Division	x6957	In Progress*
Fire Prevention	x3851	In Progress*
Fire Report / Complaint	x1955	In Progress*
Office of Emergency Services	x6351	In Progress*
Vegetation Management	x7388	In Progress*

Human Resources Management

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Office of Personnel	x3112	Complete

Human Services

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Administration	x3121	Completed
Head Start	x3165	Completed

Information Technology

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
DIT Cable Complaint	238-3567	Completed

Library

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
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Asian Branch Library	238-3400	Completed (EN/CH)
Cesar Chavez Library	535-5620	Completed (EN/SP)
Main Library	238-3134	Completed (EN/SP/CH)
Melrose Branch Library	535-5623	Completed (EN/SP)
Remaining Branch Libraries	Various	In Discussion

Mayor's Office

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Mayor's Front Desk	x3141	Completed
Mayor's Toy Drive Hotline	777-8697	Completed

Museum

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Museum Front Desk	x2200	Completed

Parks and Recreation

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
General information	x7275	Completed
Reservations	x3187	Completed
Arroyo Recreation Center	510-615-5755	Completed – Spanish
Brookdale Recreation Center	510-535-5632	Completed – Spanish
Carmen Flores Recreation Center	510-535-5631	Completed – Spanish
Franklin Recreation Center	510-238-7741	Completed – Chinese
Fremont Pool	510-535-5614	Completed – Spanish
Ira Jenkins Recreation Center	510-615-5959	Completed – Spanish
Lincoln Square Recreation Center	510-238-7738	Completed – Chinese
Live Oak Pool	510-238-2292	Completed – Chinese
Manzanita Recreation Center	510-535-5625	Completed – Spanish
Rainbow Recreation Center	510-615-5751	Completed – Spanish
San Antonio Recreation Center	510-535-5608	Completed – Spanish
Tassafaronga Recreation Center	510-615-5764	Completed – Spanish

Police Department

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<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Animal Services	535-5603	In Progress*
Chief of Police	x3365	In Progress*
Chinatown Substation	x7930	Completed (EN/CH)
Criminal Investigation Division	x3744	In Progress*
Drug/Prostitution Hotline	x3784	Completed
Fireworks Hotline	x2373	Completed
Internal Affairs Division	x3161	In Progress*
Neighborhood Services	986-2715	Completed
Non Emergency	777-3333	In Progress* (Currently recorded in English, Spanish and TDD. Chinese to be added)
Patrol Desk (Information)	x3455	In Progress*
Records Division	x3021	Completed
Traffic Complaint	x3155	In Progress*
Training Section	x3552	In Progress*
Youth Intake Unit	x3641	In Progress*

Public Works Agency

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
PWA Call Center	615-5566	Completed
PWA Front Desk	x3961	Completed
Recycling Hotline	x7283	In Progress*
Volunteer Opportunities	x7630	In Progress*

* *Expected completion in the coming fiscal year (FY 2010-11).*

C. The New Equal Access Website

The Equal Access Office has launched a new website. Its "At a Glance" format was designed to increase language access user-friendliness. The *Translated Documents* section has uploaded vital City documents that have been translated. The *Other Resources* section includes links to many Federal, State, City, private and non-profit resources for limited English speakers.

D. Police Communication Dispatch FY 09-10 Recruitment

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The Oakland Police Department (OPD) recruited a total number of 11 new Police Communication Dispatcher in March 2010. Four out of 11 were bilingual PCPs; 2 are Cantonese speaking, and 2 are Spanish speaking. However, one week after the recruitment, 1 Spanish speaking Dispatcher resigned. OPD Dispatch needed additional bilingual PCPs. In particular, prior to hiring, there were no Cantonese speaking Dispatchers.

E. Police Department Issued Training Bulletin on Language Access

The Oakland Police Department issued a first-ever Language Access policy. It was issued in a Training Bulletin (Index Number: VIII-R) on 2/18/2010. The Training Bulletin sets out Department policy and procedures on how to serve Limited English speakers. Further modification of the Bulletin is currently being discussed.

The Language Access Training Bulletin defines instances in which OPD should provide language assistance when it encounters an individual who is a limited English speaker. The policy also describes the use of the new Language Identification Card (TF-3331) which helps officers and staff identify quickly the language the LEP reads and understands.

F. Coordination Between Human Resources Management and Equal Access for PCP Recruitment with Selective Certification

The Department of Human Resources Management (DHRM) now collaborates with the Equal Access Office in the hiring process. The new Personnel Requisition for New Hires & Promotions form will include a PCP evaluation section which must be signed off by the Equal Access Office. This procedure will allow the Equal Access Office to make an initial evaluation of whether the position is a PCP, and whether the number of bilingual employees in the PCP position is sufficient or whether selective certification must be used to fill it.

List of Attachments

- A. Department Compliance Plan
- B. PCP Location Summary
- C. Qualified Applicants Pool Lists

Item: _____

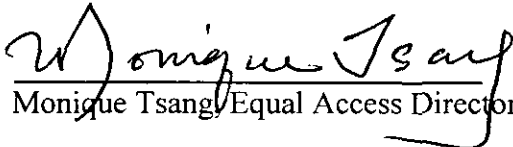
Finance & Management Committee

June 22, 2010

ACTION REQUESTED BY THE CITY COUNCIL

Staff requests that City Council accept this informational report on the status of implementation of the Equal Access to Services Ordinance.

Respectfully submitted,


Monique Tsang, Equal Access Director

FORWARDED TO THE FINANCE
AND MANAGEMENT COMMITTEE:



Office of the City Administrator

Item: _____
Finance & Management Committee
June 22, 2010

Attachment A

Department Compliance Plan

City Administrator's Office	A-2 - A-8
City Attorney's Office	A-9 - A-14
City Auditor's Office	A-15 - A-19
City Clerk's Office	A-20 - A-24
City Council's Office	A-25 - A-30
Community and Economic Development Agency	A-31 - A-42
Contracting and Purchasing	A-43 - A-49
Finance and Management Agency	A-50 - A-55
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Human Services	A-70 - A-77
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EQUAL ACCESS TO SERVICES ORDINANCE

AGENCY COMPLIANCE PLAN

For
FY 09-10

AGENCY/DEPARTMENT NAME: OFFICE OF THE CITY ADMINISTRATOR

The Agency Compliance plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by “utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s).” “Substantial Number of Limited English Speaking Persons Group” is defined in the Ordinance as “at least 10,000 limited English speaking City residents who speak a shared language other than English.” According to the 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

For the current fiscal year, the Equal Access Office based on 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates data, deems the citywide Spanish LEP population to be 12.0% and the Chinese LEP population to be 4.6%. These figures reflect the target percentages of bilingual PCPs in offices providing citywide services.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The tables below show every position budgeted in FY 2009-10 in our Agency/Department that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

Job Title (Classification)	FTE	Function
Administrative Analyst I	1	Special Permits Administrative Support
Administrative Assistant II	1	EOPD front desk reception
Administrative Assistant II (CONF)	1	Nuisance Abatement Admin Support
Assist to the City Administrator	1	Equal Access Language Assistance
Assist to the City Administrator	1	Measure Y Oversight Committee
Assist to the City Administrator	1	Nuisance Abatement
City Administrator Analyst	1	Equal Access Language Assistance



EQUAL ACCESS TO SERVICES ORDINANCE

Complaint Investigator II	5	CPRB complaint investigation
Management Intern	1	Equal Access Language Assistance
Mayor's PSE 14	5	Oaklanders Assistance Center
Mayor's PSE 14, PT	1	CAO Admin front desk reception
Program Analyst I	1	Equal Access Language Assistance
Program Analyst I	1	NSD City-County Neighborhood Initiative
Program Analyst III	1	NSD City-County Neighborhood Initiative

Total PCP: 22

3. The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.

Our Agency/Department has 7 bilingual employees in public contact positions. There are 3 FTE speak Spanish and 4 FTE speak Chinese.

<u>Job Title</u> <u>(Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Administrative Analyst I	1	Special Permits	City Hall 11 th floor	1/Cantonese & Mandarin
Asst to the City Administrator	1	Equal Access Language Assistance	City Hall 9 th floor	1/Cantonese & Mandarin
Asst to the City Administrator	1	Nuisance Abatement	City Hall 11 th floor	1/Spanish
Complaint Investigator II	1	CPRB complaint investigation	City Hall 11 th floor	1/Taishanese (Chinese dialect)
Management Intern	1	Equal Access Language Assistance	City Hall 9 th floor	1/Spanish
Mayor's PSE 14	2	Oaklanders Assistance Center	City Hall 1 st floor	1/Cantonese & Mandarin 1/Spanish

Total Bilingual PCP: 7

4. A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.

The following percentages are for numerical purposes and do not constitute the actual need to hire full or fractions of positions. These figures contained in the charts below are for reference purposes for departments to access their language needs.



EQUAL ACCESS TO SERVICES ORDINANCE

Critical areas for selective language certification to fill vacancies as they arise:

City Administrator Units	Total FTE	Total PCP	SP PCP	SP Goal	SP PCP Needs	CH PCP	CH Goal	CH PCP Needs
Citizens Police Review Board Unit	6	5	0	12%	0.6	1	4.6%	
ADA Programs	2.75	1	0	12%	0.12	0	4.6%	0.05

5. If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department's plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills.

At this time, due to budgetary constraints and lay-offs, no vacant PCPs exist. However, when they become available, the City Administrator's Office will fill the positions using a selective language certification process for each position. Currently CPRB has two anticipated vacant positions that are in process to be filled.

6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities. Not Applicable (no new hires for PCP positions)

Job Title (Classification)	FTE	# Bilingual/Language

PCP New Hire Total: 0 Bilingual PCP New Hire Total: 0.

7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.

The City Administrator's Office has identified key bilingual staff to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s). If these positions are not PCPs, we add this task to the job duties of the individual to ensure that City information and services are provided in Cantonese, Mandarin and Spanish upon demand. Currently we contact the Equal Access office if there is a need for a Spanish speaking interpreter and we contact the Special Permits Division if there is a need for a Cantonese/Mandarin interpreter. We also have access to use over-the-phone interpretation services to communicate with limited English speaking persons who speak other languages.



EQUAL ACCESS TO SERVICES ORDINANCE

8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

No recruitment firms were used to search for qualified applicants for PCPs because it is cost-prohibitive. The Department of Human Resources Management was used to handle these searches.

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

Not applicable

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

Not Applicable

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

Not Applicable

12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.

The Office of the City Council coordinated with the Equal Access Office for all the necessary updated materials translation and provide general summaries of our services in all required language formats. Therefore, we do not have any written materials that require translation assistance at this time.

The tables below show vital documents that the Office of the City Council is using to provide vital information to the Public about the Department's services or programs regularly.



EQUAL ACCESS TO SERVICES ORDINANCE

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
<i>ADA</i>			
ADA Program Brochure	X	X	
<i>Citizens' Police Review Board</i>			
CPRB Program Brochure	X	X	Vietnamese
Community Outreach Flyer	X	X	
<i>Equal Access</i>			
Equal Access Ordinance	X	X	
Equal Access Complaint Form	X	X	Vietnamese
Equal Access Website	X	X	
<i>Oaklanders Assistance Center</i>			
Helpful Phone Numbers	X	X	

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.

The City of Administrator's Office accepts complaints through their main phone lines and main reception counters. If they were to receive a complaint, they would forward it to the Equal Access Office for resolution.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).

The Equal Access to Services Ordinance is the only written document that exists detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s). However, the City Attorney's Office and the Equal Access Office have agreed to jointly write a new Administrative Instruction to provide more guidance to Agencies on the implementation of the Ordinance.

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).

In order to provide service to the Limited English speaking Persons population that is equal to the service provided for English persons, additional bilingual employees need to be hired in critical areas of the City Administrator's Office, as outlined above. The City Administrator's Office is committed to providing information and services to this population and ensure that non-PCP staff members are available to help constituents when PCP positions are not filled with a bilingual staff person speaking the language in need. In addition, we have the opportunity to use the over-the-phone interpretation services.



EQUAL ACCESS TO SERVICES ORDINANCE

CPRB acknowledges its limitations to provide bilingual services to the public and has made hiring future bilingual staff a priority. However during the current fiscal year, the CPRB has provided outreach to members of the limited-English speaking populations of Oakland's Chinatown and Fruitvale-San Antonio districts. These events were held at the Lincoln Square Recreation Center and Fruitvale-San Antonio Senior Center. Each event was interpreted in the audiences' native language through a community volunteer, a bilingual PCP of the Oakland Police Department and a contracted interpreter. Also, translated materials about the complaint process were distributed.

In addition, CPRB has made efforts to diversify their Board by recruiting members with bilingual skills and members of the Spanish and Chinese speaking communities of Oakland. Through the outreach efforts, CPRB has current applicants to the Board who speak both Spanish and Chinese. CPRB hopes to complete interviews and eventual appointments of applicants possessing these bilingual skills.

Although no new positions were filled during the current fiscal year, CPRB has recruited and employs a student intern who is bilingual in Spanish. CPRB student intern only comes to the office once a week, but is available for basic translation services to the public. Equal Access Office also recruited four volunteering bilingual interns who come to the office on Friday only. Among the four Equal Access interns, one speaks Cantonese and Vietnamese, two speak Cantonese and Mandarin, and one speaks Spanish. They have been assigned for two-hour shifts helping out at the Parking Citation Center by provide language assistance to limited speaking constituents, as well as proofing translated materials confirming accuracy.

CPRB plans to continue to actively recruit bilingual Board applicants and outreach to the limited-English speaking population through community outreach events. These efforts will continue in addition to the CPRB's current efforts to hire qualified bilingual staff.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.

A. Because it has not been included in any of the required sections of this compliance plan, but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below has been or will be recorded in English, Spanish, Cantonese and Mandarin.

Function	Multilingual Lines	Status
Citizens Police Review Board	x3159	Complete
City Administrator's Office - Front Desk	x3301	Complete
Equal Access	x6813	Complete



EQUAL ACCESS TO SERVICES ORDINANCE

Special Business Permits	x6914	Complete
Special Business Permits (for taxi)	x8527	Complete

Office of City Council has internal staff worked together to complete recording the multilingual lines listed above.

- B. Please provide a narrative assessment and analysis of the Department's compliance with the Equal Access to Services Ordinance, deficiencies in compliance and measures or changes necessary to achieve full compliance.

None at this time.

Preparer Information

EAO Compliance Coordinator: Michelle Taylor-Lloyd

Title: Executive Assistant to City Administrator

Telephone Number: (510) 238-4756

E-mail Address: mtaylorlloyd@aoklandnet.com

Agency Director: Dan Lindheim



EQUAL ACCESS TO SERVICES ORDINANCE

LANGUAGE ACCESS PLAN

For
FY 09-10

OFFICE OF THE CITY ATTORNEY

The language access plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by “utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s).” “Substantial Number of Limited English Speaking Persons Group” is defined in the Ordinance as “at least 10,000 limited English speaking City residents who speak a shared language other than English.” According to the 2000 U.S. Census and 2006 American Community Survey, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The tables below show every position budgeted in FY2008-09 in the Office of the City Attorney that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

<u>Job Title</u> <u>(Classification)</u>	<u>FTE</u>	<u>Function</u>
Agency Administrative Manager	1	Neighborhood Law Corp Program Manager (see above)
Claims Investigator II & III	2	Investigation of claims with includes responding to a variety of questions from claimants either by phone or walk-in.
Deputy City Attorney II	3	Misdemeanor Prosecution Attorneys meet with community members, business leaders to support efforts to criminally prosecute misdemeanors and infractions. Also, interacts with defendants in these actions.
Exec Asst to City Attorney	1	City Attorney’s reception desk and liaison to community for John Russo



EQUAL ACCESS TO SERVICES ORDINANCE

Exempt Limited Duration Employee	3	Neighborhood Law Corps Attorneys meets with community members and business leaders to support civil actions filed that address quality of life issues facing the City of Oakland. Also, interacts with defendants in these actions.
Legal Communications Officer	1	City Attorney's PIO
Public Service Representative	2	City Attorney's reception desk
Receptionist to the City Attorney	1	City Attorney's Office reception desk

Total PCP: 14

3. The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.

The Office of the City Attorney has 2 bilingual employees in public contact positions.

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Exempt Limited Duration Employee	3	Neighborhood Law Corps Attorneys meets with community members and business leaders to support civil actions filed that address quality of life issues facing the City of Oakland. Also, interacts with defendants in these actions.	City Hall, OCA, 6 th floor	1/Spanish
Legal Communications Officer	1	City Attorney's PIO	City Hall, OCA, 6 th floor	1/Spanish

Total Bilingual PCP: 2

4. A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.

The following percentages are for numerical purposes and do not constitute the actual need to hire full or fractions of positions. These figures contained in the charts below are for reference purposes for departments to access their language needs.

Critical areas for selective language certification to fill vacancies as they arise:

EQUAL ACCESS TO SERVICES ORDINANCE

City Attorney Units	Total FTE	Total PCP	SP PCP	SP Goal	SP PCP Needs	CH PCP	CH Goal	CH PCP Needs
City Attorney Administration	32	8	1	12%		0	4.6%	0.37
Litigation Unit	16	3	1	12%		0	4.6%	0.14
Advisory Unit	26	3	0	12%	0.36	0	4.6%	0.14

- Administration – One Cantonese/Mandarin speaking PCP needed. However, we do have a non PCP employee who resides on the same floor as our main reception area who provides Cantonese and Mandarin translation services when the need arises. If this employee is not available we have three other employees who provide Cantonese and Mandarin translation services.
 - Litigation - One Cantonese/Mandarin-speaking PCP needed. However, we do have a non PCP employee who resides on the same floor as our main reception area who provides Cantonese and Mandarin translation services when the need arises. If this employee is not available we have three other employees who provide Cantonese and Mandarin translation services.
 - Advisory – One Spanish-speaking PCP and one Cantonese/Mandarin-speaking PCP needed. However, we do have a non PCP employee who resides on the same floor as our main reception area who provides Cantonese and Mandarin translation services when the need arises. If this employee is not available we have three other employees who provide Cantonese and Mandarin translation services.
5. If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department's plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills. **(Please provide both short term and long term plan.)**

At this time, due to budgetary constraints and lay-offs, no vacant PCPs exist. However, when they become available, Agencies will fill the positions using a selective language certification process for each position.

We continue to provide translation services as needed when depositions are scheduled in our office.

We routinely send our office's press releases and editorials to the Spanish and Cantonese/Mandarin media. We have included a Spanish page on our web-site. We plan to develop a Cantonese/Mandarin page as well.



EQUAL ACCESS TO SERVICES ORDINANCE

6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities.

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Deputy City Attorney II	1	
Microcomputer Specialist I (bumped into job due to lay-off, the person laid-off was bilingual)	1	
Exempt Limited Duration Employee	1	

Total 3 Bilingual New Hire Total: 0

7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.

The City Attorney's Office has identified key bilingual staff to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s). If these positions are not PCPs, we add this task to the job duties of the individual to ensure that City information and services are provided in Cantonese, Mandarin and Spanish upon demand.

8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

No recruitment firms were used to search for qualified applicants for PCPs because it is cost-prohibitive. The Office of Personnel Resource Management was used to handle these searches.

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

Not applicable.

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

Not applicable.



EQUAL ACCESS TO SERVICES ORDINANCE

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

Not applicable.

12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.

The City Attorney's Office coordinated with the Equal Access Office for all the necessary updated materials translation and provide general summaries of our services in all required language formats. Therefore, we do not have any written materials that require translation assistance at this time.

The tables below show vital documents that the City Attorney's Office is using to provide vital information to the Public about the Department's services or programs regularly.

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
Claims Procedures	X	X	Vietnamese
Foreclosure/Lending Flyers	X	X	Vietnamese
Neighborhood Law Corps Material	X	X	Vietnamese
Newspaper Editorial s & Press Releases	X		
Open Government Guide	X	X	Vietnamese
Pages on Web-site with Key Telephone Numbers, Where to Go	X		

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.

The City of Attorney's Office accepts complaints through their main telephone lines and main reception counters. If they were to receive a complaint, they would forward it to the Equal Access Office for resolution.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).

The Equal Access to Services Ordinance is the only written document that exists detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s). However, the City Attorney's Office and the Equal Access Office have agreed to



EQUAL ACCESS TO SERVICES ORDINANCE

jointly write a new Administrative Instruction to provide more guidance to Agencies on the implementation of the Ordinance.

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).

In order to provide service to the Limited English speaking Persons population that is equal to the service provided for English persons, additional bilingual employees need to be hired in critical areas of the City Attorney's Office, as outlined above. The City Attorney's Office is committed to providing information and services to this population and ensure that non-PCP staff members are available to help constituents when PCP positions are not filled with a bilingual staff person speaking the language in need. In addition, we have the opportunity to use the over-the-phone interpretation services.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.

Because it has not been included in any of the required sections of this compliance plan, but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below will be recorded in English, Spanish, Cantonese and Mandarin.

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
City Attorney - Front Desk	x3601	In Progress
Claims Division	x6337	In Progress

The Office of the City Attorney plan to complete recording multilingual greetings to the listed line above by Summer of 2010.

Preparer Information

Language Access Coordinator: Rosemarie Sanchez
Title: Legal Administrative Services Manager
Telephone Number: (510) 238-3827
E-mail Address: rmsanchez@oaklandcityattorney.org



EQUAL ACCESS TO SERVICES ORDINANCE

LANGUAGE ACCESS PLAN

For
FY 09-10

OFFICE OF THE CITY AUDITOR

The language access plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by "utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s)." "Substantial Number of Limited English Speaking Persons Group" is defined in the Ordinance as "at least 10,000 limited English speaking City residents who speak a shared language other than English." According to the 2000 U.S. Census and 2006 American Community Survey, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The Office of the City Auditor has less than 15 FTE's; therefore it is not considered a Tier 1 or Tier 2 department and is not subject to section 2.30.040 and section 2.30.050.

City Auditor's Office

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>
Exec Asst to the City Auditor	1	City Auditor's reception desk and liaison to community for the City Auditor
Receptionist to the City Auditor	1	City Auditor's reception desk

Total PCP: 2

3. The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.

City Auditor's Office

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>

Total Bilingual PCP: 0



EQUAL ACCESS TO SERVICES ORDINANCE

Also, it is important to note that within the ten (10) person office for the City Auditor there is a Mandarin-speaker and a Spanish-speaker; however, neither of these employees are PCPs.

4. A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.

The following percentages are for numerical purposes and do not constitute the actual need to hire full or fractions of positions. These figures contained in the charts below are for reference purposes for departments to access their language needs.

Critical areas for selective language certification to fill vacancies as they arise:

City Auditor Units	Total FTE	Total PCP	SP PCP	SP Goal	SP PCP Needs	CH PCP	CH Goal	CH PCP Needs
City Auditor Unit	11	2	0	12%	0.24	0	4.6%	0.09

5. If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department's plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills. **(Please provide both short term and long term plan.)**

City Auditor's Office has made hiring future bilingual staff to fill public contact position a consideration.

6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities.

City Auditor's Office

Job Title (Classification)	FTE	# Bilingual/Language
Exec Asst to the City Auditor	1	
Receptionist to the City Auditor	1	

PCP New Hire Total:

2

Bilingual PCP New Hire Total: 0



EQUAL ACCESS TO SERVICES ORDINANCE

7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.

The City Auditor's Office has identified key bilingual staff to communication with members of the public who are Limited English speakers. If these positions are not PCPs, we add this task to the job duties of the individual to ensure that City information and services are provided in Cantonese, Mandarin and Spanish upon demand.

During a recent audit of the Residential Parking Permits, we had the survey available in English, Spanish and Chinese. In addition, we have posted access points on our website to a translated home page in both Spanish and Chinese. Additionally, the general voicemail message for the Office of the City Auditor is recorded in English, Spanish and Chinese.

8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

No recruitment firms were used to search for qualified applicants for PCPs because it is cost-prohibitive. We chose to use internet sites and The Office of Personnel Resource Management to handle these searches.

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

Not applicable.

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

Not applicable.

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

Not applicable.



EQUAL ACCESS TO SERVICES ORDINANCE

12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.

The City Auditor's Office coordinated with the Equal Access Office for all the necessary updated materials translation and provide general summaries of our services in all required language formats. We have access points on our website to translations of home page in both Spanish and Chinese.

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.

The City Auditor's Office accepts complaints through their main telephone lines and main reception counters. If we were to receive a complaint, we utilize the language interpretation service through the 800 number and our client ID or we forward it to the Equal Access Office for resolution.

No complaints of an alleged violation of this article were received in FY 08-09.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).

The Equal Access to Services Ordinance is the only written document that exists detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s). However, the City Attorney's Office and the Equal Access Office have agreed to jointly write a new Administrative Instruction to provide more guidance to Agencies on the implementation of the Ordinance.

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).

In order to provide service to the Limited English speaking Persons population that is equal to the service provided for English persons, additional bilingual employees need to be hired in critical areas of the City Auditor's Office, as outlined above. The City Auditor's Office is committed to providing information and services to this population and ensure that non-PCP staff members are available to help constituents when PCP positions are not filled with a bilingual staff person speaking the language in need. In addition, we have the opportunity to use the over-the-phone interpretation services.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.



EQUAL ACCESS TO SERVICES ORDINANCE

Because it has not been included in any of the required sections of this compliance plan, but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below are recorded in English, Spanish, Cantonese and Mandarin.

Per the ordinance, the Office of the City Auditor must meet the recorded Telephonic Message requirement which we have currently completed.

City Auditor's Office

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
City Auditor - Front Desk	x3378	Complete

Preparer Information

Agency Director: Oakland City Auditor, Courtney Ruby, CPA, CFE
Language Access Coordinator: Joe Macaluso
Title: Executive Assistant to City Auditor
Telephone Number: (510) 238-3379
E-mail Address: jmacaluso@oaklandnet.com



EQUAL ACCESS TO SERVICES ORDINANCE

AGENCY COMPLIANCE PLAN

For
FY 09-10

AGENCY/DEPARTMENT NAME: OFFICE OF THE CITY CLERK

The Agency Compliance plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by “utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s).” “Substantial Number of Limited English Speaking Persons Group” is defined in the Ordinance as “at least 10,000 limited English speaking City residents who speak a shared language other than English.” According to the 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

For the current fiscal year, the Equal Access Office based on 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates data, deems the citywide Spanish LEP population to be 12.0% and the Chinese LEP population to be 4.6%. These figures reflect the target percentages of bilingual PCPs in offices providing citywide services.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The tables below show every position budgeted in FY 2009-10 in our Agency/Department that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>
Office Assistant II	1	Front desk reception area, 1 st Floor
Public Service Representative	1	Front desk reception area, 2 nd Floor

Total PCP: 2



EQUAL ACCESS TO SERVICES ORDINANCE

3. The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.

Our Agency/Department has 1.00 bilingual employees in public contact positions. There is 1 FTE speak Spanish and 0 FTE speak Chinese.

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Public Service Representative	1	Front desk reception area, 2 nd Floor	City Hall, 2 nd Floor	1/Spanish

Total Bilingual PCP: 1

4. A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.

The following percentages are for numerical purposes and do not constitute the actual need to hire full or fractions of positions. These figures contained in the charts below are for reference purposes for departments to access their language needs.

Critical areas for selective language certification to fill vacancies as they arise:

City Clerk Units	Total FTE	Total PCP	SP PCP	SP Goal	SP PCP Needs	CH PCP	CH Goal	CH PCP Needs
City Clerk Unit (1 st Floor)	3	1	0	12%	0.12	0	4.6%	0.05
City Clerk Unit (1 st Floor)	1	2	1	12%		0	4.6%	0.05

Currently, a management staff is providing service to Cantonese/Mandarin citizens to meet the Equal Access to Service Ordinance.

5. If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department's plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills.

At this time, due to budgetary constraints and lay-offs, no vacant PCPs exist. However, when they become available, City Clerk will fill the positions using a selective language certification process for each position.



EQUAL ACCESS TO SERVICES ORDINANCE

6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities.

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
None		
PCP New Hire Total:	0	Bilingual PCP New Hire Total: 0

7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.

The Office of the City Clerk has identified key bilingual staff to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s). If these positions are not PCPs, we add this task to the job duties of the individual to ensure that City information and services are provided in Cantonese, Mandarin and Spanish upon demand.

8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

No recruitment firms were used to search for qualified applicants for PCPs. The Department of Personnel Resource Management was used to handle these searches.

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

Not applicable.

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

Not applicable.

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

Not applicable.



EQUAL ACCESS TO SERVICES ORDINANCE

12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
City Clerk Brochure	X	X	Vietnamese
City Council Meeting Speaker Card	X	X	Vietnamese
Customer Service Survey	X	X	Vietnamese
Domestic Partnership Form	X	X	Vietnamese
Passport Service Flyer	X	X	Vietnamese

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.

The City Clerk's Office accepts complaints by phone or by walk-in. If we were to receive a complaint, we would coordinate with the Equal Access Office for solution.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).

The Equal Access to Services Ordinance is the only written document that exists detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s).

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).

In order to provide service to the Limited English speaking population that is equal to the service provided for English persons, additional bilingual employees need to be hired in critical areas of the City Clerk's Office, as outlined above. The City Clerk's Office is committed to providing information and services to this population and ensure that non-PCP staff members are available to help constituents when PCP positions are not filled with a bilingual staff person speaking the language in need. In addition, we have the opportunity to use the over-the-phone interpretation services.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.



EQUAL ACCESS TO SERVICES ORDINANCE

- A. Because it has not been included in any of the required sections of this compliance plan, but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below have been or will be recorded in English, Spanish, Cantonese and Mandarin.

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
City Clerk - Front Desk	x3226	Completed
Records Division	x3612	Completed

- B. Please provide a narrative assessment and analysis of the Department's compliance with the Equal Access to Services Ordinance, deficiencies in compliance and measures or changes necessary to achieve full compliance.

The City Clerk's office is not able to staff any Cantonese/Mandarin PCP due to budgetary constraints. However, we do have a management staff that is available in providing the translation in Cantonese/Mandarin languages to meet the Equal Access to Services Ordinance.

Preparer Information

EAO Compliance Coordinator: Fendy Guan

Title: Management Assistant

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Agency Director: LaTonda Simmons



EQUAL ACCESS TO SERVICES ORDINANCE

AGENCY COMPLIANCE PLAN

For
FY 09-10

AGENCY/DEPARTMENT NAME: OFFICE OF THE CITY COUNCIL

The Agency Compliance plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by “utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s).” “Substantial Number of Limited English Speaking Persons Group” is defined in the Ordinance as “at least 10,000 limited English speaking City residents who speak a shared language other than English.” According to the 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

For the current fiscal year, the Equal Access Office based on 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates data, deems the citywide Spanish LEP population to be 12.0% and the Chinese LEP population to be 4.6%. These figures reflect the target percentages of bilingual PCPs in offices providing citywide services.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The tables below show every position budgeted in FY 2009-10 in our Agency/Department that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

Job Title (Classification)	FTE	Function
City Council Admin Assistant	4.5	Council District & front desk reception
City Councilmember's Assistant	18	Council District constituent affairs
Exec Asst to the City Council	1	Front desk reception
Total PCP:		23.5

EQUAL ACCESS TO SERVICES ORDINANCE

3. The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.

Our Agency/Department has 6.25 bilingual employees in public contact positions. There are 5 FTE speak Spanish and 2.25 FTE speak Chinese.

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
City Council Admin Assistant	4.5	Council District & front desk reception	City Hall, 2 nd floor	0.25/Cantonese & Mandarin 1.00/Spanish
City Councilmember's Assistant	18	Council District constituent affairs	City Hall, 2 nd floor	1/Mandarin 3/Spanish
Exec Asst to the City Council	1	Front desk reception	City Hall, 2 nd floor	1/Spanish

Total Bilingual PCP: 6.25

Beside the bilingual PCP positions listed above, currently there are 2 non PCP personnel, the Council Member for District 4 who has language capability in Cantonese and the Council Member for District 5 who has language capability in Spanish.

4. A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.

The following percentages are for numerical purposes and do not constitute the actual need to hire full or fractions of positions. These figures contained in the charts below are for reference purposes for departments to access their language needs.

As an Agency, Office of the City Council exceeds the standard for bilingual employees in public contact positions. We currently have 21.28% Spanish speaking PCP and 5.32% Chinese speaking PCP. Critical areas for selective language certification to fill vacancies as they arise:

City Administrator Units	Total FTE	Total PCP	SP PCP	SP Goal	SP PCP Needs	CH PCP	CH Goal	CH PCP Needs
Council Administration Unit	1.5	1.5	1.5	12%		0	4.6%	0.07
District One Unit	4.5	3.5	0.5	3.2%		0	0.9%	0.03
District Two Unit	3.5	2.5	0	7.6%	0.19	1.25	12.9%	
District Three Unit	3.5	2.5	0	6.1%	0.15	0	3.1%	0.08



EQUAL ACCESS TO SERVICES ORDINANCE

District Four Unit	3.5	2.5	0	6.9%	0.17	0	5.5%	0.14
District Five Unit	3.5	2.5	2	23.82%		0	3.6%	0.09
District Six Unit	4.5	3.5	1	13.3%		0	0.8%	0.03
District Seven Unit	3.5	2.5	0	16.8%	0.42	0	0.4%	0.01
Council At Large Unit	3.5	2.5	0	12%	0.3	0	4.6%	0.12

5. If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department's plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills.

At this time, due to budgetary constraints and lay-offs, no vacant PCPs exist. However, when they become available, Agencies will fill the positions using a selective language certification process for each position.

6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities. Not Applicable (no new hires for PCP positions)

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
City Councilmember's Assistant	0.83	
City Councilmember's Assistant TEMP	1.5	

PCP New Hire Total: 2.33

Bilingual PCP New Hire Total: 0

The were 1.5 FTE of the City Councilmember Assistant TEMP position hired temporary to fill 1.5 FTE of City Councilmember Assistant who are in temporary leave.

7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.

The Office of the City Council has identified key bilingual staff to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s). If these positions are not PCPs, we add this task to the job duties of the individual to ensure that City information and services are provided in Cantonese, Mandarin and Spanish upon demand.



EQUAL ACCESS TO SERVICES ORDINANCE

8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

No recruitment firms were used to search for qualified applicants for PCPs because it is cost-prohibitive.

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

Not applicable

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

Not Applicable

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

Not Applicable

12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.

The Office of the City Council coordinated with the Equal Access Office for all the necessary updated materials translation and provide general summaries of our services in all required language formats. Therefore, we do not have any written materials that require translation assistance at this time.

The tables below show vital documents that the Office of the City Council is using to provide vital information to the Public about the Department's services or programs regularly.

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
<i>Administration</i>			
Office Close Notices	X	X	



EQUAL ACCESS TO SERVICES ORDINANCE

District 5

Welcome Letter on Web Page

X

X

Vietnamese

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.

The Office of the City Council accepts complaints through their main telephone lines and main reception counters. If they were to receive a complaint, they would forward it to the Equal Access Office for resolution.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).

The Equal Access to Services Ordinance is the only written document that exists detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s). However, the City Attorney's Office and the Equal Access Office have agreed to jointly write a new Administrative Instruction to provide more guidance to Agencies on the implementation of the Ordinance.

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).

In order to provide service to the Limited English speaking Persons population that is equal to the service provided for English persons, additional bilingual employees need to be hired in critical areas of the City Council's Office, as outlined above. The City Council's Office is committed to providing information and services to this population and ensure that non-PCP staff members are available to help constituents when PCP positions are not filled with a bilingual staff person speaking the language in need. In addition, we have the opportunity to use the over-the-phone interpretation services.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.

- A. Because it has not been included in any of the required sections of this compliance plan, but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below has been or will be recorded in English, Spanish, Cantonese and Mandarin.

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
City Council – Front Desk	x3266	Complete



EQUAL ACCESS TO SERVICES ORDINANCE

Office of City Council has internal staff worked together to complete recording the multilingual lines listed above.

- B. Please provide a narrative assessment and analysis of the Department's compliance with the Equal Access to Services Ordinance, deficiencies in compliance and measures or changes necessary to achieve full compliance.

Preparer Information

EAO Compliance Coordinator: Susan A. Sanchez

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Council President: Jane Brunner



EQUAL ACCESS TO SERVICES ORDINANCE

LANGUAGE ACCESS PLAN

For
FY 2009-2010

COMMUNITY AND ECONOMIC DEVELOPMENT AGENCY

The language access plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by “utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s).” “Substantial Number of Limited English Speaking Persons Group” is defined in the Ordinance as “at least 10,000 limited English speaking City residents who speak a shared language other than English.” According to the 2000 U.S. Census and 2006 American Community Survey, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

For the current fiscal year, the Equal Access Office based on 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates data, deems the citywide Spanish LEP population to be 12.0% and the Chinese LEP population to be 4.6%. These figures reflect the target percentages of bilingual PCPs in offices providing citywide services.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The table below shows every position budgeted in FY2009-2010 in the Community and Economic Development Agency that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

Community & Economic Development Agency

Job Title (Classification)	FTE	Function
Account Clerk II	2	Provides customer services and performs cashiering functions
Administrative Analyst I	1	Provides customer services and participates in public information projects.
Administrative Asst I and II	15	Receives and screens visitors and telephone calls. Provides information and refers callers to appropriate persons. Responds to customer service



EQUAL ACCESS TO SERVICES ORDINANCE

		inquiries.
Community Dev Prgm Coordinator	3	Assists with the management and coordination of Community Development Block Grant funded activities; provides technical assistance to CD Boards at the monthly meetings; completes monitoring site visits on contracted project; examines supporting documents submitted with payment requests to establish proper authorization and conformance with agreements, contracts and grant regulations.
Construction Inspector Sr (Office)	3	Performs inspection of major public works construction projects and associated tasks. Responds to and resolves complaints from the public relating to assigned projects.
Employment Services Supervisor	1	Provides Enterprise Zone Program information to Businesses and the general public.
Engineer, Assistant II (Office)	3	Interprets codes and regulations in the performance of plan check activities. Investigates routine complaints regarding existing conditions of buildings and public works facilities.
Engineer, Civil (Office)	9	Plans and design streets, storm, sewer and other public works facilities. Reviews and approves subdivision and land development proposals for compliance with engineering standards.
Engineer, Civil Supv (Office)	1	Plans, assigns, and supervises the Civil Engineers in designing streets, storm, sewer, and other public works facilities.
Engineer, Transportation (TSD)	3	Responds to citizen complaints about traffic safety.
Engineer, Transportation Supv (TSD)	1	Represents the Transportation Services Division in public meetings.
Engineering Technician II (Office)	3	Responds to citizen complaints about traffic safety.
Hearing Officer	2	Plans, organizes and conducts arbitration hearings and renders written decisions regarding tenant and landlord petitions; conducts mediation sessions and prepares written mediation agreements.
Home Management Counselor III	1	Monitors defaults and delinquencies in mortgage payments; provides counseling to home owners, landlords, and tenants.
Housing Development Coordinator III & IV	7	(III) Coordinates the development and implementation of housing development and emergency housing projects and programs. (IV) Organizes, facilitates and supervises City participation in major housing development, emergency



EQUAL ACCESS TO SERVICES ORDINANCE

		housing, and financing programs and projects.
Loan Servicing Administrator	1	Develops and maintains loan accounting and servicing systems, prepares and presents a broad range of informative accounting and loan portfolio management reports for loans.
Loan Servicing Specialist	2	Provides loan servicing services on residential and rental property mortgages and home repair loans held by the City of Oakland.
Manager, Zoning	1	Supervises project planners
Monitoring & Evaluation Supervisor	1	Coordinates, monitors, and evaluates Community Development Block Grant and redevelopment programs. Develops and implements monitoring and evaluation systems to ensure contract compliance on housing projects.
Mortgage Advisor	2	Processes and approves housing rehabilitation loans; reviews legislation of new programs. Assembles loan packages for submission to lenders; interprets federal housing laws for the public; writes applications for rehabilitation programs.
Office Assistant II	6	Front desk reception; sets appointments and answers telephones
Permit Technician II	1	Primary public contact at building counter.
Planner I, II, III and IV and interns	31	Daily public contact in reviewing development projects.
Principal Inspection Supv	3	First line supervision of building inspectors.
Process Coordinator II & III	3	Daily public contact in helping projects get built
Program Analyst II & III	3	Manages Rent Adjustment cases. Writes administrative decisions in Rent Adjustment cases. Answers public inquiries in person and by phone. Processes applications to remove units from rental housing market. Drafts program forms.
Public Service Representative & PPT	9	Front desk reception; answers telephones
Rehabilitation Advisor III	4	Inspects buildings offered for rehabilitation; prepares a list of deficiencies; assist home owners in the planning for rehabilitation and provide assistance in the planning stage; selection of contractor, and construction phase.
Rehabilitation Paint Technician	1	Provides technical support for the paint program; inspects residential properties, analyzes needs, determines amount of material and supplies required; advises homeowners and conducts training classes.



EQUAL ACCESS TO SERVICES ORDINANCE

Specialty Combination Inspector Senior	4	Provides supervision to the Specialty Combo Inspector.
Specialty Combination Inspector	33	Reviews plans, issues permits, and makes field inspections on new and existing residential buildings and on minor commercial buildings.

Total PCP: 160.5

3. The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.

Our Agency/Department has 34 bilingual employees in public contact positions.

Community & Economic Development Agency

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Account Clerk II	1	Provides customer services and performs cashiering functions	Dalziel Bldg., 2 nd floor	1/Mandarin
Administrative Asst I & II	2	Receives and screens visitors and telephone calls. Provides information and refers callers to appropriate persons. Responds to customer service inquiries.	Dalziel Bldg., 2 nd floor	2/Spanish
Construction Inspector Sr (Office)	2	Performs inspection of major public works construction projects and associated tasks. Responds to and resolves complaints from the public relating to assigned projects.	Dalziel Bldg., 2 nd floor	2/Spanish
Employment Services Supervisor	1	Provides Enterprise Zone Program information to Businesses and the general public.	Dalziel Bldg., 3 rd floor	1/Spanish
Engineer, Assistant II (Office)	1	Interprets codes and regulations in the performance of plan check activities. Investigates routine complaints regarding existing conditions of buildings and public works facilities.	Dalziel Bldg., 2 nd floor	2/Cantonese
Engineer, Civil (Office)	3	Plans and design streets, storm, sewer and other public works facilities. Reviews and approves subdivision and land development proposals for compliance with engineering standards.	Dalziel Bldg., 2 nd floor	3/Cantonese 1/Mandarin



EQUAL ACCESS TO SERVICES ORDINANCE

Engineer, Civil Supv (Office)	1	Plans, assigns, and supervises the Civil Engineers in designing streets, storm, sewer, and other public works facilities.	Dalziel Bldg., 2 nd floor	1/Cantonese
Engineering Technician II (Office)	1	Responds to citizen complaints about traffic safety.	Dalziel Bldg., 2 nd floor	1/Spanish
Hearing Officer	1	Plans, organizes and conducts arbitration hearings and renders written decisions regarding tenant and landlord petitions; conducts mediation sessions and prepares written mediation agreements.	Dalziel Bldg., 5 th floor	1/Cantonese
Home Management Counselor III	1	Monitors defaults and delinquencies in mortgage payments; provides counseling to home owners, landlords, and tenants.	Dalziel Bldg., 5 th floor	1/Spanish
Office Assistant II	1	Front desk reception; sets appointments and answers telephones	Dalziel Bldg., 2 nd floor	1/Cantonese
Planner I, II, III and IV	6	Daily public contact in reviewing development projects.	Dalziel Bldg., 2 nd & 3 rd floor	6/Spanish
Program Analyst II	1	Manages Rent Adjustment cases. Writes administrative decisions in Rent Adjustment cases. Answers public inquiries in person and by phone. Processes applications to remove units from rental housing market. Drafts program forms.	Dalziel Bldg., 5 th floor	1/Spanish
Public Service Representative & PPT	2	Front desk reception; answers telephones	Dalziel Bldg., 2 nd floor	1/Spanish 1/Cantonese
Specialty Combination Inspector Senior	1	Provides supervision to the Specialty Combo Inspector.	Dalziel Bldg., 2 nd floor	1/Spanish
Specialty Combination Inspector	7	Reviews plans, issues permits, and makes field inspections on new and existing residential buildings and on minor commercial buildings.	Dalziel Bldg., 2 nd floor	7/Spanish

Total Bilingual PCP: 34

- A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.



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As an Agency, CEDA exceeds the standard for bilingual employees in public contact positions. Critical areas for selective language certification to fill vacancies as they arise:

Additional Bilingual Employees Needed to Meet Requirements of Section 2.30.030		
Critical Area	Spanish	Chinese
Major Projects		0.46
Zoning		0.92
City Planning - Other	0.24	0.09
Engineering & Construction Administration	0.24	0.09
Project Delivery Administration		0.05
Project Management	0.12	0.05
Engineering Design and ROW Administration	0.12	0.05
Transportation Services Administration	0.24	0.09
Traffic Safety Program	0.72	
Inspection Services - Other	0.84	
Building Inspection - Residential - Other	0.84	
Engineering Services		0.18
Building Inspection - Commercial - Other		1.15
Building Inspection - District 2		0.14
Building Inspection - District 3		0.18
Building Inspection - District 4		0.64
Building Codes - Residential - Other	0.12	0.05
Building Services - Other	0.60	
Workforce Development		0.05
Redevelopment Center	0.12	0.05
HDC Support Staff	0.12	0.05
Housing Development		0.37
CDBG Coordination	0.60	0.23
Home Ownership Programs		0.14
Municipal Lending	1.44	0.55

- If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department's plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a



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brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills.

Currently 8 vacant PCPs exist in CEDA, however due to budgetary constraints, hiring freezes, and lay-offs these positions will not be recruited for in the near future. However, when recruitment does proceed, the Community and Economic Development Agency will fill the positions using a selective language certification process for each position.

6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities.

Community & Economic Development Agency

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Administrative Assistant I/II	3	
Planner III	1	1 Spanish

PCP New Hire Total:

4

Bilingual PCP New Hire Total: 1

Included in the 4 hires reported above were 2 Administrative Assistants, and a Planner III who were moved into the PCP positions due to reductions in force and the implementation of bumping rights.

7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.

Counter staff notifies a bilingual employee to assist with the communications and translations. Also the Building Services Division has counter staff that speak bilingual languages.

Whenever staff assists customers with limited English, another staff person who is on the bilingual pay list is called upon to assist in communicating and servicing the needs of the customer.

CEDA provides interpreters for hearings. We use Language Line Services for telephone contacts in foreign languages not spoken in-house. The present staff handles calls in Cantonese and Spanish. The procedures are adequate.

The Community and Economic Development Agency has identified key bilingual staff to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s). If these positions are not PCPs, we add this task to the job duties of the



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individual to ensure that City information and services are provided in Spanish, Cantonese and Mandarin upon demand.

8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

CEDA relies on the Personnel Department to advertise in a variety of mediums that include bilingual newspapers and organizations. The Personnel Department handled all searches for CEDA during FY 2009-2010.

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

Not applicable.

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

Not applicable.

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

Not applicable.

12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.

The Community and Economic Development Agency coordinated with the Equal Access Office for all the necessary updated materials translation and provide general summaries of our services in all required language formats. Therefore, we do not have any written materials that require translation assistance at this time.

The table below show vital documents that the Community and Economic Development Agency is using to provide vital information to the Public about the Department's services or programs regularly.



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Community & Economic Development Agency

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
Bicycle Program Newsletters	X	X	Vietnamese
CEDA Newsletters	X	X	Vietnamese
CityRacks Bike Rack Request Form	X	X	Vietnamese
Building Services			
Inspection Services Brochures:			
Blight Abatement Brochure	X	X	
Dogs in Oakland	X	X	
Keep Oakland Beautiful, Clean and Green	X	X	
Permit Counter Brochures:			
Home Occupation	X	X	
How to Reach Us	X	X	
MJ Residential Additions and Alterations	X	X	
Plot Plan	X	X	
Services and Permits	X	X	
Single Family Dwellings	X	X	
What is a Variance?	X	X	
Report of Building Record			
Records Request			
Plan and Permit Retrieval Request			
Housing & Community Development Division			
First Time Home Buyer Program:			
Down Payment Assistance Program Brochure	X	X	
First Time Home Buyer Program Brochure	X	X	
Housing:			
Down Payment Assistant Program (DAP) Brochure	X	X	
Foreclosure Brochure	X	X	
Homeownership Loan Programs (Cover/Shell/Folder with Pockets)	X	X	
Homeownership Loan Programs Brochure	X	X	
Income Limits & Partners (Insert)	X	X	
Mortgage Assistance Program (MAP) Brochure	X	X	



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Short Letter to Accompany the Foreclosure Brochures When Mailed	X	X	
Housing Development:			
Summary of Restrictions for Affordable Homeownership Development	X	X	
Rent Adjustment Section:			
Informational Brochure	X	X	
Just Cause Information	X	X	
Just Cause Ordinance	X	X	
Notice to Tenants	X	X	
Outreach Postcard	X	X	
Rent Adjustment Ordinance Brochure	X	X	
Planning and Zoning			
How to Contact Us	X	X	
Important Additions and Alterations for Residents	X	X	
Site Plans	X	X	

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.

The Community and Economic Development Agency accepts complaints through their main telephone lines and main reception counters. If they were to receive a complaint, they would forward it to the Equal Access Office for resolution.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).

The Equal Access to Services Ordinance is the only written document that exists detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s). However, the City Attorney's Office and the Equal Access Office have agreed to jointly write a new Administrative Instruction to provide more guidance to Agencies on the implementation of the Ordinance.

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).

In order to provide service to the Limited English speaking Persons population that is equal to the service provided for English persons, additional bilingual employees need to be hired in critical areas of Community and Economic Development Agency, as outlined above. The



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Community and Economic Development Agency is committed to providing information and services to this population and ensure that non-PCP staff members are available to help constituents when PCP positions are not filled with a bilingual staff person speaking the language in need. In addition, the over-the-phone interpretation services are utilized when necessary.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.

- A. Because it has not been included in any of the required sections of this compliance plan but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below will be recorded in English, Spanish, Cantonese and Mandarin.

Community & Economic Development Agency

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Blight Hotline	x3381	Complete
Building Services - Billing Appeals	x3452	In Progress
Building Services - Cashier	x4774	In Progress
Construction Management	x3051	Complete
Economic Development	x3344	In Progress
Planning & Zoning - Appointment Scheduling	x3940	In Progress
CEDA - General	x3941	In Progress
Planning & Zoning - Zoning	x3911	In Progress
Real Estate	x3541	Complete
Redevelopment & Housing	x3015	Complete
Rent Adjustment	x3721	Complete

Here's the plan and projected timeline to complete recording all the multilingual lines listed above:

The Community and Economic Development Agency is considering the best method of completing this project. During business hours, some of the phone lines listed above are answered by an employee. If the caller needs assistance in a language other than English, the employee transfers the call to an employee able to serve the customer. Other phone lines go directly to voice mail. When calls to the lines listed above with an "In Progress" status go to voice mail, the caller receives a message only in English. These lines do not have mailboxes for English, Spanish, Cantonese and Mandarin. The Agency will evaluate the initial and ongoing cost of adding mailboxes for English, Spanish, Cantonese and Mandarin. The option of giving 4



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brief messages (English, Spanish, Cantonese, and Mandarin) in lieu of having separate mailboxes may not be suitable for providing sufficient information and instruction to callers. Depending on the initial and ongoing cost of installing the separate mailboxes on each line and due to the current budget constraints, the Agency may not have the means to complete this project in the near future.

- B Please provide a narrative assessment and analysis of the Department's compliance with the Equal Access to Services Ordinance, deficiencies in compliance and measures or changes necessary to achieve full compliance.

The Community and Economic Development Agency is committed to achieving full compliance with the Equal Access to Services Ordinance. Overall, the Agency exceeds the standard for bilingual employees in public contact positions and has provided public documents in English, Spanish, Chinese and other languages. As public contact positions become vacant and are approved for staffing, we will continue to recruit using a selective language certification process for each position.

Prepared Information

Agency Director: Walter Cohen
Language Access Coordinator: Sarah Schlenk
Title: Agency Administrative Services Manager
Telephone Number: (510) 238-3982
E-mail Address: schlenk@oaklandnet.com



EQUAL ACCESS TO SERVICES ORDINANCE

AGENCY COMPLIANCE PLAN

For
FY 09-10

AGENCY/DEPARTMENT NAME: CONTRACTING AND PURCHASING

The Agency Compliance plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by “utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s).” “Substantial Number of Limited English Speaking Persons Group” is defined in the Ordinance as “at least 10,000 limited English speaking City residents who speak a shared language other than English.” According to the 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

For the current fiscal year, the Equal Access Office based on 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates data, deems the citywide Spanish LEP population to be 12.0% and the Chinese LEP population to be 4.6%. These figures reflect the target percentages of bilingual PCPs in offices providing citywide services.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The tables below show every position budgeted in FY 2009-10 in our Agency/Department that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

<u>Job Title</u> <u>(Classification)</u>	<u>FTE</u>	<u>Function</u>
Administrative Assistant II	1	Assist vendors with iSupplier applications
Contract Compliance Field Tech	1	Project site visits and interviews workers for collection of information
Contract Compliance Office Asst	2	Supports efforts to conduct site visits and interview when investigating non-compliance in prevailing wage and living



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		wage
Employment Services Supervisor	1	Works with Oakland residents employed on construction jobs or seeking employment opportunities and pre-apprenticeship training.
Job Developer	1	Works with businesses and potential workers seeking employment opportunities and pre-apprenticeship training
Office Assistant II	1	Assist clients coming to the Purchasing Division for assistance
Office Assistant II, PPT	0.5	Works with contractors to complete transactions at Contract Administration front desk
Receptionist	1	Front desk reception

Total PCP: 8.5

3. The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.

Our Agency/Department has 0 bilingual employees in public contact positions.

<u>Job Title</u> <u>(Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/</u> <u>Language</u>

Total Bilingual PCP: 0

Currently there is no Bilingual Employees in Public Contact Positions available speaking Spanish or Chinese, but there is 1 employee in Public Contact Positions (Contract Compliance Office Assistant) has language capability in Cambodian and 1 employee in Public Contact Positions (Administrative Assistant II) has language capability in Tagalog.

4. A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.

The following percentages are for numerical purposes and do not constitute the actual need to hire full or fractions of positions. These figures contained in the charts below are for reference purposes for departments to access their language needs.

Critical areas for selective language certification to fill vacancies as they arise:

DCP Units	Total FTE	Total PCP	SP PCP	SP Goal	SP PCP Needs	CH PCP	CH Goal	CH PCP Needs
Contract Compliance & Employment Services	9.5	5	0	12%	0.6	0	4.6%	0.23



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Purchasing	8	3	0	12%	0.36	0	4.6%	0.14
Contract Administration	4	0.5	0	12%	0.06	0	4.6%	0.02

5. If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department's plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills.

At this time, due to budgetary constraints and lay-offs, no vacant PCPs exist. However, when they become available, the department will fill the position(s) using a selective language certification process for each position. In order to ensure hiring of persons from LEP groups, should our financial/personnel situation change in the future, we will commit to:

- Advertisement of vacancies in newspapers and other media widely circulated in the communities where the languages required are spoken.
- Make recruitment of certain language speaking persons a priority when drafting job announcements
- Solicit assistance in identifying potential candidates from organizations in the communities where the language sought is spoken (e.g. Chambers of Commerce, Community Business Organizations, Professional Associations, etc)

In order to assess the language skills of the applicant, we would include in the examination portion of the selection process an opportunity to translate a portion of a document regularly used in the transaction of departmental business. The results would then be incorporated into the applicant's overall score.

6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities. Not Applicable (no new hires for PCP positions)

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Office Assistant II	1	

PCP New Hire Total: 1 Bilingual PCP New Hire Total: 0



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7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.

The Department of Contracting and Purchasing uses interpreters when necessary to facilitate communication with clients who are members of SNLESP groups. We work closely with the City's Equal Access Office to engage interpreters for outreach activities and events the Department holds in the community. When clients who are members of SNLESP groups come into the Department to transact business, we engage one of our staff members who speak the language to either assist the client directly or if needed, interpret for an English speaking staff person. In emergency situations, where an interpreter is needed right away, we will engage staff from nearby offices to facilitate interpretation. In those cases where possible, we contact Equal Access to provide interpretation services. These methods have proven successful in the past, given that most of the clients who come into the office for assistance speak English.

For staff members doing field work, an interpreter is used to communicate with workers who are members of SNLESP groups.

8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

The Department of Personnel Resources Management was used to handle these searches.

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

Not applicable

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

Not Applicable

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

Not Applicable



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12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.

All documents have been translated and listed below:

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
<i>Contract Administration</i>			
Contractor Profile	X	X	
<i>Contract Compliance & Employment Services</i>			
Certification Fact Sheet	X	X	
Doing Business with the City of Oakland Flyer	X	X	
LEP /15% Apprenticeship Announcement	X	X	
Local Construction Referral Application	X	X	
Prompt Payment	X	X	
Winning Compliance Brochure	X	X	
<i>Purchasing</i>			
Vendor Application	X	X	

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.

The Department of Contracting and Purchasing accepts complaints through their main telephone lines, via regular mail and main reception counters. If a complaint was received, it would be forwarded to the Equal Access Office for resolution with a copy to the City Administrator.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).

The Equal Access to Services Ordinance is the only written document that exists detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s). However, the City Attorney's Office and the Equal Access Office have agreed to jointly write a new Administrative Instruction to provide more guidance to Agencies on the implementation of the Ordinance.

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).



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In order to provide service to the Limited English speaking Persons population that is equal to the service provided for English persons, additional bilingual employees need to be hired in critical areas of the Department of Contracting and Purchasing, as outlined above. The Department of Contracting and Purchasing is committed to providing information and services to this population and ensure that non-PCP staff members are available to help constituents when PCP positions are not filled with a bilingual staff person speaking the language in need. In addition, we have the opportunity to use the over-the-phone interpretation services.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.

- A. Because it has not been included in any of the required sections of this compliance plan, but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below has been or will be recorded in English, Spanish, Cantonese and Mandarin.

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Contracting and Purchasing - General	x3970	Complete

Department of Contracting and Purchasing and Equal Access Office have worked together to complete recording the multilingual lines listed above during FY 09-10.

- B. Please provide a narrative assessment and analysis of the Department's compliance with the Equal Access to Services Ordinance, deficiencies in compliance and measures or changes necessary to achieve full compliance.

In order to provide service to the Limited English speaking Persons population that is equal to the service provided for English persons, additional bilingual employees need to be hired in critical areas of the Department of Contracting and Purchasing, as outlined above. The Department of Contracting and Purchasing strives to provide quality, comprehensive and consistent services to all of our clients regardless of race, creed or nationality. To that end, we attempt to employ whatever resources are available to use to ensure that those who do not communicate in English come away with a clear understanding of the City's policies and answers to their questions and concerns.

Full compliance with the Equal Access to Services Ordinance has been hindered by budgetary impacts, however, every attempt is made to fulfill the needs of LEP individuals to the extent possible, through coordination with other departments and our community partners.

Challenges have been encountered in the translation of documents, due to the complex nature of the contents and the ability to find appropriate translations of industry terminology. Also,



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incorporating staffing changes in the telephone answering messages has been problematic. We will try to maintain a current list of staff members in the requisite languages for use by the LEP public.

Preparer Information

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Title: Administrative Services Manager I

Telephone Number: 238-7324

E-mail Address: mmayberry@aoklandnet.com

Agency Director: Deborah Barnes



EQUAL ACCESS TO SERVICES ORDINANCE

AGENCY COMPLIANCE PLAN

For
FY 09-10

AGENCY/DEPARTMENT NAME: **FINANCE & MANAGEMENT AGENCY**

The Agency Compliance plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by “utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s).” “Substantial Number of Limited English Speaking Persons Group” is defined in the Ordinance as “at least 10,000 limited English speaking City residents who speak a shared language other than English.” According to the 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

For the current fiscal year, the Equal Access Office based on 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates data, deems the citywide Spanish LEP population to be 12.0% and the Chinese LEP population to be 4.6%. These figures reflect the target percentages of bilingual PCPs in offices providing citywide services.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The tables below show every position budgeted in FY 2009-10 in our Agency/Department that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

Job Title (Classification)	FTE	Function
Collections Officer	6	Contact City customers to collect outstanding unpaid balances
Public Service Representative	15	Provide customer service to parking patrons
Revenue Assistant	13	Provide customer service to tax payers
Tax Auditor II	7	Audit Oakland businesses for tax compliance
Tax Enforcement Officer II	15	Review records and interact with Oakland businesses for tax compliance



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Tax Representative II	5	Review records and interact with Oakland businesses for tax compliance
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Total PCP: 61

3. The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.

Our Agency/Department has 10 bilingual employees in public contact positions.

<u>Job Title</u> <u>(Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/</u> <u>Language</u>
Tax Auditor II	1	Audit Oakland businesses for tax compliance	150 FHOP 5th Floor/Audit	1/Cantonese
Tax Representative II	2	Review records and interact with Oakland businesses for tax compliance	150 FHOP 5th Floor/Audit	1/Cantonese
Tax Representative II	1	Review records and interact with Oakland businesses for tax compliance	250 FHOP 1st Floor/Business Tax	1/Spanish
Tax Enforcement Officer II	1	Review records and interact with Oakland businesses for tax compliance	150 FHOP 5th Floor/Tax Enforcement	1/Spanish
Revenue Assistant	1	Provide customer service to tax payers	150 FHOP 5th Floor/Tax Enforcement	1/Spanish
Public Service Representative	5	Provide customer service to parking patrons	251 FHOP 6th Floor/Parking	3/Spanish 2/Cantonese

Total Bilingual PCP: 10

4. A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.

The following percentages are for numerical purposes and do not constitute the actual need to hire full or fractions of positions. These figures contained in the charts below are for reference purposes for departments to access their language needs.

Critical areas for selective language certification to fill vacancies as they arise:

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FMA Units	Total FTE	Total PCP	SP PCP	SP Goal	SP PCP Needs	CH PCP	CH Goal	CH PCP Needs
Parking Enforcement	66.8	1	0	12%	0.12	0	4.6%	0.05
Litter Fee Ordinance Admin	1	1	0	12%	0.12	0	4.6%	0.05
Rent Adjustment	2	2	0	12%	0.24	0	4.6%	0.09
Business License Tax	12	10	1	12%	0.20	0	4.6%	0.46
Revenue Audit	11	9	0	12%	1.08	2	4.6%	
Revenue Collections	11	9	0	12%	1.08	0	4.6%	0.41
Citywide Liens	16	15	2	12%		0	4.6%	0.69

5. If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department's plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills.

FMA's method to ensure a pool of bilingual applicants includes working closely with DHRM to facilitate broad distribution of job announcements, including advertisements targeted to the specific language populations; and inclusion of clear language in PCP job announcements that states the desirability of bilingual applicants. At this time, it is unlikely that FMA will have vacancies in the classifications listed above. Since most of these classes were affected by layoffs, if vacancies do occur through attrition, they will likely be filled by laid-off employees being redeployed.

6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities.

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Tax Enforcement Officer II	2	0 bilingual (internal promotions)
Public Service Representative	1	1/Cantonese

PCP New Hire Total: 3 **Bilingual PCP New Hire Total:** 1



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7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.

Four of FMA's five divisions (FMA Administration, Accounting, Risk Management, and Treasury) do not have regular contact with members of the public and report that they rarely, if ever, receive requests for information in languages other than English.

The Revenue and Parking divisions, because they provide services to the public regarding tax responsibilities and parking citations, respectively, are regularly in contact with the public. These divisions handle requests for service from Spanish or Chinese-speaking customers by having bilingual staff in those divisions handle the monolingual customers' requests.

Staff from all of FMA's divisions report that they have consistently been able to respond to customers' needs and inquiries effectively with the procedures they have in place.

8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

N/A – due to budgetary constraints, recruitment firms were not used for FMA recruitments.

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

N/A – due to budgetary constraints, recruitment firms were not used for FMA recruitments.

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

N/A – due to budgetary constraints, recruitment firms were not used for FMA recruitments.

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

N/A – due to budgetary constraints, recruitment firms were not used for FMA recruitments.

12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the



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persons who have reviewed the translated material for review of accuracy and appropriateness.

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
Parking citation information	X	X	Vietnamese
General business tax information	X	X	

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.

Each of FMA's public service counters stock fliers provided by the Equal Access office that give customers the information regarding the City's policies and procedures for reporting a complaint. FMA staff, if requested, provide complaining customers with copies of the fliers in the appropriate language.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).

FMA does not have a written policy other than the City's Ordinance.

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).

Staff from all of FMA's divisions report that they have consistently been able to respond to customers' needs and inquiries effectively with the procedures they have in place.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.

A. Because it has not been included in any of the required sections of this compliance plan, but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below have been or will be recorded in English, Spanish, Cantonese and Mandarin.

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Parking Citation Center	451-0456	In Progress
Parking Citation	800-500-6484	Complete (EN & SP)
Business Tax	x3704	In Progress



EQUAL ACCESS TO SERVICES ORDINANCE

Here's the plan and projected timeline to complete recording all the multilingual lines listed above:

FMA Staff were not able to provide this information in time for the needs of this report.

- B. Please provide a narrative assessment and analysis of the Department's compliance with the Equal Access to Services Ordinance, deficiencies in compliance and measures or changes necessary to achieve full compliance.

FMA is in full compliance with the ordinance and is committed to providing City of Oakland patrons and residents with service that is fully compliant.

Preparer Information

Language Access Coordinator: Kip Walsh

Title: Administrative Services Manager II

Telephone Number: (510) 238-7494

E-mail Address: kwalsh@oaklandnet.com

Agency Director: Joseph Yew



EQUAL ACCESS TO SERVICES ORDINANCE

AGENCY COMPLIANCE PLAN

For
FY 09-10

AGENCY/DEPARTMENT NAME: OAKLAND FIRE DEPARTMENT

The Agency Compliance plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by “utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s).” “Substantial Number of Limited English Speaking Persons Group” is defined in the Ordinance as “at least 10,000 limited English speaking City residents who speak a shared language other than English.” According to the 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

For the current fiscal year, the Equal Access Office based on 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates data, deems the citywide Spanish LEP population to be 12.0% and the Chinese LEP population to be 4.6%. These figures reflect the target percentages of bilingual PCPs in offices providing citywide services.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The tables below show every position budgeted in FY 2009-10 in our Agency/Department that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

<u>Job Title</u> <u>(Classification)</u>	<u>FTE</u>	<u>Function</u>
Admin Asst I and II	4	Communicate with walk-in “customers”, who seek services such as request a fire investigation report, schedule for inspection, pay fire plan review, etc.
Assistant Fire Marshall – Non Sworn	1	Provide investigation in identifying the cause of fire; they may have to interview witnesses; occasionally discuss issues about Fire Codes with the citizens



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Captain of Fire Dept.	53	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.
Emergency Planning Coordinator & Sr.	5	Provide emergency training and planning within the city and to the public (e.g., Citizens of Oakland Response to Emergency – CORE)
Emergency Services Manager	1	Planning for emergency service, manage and direct Emergency Operating Center (EOC) activities during the major disasters
Engineer of Fire Dept.	83	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.
Exec Asst to Agency Director	1	Respond to phone calls, walk-in “customers” regarding fire services and fire department administration, public relations, etc.
Fire Communications Dispatcher & Sr.	22	Answer all 9-1-1 calls regarding the emergency service from the public
Fire Communications Supervisor	1	Answer all 9-1-1 calls regarding the emergency service from the public
Fire Fighter	186	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.
Fire Fighter Paramedic	93	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.
Fire Investigator	3	Provide investigation in identifying the cause of fire; they may have to interview witnesses
Fire Prevention Bureau Inspector, Civil	8	Inspect buildings per the Fire Code; work with building owners/tenants to resolve complications
Fire Protection Engineer	2	Review and approve fire plans and discuss with the customers regarding the plan
Fire Safety Education Coordinator	2	Provide planning and training to the public, especially to the school age children; they conduct fire prevention activities and education
Fire Suppression District Inspector	5	Inspect properties and mitigation non-compliance vegetation problems
Hazardous Materials Inspector II and Sr.	3	Inspect businesses and mitigate haz mat non-compliance problems
Lieutenant of Fire Dept.	67	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.
Management Assistant	1	Communicate with walk-in “customers”, who seek for



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		services such as request for fire investigation report, schedule for inspection, pay fire plan review, etc.
Management Intern, PT	1	Provide emergency training and planning within the city and to the public (e.g., Citizens of Oakland Response to Emergency – CORE)
Temp Contract Svcs Employee, PT	1	Provide emergency training and planning within the city and to the public (e.g., Citizens of Oakland Response to Emergency – CORE)
Office Asst II	1	Mainly in-take phone calls from the public regarding fire services

Total PCP: 545

3. The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.

Our Agency/Department has 60 bilingual employees in public contact positions.

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Admin Asst I and II	4	Communicate with walk-in “customers”, who seek for services such as request for fire investigation report, schedule for inspection, pay fire plan review, etc.	EMS, 47 Clay Street FPB, 250 FHO	1/Spanish
Captain of Fire Dept.	53	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.	Station 18A	1/Spanish
Emergency Services Manager	1	Planning for emergency service, manage and direct Emergency Operating Center (EOC) activities during the major disasters	OES, 1605 MLK Jr. Way	1/Spanish
Engineer of Fire Dept.	83	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.	Station 21B; RTE A; RTE C	2/Spanish 1/Cantonese
Fire Communications	22	Answer all 9-1-1 calls regarding the emergency	OES	1/Spanish



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Dispatcher & Sr. Fire Fighter	186	service from the public Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.	Batt 03A; Station 03A, 03B, 03C, 04A, 04B, 04C, 08A, 08C, 13A, 13C, 15A, 17A, 18A, 18B, 18C, 21A, 22B, 23B	2/Mandarin 24/Spanish
Fire Fighter Paramedic	93	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.	Station 01A, 08C, 13A, 13B, 17A, 18A, 19A, 24B, 24C, 29A Batt 04A	1/Cantonese 12/Spanish
Fire Prevention Bureau Inspector	8	Inspect buildings per the Fire Code; work with building owners/tenants to resolve complications	Dalziel Bldg., 3 rd floor	2/Spanish
Lieutenant of Fire Dept.	67	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.	Station 04C, 10B, 18A, 18C, 28B,	7/Spanish 1/Cantonese
Management Assistant	1	Communicate with walk-in "customers", who seek for services such as request for fire investigation report, schedule for inspection, pay fire plan review, etc.	Dalziel Bldg., 3 rd floor	1/Spanish
Management Intern, PT	1	Provide emergency training and planning within the city and to the public (e.g.	OES	1/Cantonese
Temp Contract Svcs Employee, PT	1	Provide emergency training and planning within the city and to the public (e.g.	OES	1/Spanish

Total Bilingual PCP: 60

- A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.



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The following percentages are for numerical purposes and do not constitute the actual need to hire full or fractions of positions. These figures contained in the charts below are for reference purposes for departments to access their language needs.

Critical areas for selective language certification to fill vacancies as they arise:

OFD Units	Total FTE	Total PCP	SP PCP	SP Goal	SP PCP Needs	CH PCP	CH Goal	CH PCP Needs
Inspectional Services	8	8	2	12%		0	4.6%	0.37
Fire Communications	5	4	1	12%		0	4.6%	0.18
Communications Emergency Dispatch	18	18	0	12%	2.16	0	4.6%	0.83
Emergency Service/ Suppression	469	458	44	12%	10.96	5	4.6%	16.07
Airport	24	23	2	12%	0.76	0	4.6%	1.06
Fire Chief	3	1	0	12%	0.12	0	4.6%	0.05
Fire Marshals Office	5	5	1	12%		0	4.6%	0.23
Certified Unified Program Agency	6	5	0	12%	0.6	0	4.6%	0.23
Arson Investigation	3	3	0	12%	0.36	0	4.6%	0.14
Engineering	2	2	0	12%	0.24	0	4.6%	0.09
Vegetation Management	6	5	0	12%	0.6	0	4.6%	0.23
Education and Training Admin	4	1	0	12%	0.12	0	4.6%	0.05
Fire Support & Services	2	1	1	12%		0	4.6%	0.05
Measure N – Paramedic	7	1	1	12%		0	4.6%	0.05

- If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department's plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills.

The Fire Department currently has approximately 43 estimated vacancies. Hiring methods and processes are those used by the City of Oakland's Office of Personnel Resource Management (OPRM). If the Department has need of additional bilingual employees in public contact



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positions we would seek assistance from OPRM to utilize the language skills process the City of Oakland has in place for hiring employees. Promotional hiring, with advancement in position staff is already in place and no language skills selective process would be requested.

At this time, due to budgetary constraints and lay-offs, no vacant PCPs exist. However, when they become available, the Fire Department will fill the positions using a selective language certification process for each position.

6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities.

Due to budget reductions and a Citywide hiring freeze, no positions have been filled.

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>

PCP New Hire Total: 0 Bilingual PCP New Hire Total: 0

7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.

The Oakland Fire Department has identified key bilingual staff to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s). If these positions are not PCPs, we add this task to the job duties of the individual to ensure that City information and services are provided in Cantonese, Mandarin and Spanish upon demand.

The Oakland Fire Department utilizes the bilingual skills of our suppression staff when there are language barriers in the community, in the event that we are unable to communicate with a person that we provided service to, we seek the assistance from the following, 911 dispatch center, OPD or AMR.

8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

No recruitment firms were used to search for qualified applicants for PCPs because it is cost-prohibitive. The Office of Personnel Resource Management was used to handle these searches.

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual



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Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

n/a

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

n/a

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

n/a

12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.

The Oakland Fire Department coordinated with the Equal Access Office for all the necessary updated materials translation and provide general summaries of our services in all required language formats. Therefore, we do not have any written materials that require translation assistance at this time.

The tables below show vital documents that the Oakland Fire Department is using to provide vital information to the Public about the Department's services or programs regularly.

Fire Department

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
Office of Emergency Services			
911 Registry	X	X	
911 Registry FAQ	X	X	
CORE Fact Sheet	X	X	
CORE Flyers	X	X	

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.

The Oakland Fire Department accepts complaints through their main telephone lines and main reception counters. If they were to receive a complaint, they would forward it to the Equal Access Office for resolution



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14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).

The Equal Access to Services Ordinance is the only written document that exists detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s). However, the City Attorney's Office and the Equal Access Office have agreed to jointly write a new Administrative Instruction to provide more guidance to Agencies on the implementation of the Ordinance. The language needs are met with the assistance of internal employees and volunteers. OFD has no written policies to providing services to members of the substantial number of limited English speaking persons/groups

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).

In order to provide service to the Limited English speaking Persons population that is equal to the service provided for English persons, additional bilingual employees need to be hired in critical areas of Oakland Fire Department, as outlined above. The Oakland Fire Department is committed to providing information and services to this population and ensure that non-PCP staff members are available to help constituents when PCP positions are not filled with a bilingual staff person speaking the language in need. In addition, we have the opportunity to use the over-the-phone interpretation services.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.

Because it has not been included in any of the required sections of this compliance plan, but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below will be recorded in English, Spanish, Cantonese and Mandarin.

Fire Department

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Administration	x3856	In Progress
Arson	x4031	In Progress
CORE	x3938	In Progress
EMS Division	x6957	In Progress
Fire Prevention	x3851	In Progress
Fire Report / Complaint	x1955	In Progress
Office of Emergency Services	x6351	In Progress



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Vegetation Management	x7388	In Progress
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Most of the lines listed above have setup with a phone tree which is more complicated to re-setup for multilingual recording. But OFD plan to meet with DIT and Equal Access to finish this task by the end of 2010.

- A. Please provide a narrative assessment and analysis of the Department's compliance with the Equal Access to Services Ordinance, deficiencies in compliance and measures or changes necessary to achieve full compliance.

Overall, the Fire Department has made substantial progress toward full compliance with the Equal Access to Services Ordinance since its adoption. Deficiencies are the result of substantial budget reductions, which limit our ability to hire additional personnel, drastically reduced existing staffing and does not allow for the costs associated with the necessary technology. This remains a priority and as opportunity presents itself we will make changes. In the interim existing staff has been encouraged to pursue second languages and to be knowledgeable of the process and policies regarding providing information to non-English or English as a second language customers.

Preparer Information

EAO Compliance Coordinator: Nina S. Morris

Title: Assistant to the Director/Chief of Staff

Telephone Number: 510-238-4055 office or 510-755-5783 cell

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Agency Director: Gerald A. Simon, Fire Chief



EQUAL ACCESS TO SERVICES ORDINANCE

AGENCY COMPLIANCE PLAN

For
FY 09-10

AGENCY/DEPARTMENT NAME: DEPARTMENT OF HUMAN RESOURCES MANAGEMENT

The Agency Compliance plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by "utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s)." "Substantial Number of Limited English Speaking Persons Group" is defined in the Ordinance as "at least 10,000 limited English speaking City residents who speak a shared language other than English." According to the 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

For the current fiscal year, the Equal Access Office based on 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates data, deems the citywide Spanish LEP population to be 12.0% and the Chinese LEP population to be 4.6%. These figures reflect the target percentages of bilingual PCPs in offices providing citywide services.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The tables below show every position budgeted in FY 2009-10 in our Agency/Department that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

<u>Job Title</u> <u>(Classification)</u>	<u>FTE</u>	<u>Function</u>
Public Service Representative	1	Provides front counter and phone assistance to potential job applicants and members of the public.

Total PCP: 1

3. The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.



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Our Agency/Department has 1 bilingual employees in public contact positions.

<u>Job Title</u> <u>(Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/</u> <u>Language</u>
Public Service Rep	1	Provides front counter and phone assistance to potential job applicants and members of the public.	150 FHOP 2 nd floor	1/Cantonese & Mandarin

Total Bilingual PCP: 1

4. A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.

The following percentages are for numerical purposes and do not constitute the actual need to hire full or fractions of positions. These figures contained in the charts below are for reference purposes for departments to access their language needs.

Critical areas for selective language certification to fill vacancies as they arise:

DHRM Units	Total FTE	Total PCP	SP PCP	SP Goal	SP PCP Needs	CH PCP	CH Goal	CH PCP Needs
Employment and Classification	19	1	0	12%	0.12	1	4.6%	

The one position serves the department's needs. If funding were to become available, it would probably be beneficial to have another PSR at the customer service counter and for that person to be bilingual in Spanish.

5. If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department's plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills.

In the current budget environment, there will not be recruitment for any additional bilingual PCPs for the Department of Human Resources.

6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the



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qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities.

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
[NONE]		
PCP New Hire Total:	<u>0</u>	Bilingual PCP New Hire Total: <u>0</u>

7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.

Department of Human Resources Management has identified key bilingual staff to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s).

8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

Not applicable

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

Not applicable

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

Not applicable

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

Not applicable

12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the



EQUAL ACCESS TO SERVICES ORDINANCE

persons who have reviewed the translated material for review of accuracy and appropriateness.

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
City's Hiring Process Handouts	X	X	Vietnamese

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.

DHRM's public service counter stocks fliers provided by the Equal Access office that give customers the information regarding the City's policies and procedures for reporting a complaint. DHRM staff, if requested, provide complaining customers with copies of the fliers in the appropriate language.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).

The Equal Access to Services Ordinance is the only written document that exist detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s).

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).

Department of Human Resources Management has Spanish speaking non-PCP staff member and Chinese speaking PCP staff member to provide services to the Limited English Speaking Persons population that is equal to the services provided for English persons. In addition, DHRM has access to use the over-the-phone interpretation services when needed.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.

A. Because it has not been included in any of the required sections of this compliance plan, but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below has been or will be recorded in English, Spanish, Cantonese and Mandarin.

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Office of Personnel	x3112	In Progress



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Here's the plan and projected timeline to complete recording all the multilingual lines listed above:

DHRM plan to finish recording this line before October 2010.

- B. Please provide a narrative assessment and analysis of the Department's compliance with the Equal Access to Services Ordinance, deficiencies in compliance and measures or changes necessary to achieve full compliance.

Preparer Information

EAO Compliance Coordinator: Kip Walsh

Title: Administrative Services Manager II

Telephone Number: (510) 238-7494

E-mail Address: kwash@oaklandnet.com

Agency Director: Andrea Renee Gourdine



EQUAL ACCESS TO SERVICES ORDINANCE

AGENCY COMPLIANCE PLAN

For
FY 09-10

AGENCY/DEPARTMENT NAME: DEPARTMENT OF HUMAN SERVICES

The Agency Compliance plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by “utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s).” “Substantial Number of Limited English Speaking Persons Group” is defined in the Ordinance as “at least 10,000 limited English speaking City residents who speak a shared language other than English.” According to the 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

For the current fiscal year, the Equal Access Office based on 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates data, deems the citywide Spanish LEP population to be 12.0% and the Chinese LEP population to be 4.6%. These figures reflect the target percentages of bilingual PCPs in offices providing citywide services.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The tables below show every position budgeted in FY 2009-10 in our Agency/Department that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

<u>Job Title</u> <u>(Classification)</u>	<u>FTE</u>	<u>Function</u>
Admin Asst I	3	Senior Center reception staff
Case Manager I and II	11	Linkages and Multipurpose Senior Services staff – serves Oakland clients to live independently
Early Childhood Instructor	72.8	Head Start Instructors
Family Advocate	14.7	Head Start advocates for Head Start families



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Food Program Monitor	5	Year round lunch program staff provide free lunch to children and youth
Headstart Program Coordinator	9	Supervises Headstart Center Directors and oversees interaction with Head Start families
Info & Referral Specialist	0.53	Provides information and referral via telephone and walk-in to the public
Nurse Case Manager	3	Multipurpose Senior Services staff – serves Oakland clients to live independently
Office Asst I & II	1.6	Admin reception & Senior Center staff
Outreach Worker	1.07	Provides information and referral via telephone and walk-in to the public
Senior Aide	1.59	Admin reception or participants in a federal employment training program and placed in private business/Community Based Organizations (CBOs)
Senior Center Director	4	Interacts with Senior Center members to ensure comprehensive programs for seniors
Senior Services Prgm Asst	1	Provides support to the Senior Aide Employment program and its participants
Senior Services Supervisor	2	Coordinates volunteers and works with Senior Aides
Temp Contract Services Employee, PT	9	Safe Walk to School monitors ensure children travel to and from school safely.

Total PCP: 153.69

3. The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.

Our Agency/Department has 48.06 bilingual employees in public contact positions.

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Case Manager I and II	11	Linkages and Multipurpose Senior Services staff – serves Oakland clients to live independently	Wilson Bldg., 4 th floor	1/Cantonese 2.6/Spanish
Early Childhood Instructor	69.8	Head Start Instructors	1010 E. 15 th St., 274 12 th St., 6818 Lion Way, 1050 7 th St., 1058 W. Grand Ave., 1266 26 th Ave., 1701 E. 19 th St., 2228 E. 15 th St., 2563	5/Cantonese 3.96/Mandarin 26/Spanish



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			International Blvd., 2701 22 nd Ave., 4335 Virginia Ave., 7200 Bancroft Ave., 7701 Krause Ave., 8501 International Blvd., 9202 International Blvd., 9600 Edes Ave. 3717 Telegraph Ave. 2619 Broadway 2648 International 756 – 21 st Street 2794 Garden Street	
Family Advocate	14.7	Head Start advocates for Head Start families	2228 E. 15 th St., 2701 22 nd Ave., 6818 Lion Way, 7200 Bancroft, 8501 International 3717 Telegraph Ave. 2619 Broadway 2648 International Blvd 756 – 21 st Street 2794 Garden Street	8.5/Spanish
Nurse Case Manager	3	Multipurpose Senior Services staff – serves Oakland clients to live independently	Wilson Bldg., 4 th floor	1/Cantonese

Total Bilingual PCP: 48.06

4. A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.

The following percentages are for numerical purposes and do not constitute the actual need to hire full or fractions of positions. These figures contained in the charts below are for reference purposes for departments to access their language needs.

Critical areas for selective language certification to fill vacancies as they arise:

EQUAL ACCESS TO SERVICES ORDINANCE

DHS Units	Total FTE	Total PCP	SP PCP	SP Goal	SP PCP Needs	CH PCP	CH Goal	CH PCP Needs
DHS Administration	30.2	6.6	0.5	12%	0.29	0	4.6%	0.3
Senior Center (Citywide)	13.42	8	0	12%	0.96	0	4.6%	0.37
West Oakland Senior Center	1	2	0	4-8%	0.08	0	3-6%	0.06
North Oakland Senior Center	1	2	0	4-8%	0.08	0	0-2%	
Downtown Oakland Senior Center	1	2	1	4-8%		0	0-2%	
East Oakland Senior Center	1	2	0	16-23%	0.32	0	0-2%	
Head Start Citywide	62.48	30.85	7.3	12%		0.06	4.6%	1.36
Franklin Head Start	0.8	0.8	0	9-16%	0.07	0.8	10-21%	
(1266 26 th Ave) Head Start	2.5	2.5	0.8	24-39%		0	3-6%	0.08
San Antonio CDC Head Start	3.3	3.3	0.8	16-23%		0	10-21%	0.33
Sungate Head Start	4.1	3.2	1.6	24-39%		0	4-8%	0.13
Manzanita Head Start	2.4	1.6	1.6	9-16%		0	6-10%	0.1
FAME Head Start	2	2	1	7-14%		0	5-10%	0.10
Linkages Program	5.66	4.66	1	12%		0	4.6%	0.21
Senior Companion Program	2.56	2.03	0	12%	0.24	0.5	4.6%	
Outreach program	1.06	1.06	0	12%	0.13	0	4.6%	0.05
Oakland Paratransit for the Elder and Disabled	5.59	2.59	0	12%	0.31	0	4.6%	01.2
Year Round Lunch Program	6.5	6.5	0	12%	0.78	0	4.6%	0.3

*The Department of Human Services partners with Non Profit Organizations (NPO) to operate two additional Sr. Centers located in the heart of the Chinese and Spanish communities; i.e., the Unity Council operates the Fruitvale/San Antonio Sr. Center, located at 3301 E. 12th Street, Suite 201 and the Family Bridges operates Hong Lok Sr. Center located at 75 Seventh Street.

5. If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department's plan for filling the positions, including the



EQUAL ACCESS TO SERVICES ORDINANCE

number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills.

At this time, due to budgetary constraints and lay-offs, no vacant PCPs exist. However, when they become available, Agencies will fill the positions using a selective language certification process for each public contact position. DHS utilizes ethnically pertinent community mail listings to announce recruitment opportunities. Additionally, DHS is working with Equal Access and the IT Department to create bilingual telephone messages in Spanish, Mandarin and Cantonese for our main telephone lines.

6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities.

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Health & Human Services Planner	1	1/Spanish
Case Manager, Supervising	1	1/ Spanish
Administrative Asst. II	1	
Early Childhood Instructors	9	2/Spanish
Family Advocates	3	1/Spanish

PCP New Hire Total: 15 Bilingual PCP New Hire Total: 5

7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.
8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

No recruitment firms were used to search for qualified applicants for PCPs because it is cost-prohibitive. The Office of Personnel Resource Management was used to handle these searches.

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.



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Not applicable

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

Not applicable

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

Not applicable

12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.

Human Services

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
ASSETS Program for Employees Brochure	X	X	Vietnamese
ASSETS Program for Employers Brochure	X	X	Vietnamese
Head Start Public Service Announcement	X	X	
Even Start Brochure	X	X	Vietnamese
Head Start Brochure	X	X	Vietnamese
Head Start Flyers	X	X	Vietnamese
Homeless Program Brochure	X	X	Vietnamese
Hunger Program Brochure	X	X	Vietnamese
Linkages Brochure	X	X	Vietnamese
Multipurpose Senior Services Program Brochure	X	X	Vietnamese
Oakland Fund for Children & Youth Brochure	X	X	Vietnamese
Oakland Para transit for Elderly and Disabled Brochure	X	X	Vietnamese
Older Americans Celebration Flyers	X	X	
Older Americans Public Service Announcement	X	X	
Safe Walk to School Brochure	X	X	Vietnamese
Senior Centers Brochure	X	X	Vietnamese
Sr. Companion Foster Grandparent Program Brochure	X	X	Vietnamese



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Summer Food Service Program Brochure	X	X	Vietnamese
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13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.

The Department of Human Services accepts complaints through their main telephone lines and main reception counters. If they were to receive a complaint, they would forward it to the Equal Access Office for resolution.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).

The Equal Access to Services Ordinance is the only written document that exists detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s). However, the City Attorney's Office and the Equal Access Office have agreed to jointly write a new Administrative Instruction to provide more guidance to Agencies on the implementation of the Ordinance.

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).

In order to provide service to the Limited English speaking Persons population that is equal to the service provided for English persons, additional bilingual employees need to be hired in critical areas of Department of Human Services, as outlined above. The Department of Human Services is committed to providing information and services to this population and ensure that non-PCP staff members are available to help constituents when PCP positions are not filled with a bilingual staff person speaking the language in need. In addition, we have the opportunity to use the over-the-phone interpretation services.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.

- A. Because it has not been included in any of the required sections of this compliance plan, but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below has been or will be recorded in English, Spanish, Cantonese and Mandarin.

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Administration	x3121	Completed
Head Start	x3165	Completed



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- B. Please provide a narrative assessment and analysis of the Department's compliance with the Equal Access to Services Ordinance, deficiencies in compliance and measures or changes necessary to achieve full compliance.

DHS has been successful in hiring bilingual candidates into PCP positions in 09-10 and continues to strive to achieve full compliance.

Preparer Information

EAO Compliance Coordinator: Dana Perez-St. Denis

Title: Management Asst.

Telephone Number: 238-3247

E-mail Address: dperez@oaklandnet.com

Agency Director: Andrea Youngdahl



EQUAL ACCESS TO SERVICES ORDINANCE

AGENCY COMPLIANCE PLAN

For
FY 09-10

AGENCY/DEPARTMENT NAME: DEPARTMENT OF INFORMATION TECHNOLOGY

The Agency Compliance plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by "utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s)." "Substantial Number of Limited English Speaking Persons Group" is defined in the Ordinance as "at least 10,000 limited English speaking City residents who speak a shared language other than English." According to the 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

For the current fiscal year, the Equal Access Office based on 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates data, deems the citywide Spanish LEP population to be 12.0% and the Chinese LEP population to be 4.6%. These figures reflect the target percentages of bilingual PCPs in offices providing citywide services.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The tables below show every position budgeted in FY 2009-10 in our Agency/Department that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>
Administrative Analyst II	1	Respond to Cable Complaints

Total PCP: 1

3. The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.



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Our Agency/Department has 0 bilingual employees in public contact positions. But we have both Spanish speaking and Chinese speaking staff in non Public Contact Positions to provide language assistance when needed.

<u>Job Title</u> <u>(Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/</u> <u>Language</u>
N/A				

Total Bilingual PCP: 0

4. A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.

The following percentages are for numerical purposes and do not constitute the actual need to hire full or fractions of positions. These figures contained in the charts below are for reference purposes for departments to access their language needs.

Critical areas for selective language certification to fill vacancies as they arise:

DIT Units	Total FTE	Total PCP	SP PCP	SP Goal	SP PCP Needs	CH PCP	CH Goal	CH PCP Needs
Administrative Services	4	1	0	12%	0.12	0	4.6%	0.05

5. If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department's plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills.

N/A

6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities.

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
N/A	0	

PCP New Hire Total: 0 Bilingual PCP New Hire Total: 0



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7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.

The Department of Information Technology has identified key bilingual staff to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group. If these positions are not PCP's, we add this task to the job duties of the individual to ensure that City information and services are provided in Cantonese, Mandarin and Spanish upon demand.

8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

No recruitment firm were used to search for qualified applicants for PCP's. If needed, the Department of Human Resource Management would be contacted to handle such search.

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

N/A

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

N/A

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

N/A

12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
N/A			



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13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.

We have not received any complaints. If we'd receive a complaint, the immediate supervisor would be notified to take appropriate action.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).

DIT would refer to "The Equal Access to Services Ordinance", if ever needed, as the written document detailing how to provide services to members of the Substantial Number of limited English speaking Persons Group.

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).

The Department of Information Technology is committed to providing information and services to the Limited English speaking persons Group and assures that non-PCP staff members are available to help constituents with a bilingual staff person speaking the language in need.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.

- A. Because it has not been included in any of the required sections of this compliance plan, but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below has been or will be recorded in English, Spanish, Cantonese and Mandarin.

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
DIT Cable Complaint	238-3567	Complete

- B. Please provide a narrative assessment and analysis of the Department's compliance with the Equal Access to Services Ordinance, deficiencies in compliance and measures or changes necessary to achieve full compliance.

The Department of Information Technology will update the recording on the Cable Complaint Line ext. 3567 with the 4 languages required by the end of May with the help from existing staff in the Department.



EQUAL ACCESS TO SERVICES ORDINANCE

Preparer Information

EAO Compliance Coordinator: Esther Frazier

Title: Administrative Analyst II

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Agency Director: Ken Gordon



EQUAL ACCESS TO SERVICES ORDINANCE

AGENCY COMPLIANCE PLAN

For
FY 09-10

AGENCY/DEPARTMENT NAME: OAKLAND PUBLIC LIBRARY

The Agency Compliance plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by “utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s).” “Substantial Number of Limited English Speaking Persons Group” is defined in the Ordinance as “at least 10,000 limited English speaking City residents who speak a shared language other than English.” According to the 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

For the current fiscal year, the Equal Access Office based on 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates data, deems the citywide Spanish LEP population to be 12.0% and the Chinese LEP population to be 4.6%. These figures reflect the target percentages of bilingual PCPs in offices providing citywide services.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The tables below show every position budgeted in FY 2009-10 in our Agency/Department that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

<u>Job Title</u> <u>(Classification)</u>	<u>FTE</u>	<u>Function</u>
Curator of History, Chief	1	AAMLO Curator; plans, organizes, manages and directs the work of the Oakland Public Library's Historical Archives and reference collections; manages the Museum's history collection; participates in developing and implementing all aspects of history exhibitions, programs and publications; coordinates special projects.



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Custodian	0.5	
Deputy Director, Housing	1	Provides support to, act on behalf of the Library Director. Provides direction re: policies, operations, facilities and system-wide issues.
Development Specialist III	1	Provides information and services to general public on behalf of Library Director
Director of Library Services	1	Library Director
Executive Assistant	1	Frontline reception and assistance to Director
Librarian I & II, including PT and PPT	55.43	Librarians at Main, Branches and Technical Services. Performs specialized and general reference, readers advisory, materials selection, program planning, and cataloging.
Librarian, Senior & PT	8.38	Performs specialized reference, readers' advisory, library needs assessment, coordination of material selection; and to perform as working supervisor to professional, paraprofessional and clerical staff.
Librarian, Supervising & PPT	4	Directs the operations of the Main Library, Branch Libraries, Technical Services, and special services; trains, and supervises library staff; maintains close liaison with the public; researches problems and make recommendations; implements new library procedures.
Library Aide & PT & PPT	45.73	Performs a wide variety of general library and clerical tasks in support of library operations and services. Provides directional assistance and circulation assistance to patrons.
Library Assistant & PT & PPT	34.24	Performs a variety of library duties including assisting in the operation of a branch library or specialized program or service within a library department. Provides directional assistance, general reference assistance, and circulation assistance to patrons.
Library Assistant, Senior	6.5	Implements library programs and directs paraprofessionals and other support staff; assists in the operation of a branch library or library department or be in charge of the daily operations of a library unit. Provides directional assistance, general reference assistance, and circulation assistance to patrons.
Literacy Assistant, PT	2	Performs a variety of duties in the library's literacy programs for adult students and children; teaches students and volunteers; and provides support in the training and directing of volunteer tutors.
Literacy Assistant, Senior	2	Assists in the daily operation of the Library's literacy program; performs a variety of duties in the library's literacy programs for adult students and children; teaches students and volunteers; and provides support in the training and directing of volunteer tutors.



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Management Assistant	1	Provides employment assistance and direction to the general public.
Museum Guard, PT	4.5	Provides assistance toward ensuring that the Library is a safe and accommodating place for the public and staff. Guards are not expected to do this alone. Instead they are expected to work cooperatively with all library staff to maintain the security of the building and the safety of those using it.
Museum Project Coordinator	1	Plans, produces and evaluates a variety of special projects including program development, contract administration and budget development and administration.
Office Assistant II, PT	1.58	Assists in program planning, research, analysis and development; drafts grant proposals and reports; assists in the implementation of programs; provides assistance to community organizations, district boards and citizen advisory bodies.
Temp Contract Svcs Employee, PT	0.02	Performs a variety of duties in the library's literacy programs for adult students and children; teaches students and volunteers; and provides support in the training and directing of volunteer tutors.
Total PCP:	171.88	

3. The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.

The Library has 35.56 bilingual employees in public contact positions.

Job Title (Classification)	FTE	Function	Location	# Bilingual/ Language
Deputy Director, Housing	1	Provides support to, act on behalf of the Library Director. Provides direction re: policies, operations, facilities and system-wide issues.	Main	1/Spanish
Development Specialist III	1	Provides information and services to general public on behalf of Library Director	Main	1/Spanish
Director of Library Services	1	Library Director	Main	1/Spanish
Executive Assistant	1	Frontline reception for Director	Main	1/Spanish
Librarian I & II, including PT and PPT	55.43	Librarians at Main, Branches and Technical Services. Performs specialized and general reference, readers advisory, materials selection, program planning, and cataloging.	Various	9.05/Spanish 0.05/Cantonese 2.05/Mandarin 1.4/Cantonese & Mandarin

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Librarian, Senior & PT	8.38	Performs specialized reference, readers' advisory, library needs assessment, coordination of material selection; and to perform as working supervisor to professional, paraprofessional and clerical staff.	Main	1/Spanish
Librarian, Supervising & PPT	4	Directs the operations of the Main Library, Branch Libraries, Technical Services, and special services; trains, and supervises library staff; maintains close liaison with the public; researches problems and make recommendations; implements new library procedures.	Main	1/Spanish
Library Aide & PT & PPT	45.73	Performs a wide variety of general library and clerical tasks in support of library operations and services. Provides directional assistance and circulation assistance to patrons.	Various	5.93/Spanish 2.43/Cantonese
Library Assistant & PT & PPT	34.24	Performs a variety of library duties including assisting in the operation of a branch library or specialized program or service within a library department. Provides directional assistance, general reference assistance, and circulation assistance to patrons.	Various	5.8/Spanish 3.41/Cantonese 0.04/Mandarin
Library Assistant, Senior	6.5	Implements library programs and directs paraprofessionals and other support staff; assists in the operation of a branch library or library department or be in charge of the daily operations of a library unit. Provides directional assistance, general reference assistance, and circulation assistance to patrons.	Asian	1/Cantonese

Total Bilingual PCP:

35.56

4. A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.



EQUAL ACCESS TO SERVICES ORDINANCE

The following percentages are for numerical purposes and do not constitute the actual need to hire full or fractions of positions. These figures contained in the charts below are for reference purposes for departments to access their language needs.

Critical areas for selective language certification to fill vacancies as they arise:

OPL Units	Total FTE	Total PCP	SP PCP	SP Goal	SP PCP Needs	CH PCP	CH Goal	CH PCP Needs
Administrative Unit	2	1	1	12%		0	4.6%	0.05
Main Library Administration	1	1	0	12%	0.12	0	4.6%	0.05
Art/History/Literature	8.42	8.42	1.6	12%		0	4.6%	0.39
Magazines and Newspapers	4.84	4.84	0	12%	0.58	0	4.6%	0.22
Science Business and Sociology	10.56	10.56	2	12%		0	4.6%	0.49
Branch Administration	2	2	1	0-4%		0	14-29%	0.28
Brookfield Village Branch	4.6	4.6	0.2	16-23%	0.54	1	0-3%	
Dimond Branch	8.2	8.2	0.15	0-4%		0	3-6%	0.25
MLK Jr. Branch	4.2	4.2	0.6	16-23%	0.07	0	0-3%	
Temescal Branch	6.04	6.04	1	2-6%		0	1-4%	0.06
Bookmobile	0.96	0.96	0	4-8%	0.04	0	3-6%	0.03
Lakeview Branch	4.6	4.6	0	4-8%	0.18	0	10-21%	0.46
West Oakland Branch	4.27	4.27	0	4-8%	0.17	0	3-6%	0.13
African-American Museum & Library	3.4	3.4	1	0-4%		0	10-21%	0.34
Latin American Branch	6.79	6.79	3.52	4-8%		0	3-6%	0.2
Director Unit	4.2	3.2	2.2	12%		0	4.6%	0.15
Departmental Operation Unit	13	6	0	12%	0.72	0	4.6%	0.28
Community Relations	1.4	0.6	0	12%	0.07	0	4.6%	0.03
On-Call Public Services	5.64	5.66	0.44	12%	0.24	0.62	4.6%	
Literacy	6.08	4.08	0	12%	0.49	0	4.6%	0.19
Childrens Services/Youth	7.76	5	0.6	12%		0	4.6%	0.23
District 1 Administration	6.16	6.16	0	12%	0.74	0	4.6%	0.28

It should be noted that there has been a hiring freeze throughout a portion of the FY09-10 year and the Library has just recently begun to recruit for many of the vacancies which presently



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exist. We are also in the process of hiring several PCP bilingual candidates as a result of a number of vacancies that have been exempted from the present hiring freeze and which are underway in the hiring process with the Department of Human Resource Management.

Within the Main Library there are sufficient or near-sufficient PCP in the various languages, and where deficient, we will continue seeking the most qualified applicants/candidates who may also be able to provide bilingual services in the needed languages. In addition, the Main Library also has several non PCP bilingual staff who are accessible and could be used to provide bilingual services to our patrons as needed. Finally, in instances where PCP or non-PCP bilingual staff is not available, we are also able to utilize the over-the-phone interpreter service through Language Line Services for assistance.

In instances where bilingual staff is not available to provide services in the needed language, we are also able to utilize the over-the-phone interpreter service through Language Line Services for assistance.

Many of these system-wide divisions are also located in the Main Library and would be able to access the current bilingual staff within the Main Library as needed. In instances where bilingual staff is not available, we are also able to utilize the over-the-phone interpreter service through Language Line Services for assistance.

5. If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department's plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills.

At this time, due to budgetary constraints, the existing hiring freeze, and recent lay-offs, few vacant PCP's within the Library have been filled. The Library has approximately 40 FTE in vacancies, which include Golden Handshake positions as well as positions which are presently being underfilled or backfilled in order to provide minimal staffing levels during the hiring freeze.

The Library has had a number of recruitments recently opened within the City and have worked closely with the Equal Access Division to determine the need for selective certification for each of the classifications. As we are approved to fill existing permanent vacancies with current or for temporary part-time positions, we will continue to recruit for the most qualified candidates, with bilingual skills, and will comply with the Bilingual Certification testing process to assess the skills of viable candidates.



EQUAL ACCESS TO SERVICES ORDINANCE

Additionally, with the budgetary constraints within the Library, adding additional PCPs has financial consequences for which the Library has not budgeted and will need to review for the FY11-13 budget cycle.

6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities.

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Librarian I, PT	0.35	0.1/Spanish
Library Aide, PT	3.06	0.15/Spanish
Library Assistant, PT	0.5	
Librarian, Senior PT	0.19	
Temp Contract Svcs Employee, PT	0.02	

4.12 Bilingual PCP New Hire Total: 0.25.

7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.

The Oakland Public Library has identified key bilingual staff to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s). If these positions are not PCPs, we add this task to the job duties of the individual to ensure that City information and services are provided in Cantonese, Mandarin and Spanish upon demand.

8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

No recruitment firms were used to search for qualified applicants for PCPs because it is cost-prohibitive. The Office of Personnel Resource Management was used to handle these searches.

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

Not applicable.



EQUAL ACCESS TO SERVICES ORDINANCE

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

Not applicable.

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

Not applicable.

12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.

The Oakland Public Library coordinates with the Equal Access Office for all the necessary updated materials translation and provides general summaries of our services in all required language formats. Therefore, we do not have any written materials that require translation assistance at this time.

The tables below show vital documents that the Oakland Public Library is using to provide vital information to the Public about the Department's services or programs regularly.

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
Library Card Registration Form	X	X	Korean, Vietnamese
Welcome to Oakland Public Library Brochure	X	X	
Welcome to Oakland Public Library DVD	X	X	Korean, Vietnamese
Guidelines for Library Behavior	X	X	
Your Library Card Handout (borrowing rules, etc.)	X	X	Vietnamese
Web Pages	X	X	
Current Calendar Link (Web) - some events	X	X	
Library Services/Extended Library Services to Disabled	X	X	Vietnamese
Comment Forms	X	X	
Main Library Map	X	X	



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Library Privacy Policy	X		
2009 and 2010 Summer reading flyers	X	X	
Cell phone signs	X	X	Vietnamese
Rockin' Robins post cards (Children's programming)	X	X	
El Dia de los Ninos/El Dia de los Libros announcement	X	X	
Patron Surveys	X	X	
Signs for holiday closures	X	X	
"Oakland Word" Flyers	X	X	
Library Fines & Fees bookmark	X	X	
Tax Forms Information Signs		X	
First Five Parenting Workshop Surveys		X	

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.

The Oakland Public Library accepts complaints through their main telephone lines and main reception counters. If they were to receive a complaint, they would forward it to the Equal Access Office for resolution.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).

The Equal Access to Services Ordinance is the only written document that exists detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s). However, the City Attorney's Office and the Equal Access Office have agreed to jointly write a new Administrative Instruction to provide more guidance to Agencies on the implementation of the Ordinance.

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).

In order to provide service to the Limited English speaking Persons population that is equal to the service provided for English persons, additional bilingual employees need to be hired in critical areas of Oakland Public Library, as outlined above. The Oakland Public Library is committed to providing information and services to this population and ensure that non-PCP staff members are available to help constituents when PCP positions are not filled with a bilingual staff person speaking the language in need. In addition, we have the opportunity to use the over-the-phone interpretation services provided through Language Line Services.



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16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.

- A. Because it has not been included in any of the required sections of this compliance plan, but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below has been or will be recorded in English, Spanish, Cantonese and Mandarin.

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Asian Branch Library	238-3400	Complete (EN/CH)
Cesar Chavez Library	535-5620	Complete (EN/SP)
Main Library	238-3134	In Progress (EN/SP/CH)
Melrose Branch Library	535-5623	In Progress (EN/SP)
Remaining Branch Libraries	Various	In Discussion

- B. Please provide a narrative assessment and analysis of the Department's compliance with the Equal Access to Services Ordinance, deficiencies in compliance and measures or changes necessary to achieve full compliance.

The Library strives to continually comply with the Equal Access to Services Ordinance and meets the overall guidelines as established by the Ordinance. For decades the Library Department has implemented equal access through services designed to serve the Limited and non-English speaker. These services are institutionalized in the Library's strategic plan, Mission Statement, and materials, programs, and other public services offered everyday in libraries throughout the city. We are continually committed to providing a multitude of services to our Limited and non-English speaking library patrons, and will further our attempts with targeted recruitments for qualified bilingual staff, written translation of vital documents, and on-going interpretation services.

The primary challenge that the Library faces is the fiscal impact of complying with the Equal Access to Services Ordinance. An example of this, funding for the bilingual premiums and for the cost of translations and printing public service materials in 3 languages, remains a challenge. Additionally, while the Library has taken additional steps to meet the requirements for multilingual telephonic messages, the financial obligations for ensuring compliance present an organizational challenge which needs to be resolved before implementation of this task can occur.



EQUAL ACCESS TO SERVICES ORDINANCE

Preparer Information

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Agency Director: Carmen Martinez



EQUAL ACCESS TO SERVICES ORDINANCE

AGENCY COMPLIANCE PLAN

For
FY 09-10

AGENCY/DEPARTMENT NAME: OFFICE OF THE MAYOR

The Agency Compliance plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by “utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s).” “Substantial Number of Limited English Speaking Persons Group” is defined in the Ordinance as “at least 10,000 limited English speaking City residents who speak a shared language other than English.” According to the 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

For the current fiscal year, the Equal Access Office based on 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates data, deems the citywide Spanish LEP population to be 12.0% and the Chinese LEP population to be 4.6%. These figures reflect the target percentages of bilingual PCPs in offices providing citywide services.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The tables below show every position budgeted in FY 2009-10 in our Agency/Department that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

Job Title (Classification)	FTE	Function
Admin Assistant to the Mayor	2	Provide information and services to general public
City Administrator Analyst	2	Provide information and services to general public
Deputy Director, Prg Planning & Dev	3	Provide information and services to general public
Mayor's PSE 14	6	Provide information and services to general public



EQUAL ACCESS TO SERVICES ORDINANCE

		public
Mayor's PSE 51	1	Provide information and services to general public
Project Manager III	1	Provide information and services to general public

Total PCP: 14.50

3. The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.

Our Agency/Department has 2.5 bilingual employees in public contact positions. There are 2.5 FTE speak Spanish and 0 FTE speak Chinese.

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
City Administrator Analyst	1	Provide information and services to general public	City Hall 3rd Floor	1/Spanish
Deputy Director, Prg Planning & Dev	0.5	Provide information and services to general public	City Hall 3rd Floor	0.5/Spanish
Project Manager III	1	Provide information and services to general public	City Hall 3rd Floor	1/Spanish

Total Bilingual PCP: 2.5

4. A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.

The following percentages are for numerical purposes and do not constitute the actual need to hire full or fractions of positions. These figures contained in the charts below are for reference purposes for departments to access their language needs.

Critical areas for selective language certification to fill vacancies as they arise:

Mayor Unit	Total FTE	Total PCP	SP PCP	SP Goal	SP PCP Needs	CH PCP	CH Goal	CH PCP Needs
Mayor Administration Unit	15.5	14.5	2.5	12%		0	4.6%	0.67



EQUAL ACCESS TO SERVICES ORDINANCE

5. If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department's plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills.

At this time, due to budgetary constraints and lay-offs, no vacant PCPs exist. However, when they become available, Office of the Mayor will fill the positions using a selective language certification process for each public contact position.

6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities.

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
None		

PCP New Hire Total: 0

Bilingual PCP New Hire Total: 0

7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.

The Office of the Mayor has identified key bilingual staff to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s). If these positions are not PCPs, we add this task to the job duties of the individual to ensure that City information and services are provided in Cantonese, Mandarin and Spanish upon demand.

The Office of the Mayor has been work closely with the Oaklanders Assistance Center and the Equal Access Office to provide language assistance when needed. Access to over-the-phone interpretation services is also available.

8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

No recruitment firms were used to search for qualified applicants for PCPs. The Department of Personnel Resource Management was used to handle these searches.

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual



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Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

Not applicable.

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

Not applicable.

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

Not applicable.

12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
Event Flyers	X	X	

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.

The Office of the Mayor accepts complaints by phone or by walk-in. If we were to receive a complaint, we would coordinate with the Equal Access Office for solution.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).

The Equal Access to Services Ordinance is the only written document that exists detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s).

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).



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In order to provide service to the Limited English speaking population that is equal to the service provided for English persons, additional bilingual employees need to be hired in critical areas as outlined above. The Office of the Mayor is committed to providing information and services to this population and ensure that non-PCP staff members are available to help constituents when PCP positions are not filled with a bilingual staff person speaking the language in need. In addition, we have the opportunity to use the over-the-phone interpretation services.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.

A. Because it has not been included in any of the required sections of this compliance plan, but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below have been or will be recorded in English, Spanish, Cantonese and Mandarin.

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Mayor's Front Desk	x3141	Completed
Mayor's Toy Drive Hotline	777-8697	Completed

B. Please provide a narrative assessment and analysis of the Department's compliance with the Equal Access to Services Ordinance, deficiencies in compliance and measures or changes necessary to achieve full compliance.

The Office of the Mayor is not able to staff any Cantonese/Mandarin PCP due to budgetary constraints. However, we do working with Oaklanders Assistance Center and the Equal Access Office in providing the translation in Cantonese/Mandarin languages to meet the Equal Access to Services Ordinance.

Preparer Information

EAO Compliance Coordinator: <u>Cheryal Kidd</u>
Title: <u>Office Manager</u>
Telephone Number: <u>(510) 238-3141</u>
E-mail Address: <u>ckidd@oaklandnet.com</u>
Mayor: <u>Ron Dellums</u>



EQUAL ACCESS TO SERVICES ORDINANCE

AGENCY COMPLIANCE PLAN

For
FY 09-10

AGENCY/DEPARTMENT NAME: OAKLAND MUSEUM OF CALIFORNIA

The Agency Compliance plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by “utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s).” “Substantial Number of Limited English Speaking Persons Group” is defined in the Ordinance as “at least 10,000 limited English speaking City residents who speak a shared language other than English.” According to the 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

For the current fiscal year, the Equal Access Office based on 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates data, deems the citywide Spanish LEP population to be 12.0% and the Chinese LEP population to be 4.6%. These figures reflect the target percentages of bilingual PCPs in offices providing citywide services.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The tables below show every position budgeted in FY 2009-10 in our Agency/Department that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

<u>Job Title</u> <u>(Classification)</u>	<u>FTE</u>	<u>Function</u>
Facility Complex Mgr, Asst	1	Supervises Museum Guards who provide protection to staff, visitors and the museum collections and secure the building and grounds; Also supervises custodians and gardeners who maintain the museum facility: respond to inquiries or concerns from the public.
Museum Guard & PPT	11	Provide the full range of duties to secure the safety of the Museum building, collections, and public visitors. Provide information to



EQUAL ACCESS TO SERVICES ORDINANCE

		visitors, respond to questions and inquiries.
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Total PCP: 12

3. The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.

Our Agency/Department has 0.08 bilingual employees in public contact positions.

Job Title (Classification)	FTE	Function	Location	# Bilingual/ Language
Museum Guard & PPT	11	Provide the full range of duties to secure the safety of the Museum building, collections, and public visitors. Provide information to visitors, respond to questions and inquiries.	1000 Oak St.	0.04/Spanish 0.04/Cantonese & Mandarin

Total Bilingual PCP: 0.08

4. A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.

The following percentages are for numerical purposes and do not constitute the actual need to hire full or fractions of positions. These figures contained in the charts below are for reference purposes for departments to access their language needs.

Critical areas for selective language certification to fill vacancies as they arise:

Museum Units	Total FTE	Total PCP	SP PCP	SP Goal	SP PCP Needs	CH PCP	CH Goal	CH PCP Needs
Museum Security Services	12	12	0.04	12%	1.4	0.04	4.6%	0.51

Currently, a management staff is providing service to Cantonese/Mandarin citizens to meet the Equal Access to Service Ordinance. There are several staff members from the Oakland Museum of California Foundation who can provide service to Spanish citizens.

5. If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department's plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a



EQUAL ACCESS TO SERVICES ORDINANCE

brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills.

With the renovation of the Museum and reinstallation of the galleries, we now have directional and wayfinding signage for the building and interpretive signage and materials in the galleries with three languages including Chinese, Spanish and English. This new signage will significantly assist our visitors in navigating and understanding the museum, as demonstrated at our opening weekend on May 1 and 2.

In addition, the OMCA Foundation has recruited a volunteer "ambassador" team of approximately 50 volunteers, several of whom are bi-lingual.

At this time, due to budgetary constraints and lay-offs, no vacant PCPs exist. However, when they become available, the long term plan is that we will fill the positions using a selective language certification process for each position.

6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities.

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Facility Complex Mgr, Asst	1	
Museum Guard & PPT	0.04	
PCP New Hire Total:	1.04	Bilingual PCP New Hire Total: 0

7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.

The Oakland Museum of California has identified key bilingual staff to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s). If these positions are not PCPs, we add this task to the job duties of the individual to ensure that City information and services are provided in Cantonese, Mandarin and Spanish upon demand.

8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

No recruitment firms were used to search for qualified applicants for PCPs because it is cost-prohibitive. The City's Department of Human Resources Management was used to handle these searches.



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9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

Not applicable.

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

Not applicable.

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

Not applicable.

12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
Exhibition and Programs	X	X	

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.

The Oakland Museum of California accepts complaints by phone or by main reception counters. If they were to receive a complaint, they would forward it to the Equal Access Office for resolution.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).

The Equal Access to Services Ordinance is the only written document that exists detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s). However, the City Attorney's Office and the Equal Access Office have agreed to



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jointly write a new Administrative Instruction to provide more guidance to Agencies on the implementation of the Ordinance.

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).

In order to provide service to the Limited English speaking Persons population that is equal to the service provided for English persons, additional bilingual employees need to be hired in critical areas of the Oakland Museum of California, as outlined above. The Oakland Museum of California is committed to providing information and services to this population and ensure that non-PCP staff members are available to help constituents when PCP positions are not filled with a bilingual staff person speaking the language in need. In addition, we have the opportunity to use the over-the-phone interpretation services.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.

- A. Because it has not been included in any of the required sections of this compliance plan, but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below has been or will be recorded in English, Spanish, Cantonese and Mandarin.

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Museum Front Desk	x2200	Complete

- B. Please provide a narrative assessment and analysis of the Department's compliance with the Equal Access to Services Ordinance, deficiencies in compliance and measures or changes necessary to achieve full compliance.

Preparer Information

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Agency Director: Lori Fogarty



EQUAL ACCESS TO SERVICES ORDINANCE

LANGUAGE ACCESS PLAN

For
FY 09-10

OFFICE OF PARKS AND RECREATION

The Agency Compliance plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by "utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s)." "Substantial Number of Limited English Speaking Persons Group" is defined in the Ordinance as "at least 10,000 limited English speaking City residents who speak a shared language other than English." According to the 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

For the current fiscal year, the Equal Access Office based on 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates data, deems the citywide Spanish LEP population to be 12.0% and the Chinese LEP population to be 4.6%. These figures reflect the target percentages of bilingual PCPs in offices providing citywide services.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The tables below show every position budgeted in FY 2009-10 in our Agency/Department that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

Office of Parks and Recreation		
Job Title (Classification)	FTE	Function
Administrative Assistant I	1.00	Front Desk Receptionist addressing customer questions.
Assistant to the Director	1.00	Works with the public in the course of managing recreation administrative operations.
Data Entry Operator	1.00	Troubleshoots customer online registration issues.
Director of Recreation Services	1.00	Works with the public in managing and overseeing



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		the department.
Executive Assistant	1.00	Communicates with public seeking information from the Director's Unit.
Facility Security Assistant, PPT	0.75	Works at enterprise facilities to assist customers hosting events, ensuring facility and participants remain safe.
Gardner Crew Leader	1.00	Works with public in the field in the course of overseeing field preparation.
Lifeguard, PT	11.28	Frontline customer service interaction in the field at recreation sites while providing programs and services.
Marine and Aquatics Program Supervisor	0.00	Works with the public in the course of supervising marine and aquatic program sites, staff and operations. Position currently frozen.
Naturalist, Supervising	1.00	Works with the public in the course of supervising naturalist programs, staff and operations.
Office Manager	1.00	Provides public with enterprise facility rental information via, phone, email and in person.
Pool Manager, PT	2.51	Frontline customer service interaction in the field at recreation sites while providing programs and services.
Program Analyst II	0.50	Frontline customer service interaction in the field at recreation sites while developing and providing programs and services to the public.
Public Service Representative, PPT	4.00	Provides public with enterprise facility rental information via, phone, email and in person.
Recreation Attendant II, PT	1.40	Works at enterprise facilities to assist customers hosting events.
Recreation Center Director	12.00	Frontline customer service interaction in the field at recreation sites while developing and overseeing multiple site programs and services provided to the public.
Recreation General Supervisor	2.00	Works with the public in the course of supervising recreation program sites, staff and operations.
Recreation Leader II, PPT	14.05	Frontline customer service interaction in the field at recreation sites while providing programs and services.
Recreation Program Director	11.00	Frontline customer service interaction in the field at recreation sites while developing and providing programs and services to the public.
Recreation Specialist II, PPT	6.95	Frontline customer service interaction in the field at recreation sites while providing programs and



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		services.
Recreation Supervisor	7.00	Works with the public in the course of supervising recreation sites, staff and operations.
Water Safety Instructor, PT	3.72	Frontline customer service interaction in the field at recreation sites while providing programs and services
Sports Program Coordinator	2.00	Works with the public while coordinating recreational sporting programs and events.
Total PCP:		87.16

3. The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.

The Office of the Parks and Recreation has 28.00 bilingual employees in public contact positions as listed in Grid A below. Due to the seasonal instability of Parks and Recreation staff and the significant numbers of part-time staff employed, the Department felt it essential to provide information regarding the bilingual capacity through the use of part-time staff as identified in Grid B. Although not identified as PCP, part-time staff is often available to assist in communicating with Limited English Speaking Persons Group(s). Non-PCP bilingual information is captured below.

Bilingual PCP Listing (Grid A)			
Office of Parks and Recreation			
<u>Job Title</u> <u>(Classification)</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual Staff/</u> <u>Language</u>
Lifeguard, PT	Frontline customer service interaction in the field at recreation sites while providing programs and services.	POOLS: defremery, Fremont, Lions, Live Oak, Temescal	5.00 Chinese 4.00 Spanish
Program Analyst II	Frontline customer service interaction in the field at recreation sites while developing and providing programs and services to the public.	Discovery, 2521 High St.	1.00 Spanish
Public Service Representative, PPT	Provides public with enterprise facility rental information via, phone, email and in person.	Dalziel Bldg., 3 rd floor	1.00 Spanish
Recreation Center Director	Frontline customer service interaction in the field at recreation sites while developing and overseeing multiple site programs	Lincoln Square	1.00 Chinese



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	and services provided to the public.		
Recreation Leader II, PPT	Frontline customer service interaction in the field at recreation sites while providing programs and services.	Redwood Heights, Manzanita	2.00 Spanish
Recreation Program Director	Frontline customer service interaction in the field at recreation sites while developing and providing programs and services to the public.	Carmen Flores Allendale Boating	3.00 Spanish
Recreation Supervisor	Works with the public in the course of supervising recreation sites, staff and operations.	Arroyo	1.00 Spanish
Water Safety Instructor, PT	Frontline customer service interaction in the field at recreation sites while providing programs and services	Pools: defremery, Fremont, Lions, Live Oak, Temescal	6.00 Chinese 4.00 Spanish
Total Bilingual PCP:			28.00

Bilingual Non-PCP Listing (Grid B)

Office of Parks and Recreation

<u>Job Title</u> <u>(Classification)</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual Staff/</u> <u>Language</u>
Facility Security Assistant, PPT	Works at recreation facilities to assist customers and ensure facility and participants remain safe.	Redwood Heights	1 Spanish
Park Attendant, PT	Ball field maintenance and cleanup. Ensure all field are maintained to city standards	Multi	1 Spanish
Recreation Aide, PT	Frontline customer service interaction in the field at recreation sites while assisting to provide programs and services.	Carmen Flores Dimond FM Smith Lincoln	4 Chinese 7 Spanish
Recreation Attendant I & II, PT	Frontline customer service interaction in the field at recreation sites and parks while supporting program activities. Provides the public with operational hours, program information and collects fees.	Lions Pool	1 Spanish



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Recreation Leader I & II, PT	Frontline customer service interaction in the field at recreation sites while providing programs and services.	Allendale Carmen Flores Dimond FM Smith Franklin Ira Jenkins Lincoln Manzanita Redwood Heights Rotary Nature San Antonio	17 Chinese 17 Spanish
Recreation Specialist I & II, PT	Frontline customer service interaction in the field at recreation sites while providing programs and services.	Carmen Flores Dimond Redwood Heights	1 Chinese 1 Spanish
Sports Official, PT	Referee all city-wide sporting events.	Multi	7 Spanish
Student Trainee	Frontline customer service interaction in the field at recreation sites while assisting to provide programs and services.	Discovery Center	3 Spanish
Total			60.00

4. A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.

The following percentages are for numerical purposes and do not constitute the actual need to hire full or fractions of positions. These figures contained in the charts below are for reference purposes for departments to access their language needs.

Critical areas for selective language certification to fill vacancies as they arise:

OPR Units	Total FTE	Total PCP	SP PCP	SP Goal	SP PCP Needs	CH PCP	CH Goal	CH PCP Needs
Directors Unit	7.23	2	0	12%	0.24	0	4.6%	0.09
Administrative Services	4	3	0	12%	0.36	0	4.6%	0.14
Area 1 Rec Center Supervision	23.5	1	0	12%	0.12	0	4.6%	0.05



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OPR Units	Total FTE	Total PCP	SP PCP	SP Goal	SP PCP Needs	CH PCP	CH Goal	CH PCP Needs
Acquatics Supervision	3.26	2.56	0.28	12%	0.03	0	4.6%	0.12
Area 3 Administration	1	1	0	12%	0.12	0	4.6%	0.05
Bushrod Recreation Center	2.23	1.75	0	4-8%	0.07	0	0-2%	
Golden Gate Recreation Center	1.34	1	0	4-8%	0.04	0	0-2%	
Mosswood Recreation Center	3.68	1.75	0	4-8%	0.07	0	3-5%	0.05
Allendale Recreation Center	2.01	1.75	1	9-16%		0	6-9%	0.11
Dimond Recreation Center	8.08	1.75	0	0-4%		0	3-5%	0.05
Franklin Recreation Center	2.5	1.75	0	9-16%	0.16	0	10-19%	0.18
Redwood Heights Recreation Center	13	2	1	4-8%		0	6-9%	0.12
Arroyo Recreation Center	1.29	1.05	0	16-23%	0.17	0	0-2%	
Brookdale Recreation Center	1.4	1	0	24-39%	0.24	0	3-5%	0.03
Ira Jinkins Recreation Center	3.64	1	0	16-23%	0.16	0	0-2%	
Rainbow Recreation Center	2	2	0	16-39%	0.32	0	0-2%	
Tassafaranga Recreation Center	1.75	1.75	0	24-39%	0.42	0	0-2%	
Manzanita Recreation Center	1.1	1	1	9-16%		0	10-19%	0.1
FM Smith Recreation Center	1.88	1.75	0	4-8%	0.07	0	6-9%	0.11
San Antonio Recreation Center	1.13	1	1	16-23%		0	10-19%	0.1
Carmen Flores Recreation Center	1	1	1	24-39%		0	0-2%	

OPR Units	Total FTE	Total PCP	SP PCP	SP Goal	SP PCP Needs	CH PCP	CH Goal	CH PCP Needs
Fremont Aquatics	3.02	2.59	0.48	24-39%	0.14	0.2	3-6%	
Central Reservations	10.65	7.15	1	12%		0	4.6%	0.33
Special Programs	1.96	1	0	12%	0.12	0	4.6%	0.05
Rotary Nature Center	5.97	1.75	0	12%	0.21	0	4.6%	0.08
Boating	8.18	1	1	12%		0	4.6%	0.05
Tennis	4.28	1	0	12%	0.12	0	4.6%	0.05
City-Wide Sports	13.67	1.75	0	12%	0.21	0	4.6%	0.08
Girls Sports	2.67	1	0	12%	0.12	0	4.6%	0.05
Youth & Adult Sports	4.94	1	0	12%	0.12	0	4.6%	0.05
Area One Special Sports Programs	2.27	0.75	0	12%	0.09	0	4.6%	0.03
Community Gardens	1	1	0	12%	0.12	0	4.6%	0.05
Malonga Casquelourd Center	4.35	1.75	0	12%	0.21	0	4.6%	0.08
Studio One	4.81	1.75	0	12%	0.21	0	4.6%	0.08
City-Wide Programs Unit	5.63	2.75	0	12%	0.33	0	4.6%	0.13
Radical Roving Recreation	2.89	1.75	0	12%	0.21	0	4.6%	0.08
Discovery Center	1.25	1.25	1	12%		0	4.6%	0.06
Ball Fields Maintenance	8.1	1	0	12%	0.12	0	4.6%	0.05
At-Risk Youth	3.45	0.75	0	12%	0.09	0	4.6%	0.03

5. If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department's plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills.

In collaboration with Department of Human Resource Management (DHRM) and Equal Access, OPR greatly expanded bilingual recruitment efforts during the 2009 and 2010 spring hiring process and to fill the current vacancies within the Office of Parks and Recreation. For OPR's spring hiring event announcement materials were translated into Spanish and Chinese and were



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widely distributed to over 150 community base organizations, to include: faith based, targeted bilingual cultural and civic organizations. Recruitment efforts took place at Recreation Centers, High Schools, Peralta College System, and CSU Eastbay with special outreach to targeted ESL Centers. OPR employees conducted significant outreach in Chinatown and Fruitvale communities to recruit potential candidates. Hiring announcements appeared in local newspapers including Oakland Tribune, Sing Tao Daily, El Mundo, Post and ANG Groups. Public Service Announcements were posted on KTOP, OaknetNews and the City website. As OPR moves forward it will use many of these recruitment efforts to fill our PCP and non-PCP positions.

The department's intent is to use the aforementioned recruitment process and potential hires to fill the public contact position vacancies. The Department efforts to recruit, select and place the most qualified candidates to meet the community program and language requirements will continue to evolve as the ordinance is defined, the collaboration with DHRM grows and as the Equal Access Office matures. In addition, OPR bilingual staff has spoken at local Colleges and University systems targeting Spanish and Chinese speaking clubs and organizations as well as students majoring in Recreation, Sociology or Horticultural. The purpose of the visit was to share with the students the benefits of working for the City of Oakland, and to encourage more minorities into the recreation profession. OPR has also teamed up with the California Parks & Recreation Minority Association to ensure collectively as a state that we enhance the recruitment of bilingual professionals in the field of Parks, Recreation and Conservation.

6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities.

Parks and Recreation

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
None		

PCP New Hire Total:

0

Bilingual PCP New Hire Total: 0

The bilingual PCP for the Parks and Recreation Department is currently underway. Official start of hiring will begin in June for the Summer job recruits.

7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.

The Office of the Parks and Recreation has identified key bilingual staff to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s). If these positions are not identified PCP's, the Department adds this task to the job



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duties of the individual to ensure that City information and services are provided in Cantonese, Mandarin and Spanish upon demand. Additionally, non-PCP part time staff is often available to assist with communication and translation. NetworkOmni language access translation service is another way in which the Department provides information to Limited English Speaking Persons Group(s).

8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

Most positions within OPR are part-time or entry level positions. OPR does not hire firms for the recruitment process. The department depends on the expertise and knowledge of DHRM to search and locate the most highly qualified bilingual candidates for all PCP and non-PCP positions. However, the OPR works closely with OPRM to use professional organizations such as the California Parks & Recreation Society, National Parks & Recreation Association, and National Aquatic Association to be a resource for recruitment searches.

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

Not applicable.

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

Not applicable.

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

Not applicable.

12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.



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The below table lists vital documents containing information regarding the Department's services and programs which the Office of the Parks and Recreation provides to the public on a regular basis.

Parks and Recreation

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Reviewer</u>	<u>Other Language(s)</u>
Office of Parks and Recreation 2010 Brochure (64 pg. comprehensive annual program activity guide)	X	X	Equal Access	
OPR Activity/Program Registration Form	X	X	Equal Access	Vietnamese
Facility/Park Use Application	X	X	Equal Access	
OPR Summer Hiring Event Flyers	X	X	Equal Access	
Multiple Recreation Center Program Flyers (Allendale, Arroyo Viejo, Carmen Flores, FM Smith, Lincoln Square, Manzanita, San Antonio, Citywide Sports, Girls Sports)	X	X	Equal Access	

The Office of the Parks and Recreation coordinates with the Equal Access Office on an ongoing basis to have materials providing information about the Department's programs and services translated to the required language formats. The translation material is reviewed by staff in the Office of Equal Access.

OPR forwards all complaints to the City Administrator's Office. The City Administrators Office accepts complaints through their main phone lines and reception counter. Once a complaint is received the City Administrators Office would forward it to the Equal Access Office for resolution.

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.

The Equal Access to Services Ordinance is the only written document that exists detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s). However, the City Attorney's Office and the Equal Access Office have agreed to jointly write a new Administrative Instruction to provide more guidance to Agencies on the implementation of the Ordinance.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).



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The Equal Access to Services Ordinance is the only written document that exists detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s). However, the City Attorney's Office and the Equal Access Office have agreed to jointly write a new Administrative Instruction to provide more guidance to Agencies on the implementation of the Ordinance.

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).

The Office of Parks and Recreation is committed to providing information and services to the Limited English Speaking Persons population and attempt to ensure that a bilingual staff member is available whenever possible to assist constituents. In addition, we have the opportunity to use the over-the-phone interpretation services.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.

- A. Because it has not been included in any of the required sections of this compliance plan, but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below will be recorded in English and/or Spanish, Cantonese or Mandarin.

Parks and Recreation

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
General information	x7275	Complete
Reservations	x3187	Complete
Arroyo Recreation Center	510-615-5755	Complete – Spanish
Brookdale Recreation Center	510-535-5632	Complete – Spanish
Carmen Flores Recreation Center	510-535-5631	Complete – Spanish
Franklin Recreation Center	510-238-7741	Complete – Chinese
Fremont Pool	510-535-5614	Complete – Spanish
Ira Jenkins Recreation Center	510-615-5959	Complete – Spanish
Lincoln Square Recreation Center	510-238-7738	Complete – Chinese
Live Oak Pool	510-238-2292	Complete – Chinese
Manzanita Recreation Center	510-535-5625	Complete – Spanish
Rainbow Recreation Center	510-615-5751	Complete – Spanish
San Antonio Recreation Center	510-535-5608	Complete – Spanish
Tassafaronga Recreation Center	510-615-5764	Complete – Spanish



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- B. Please provide a narrative assessment and analysis of the Department's compliance with the Equal Access to Services Ordinance, deficiencies in compliance and measures or changes necessary to achieve full compliance.

OPR is working hard with DHRM/Equal Access Department to achieve full compliance with the Equal Access to Service Ordinance. OPR has worked hard to address deficient areas. OPR will work with Equal Access Department and DHRM to ensure that the department is meeting the Ordinance set forth by the City.

Plan Information

Agency Director: Audree Jones-Taylor
Language Access Coordinator: Dana Riley
Title: Assistant to the Director
Telephone Number: (510) 238-6495
E-mail Address: driley@oaklandnet.com



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AGENCY COMPLIANCE PLAN

For
FY 09-10

AGENCY/DEPARTMENT NAME: OAKLAND POLICE DEPARTMENT

The Agency Compliance plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by "utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s)." "Substantial Number of Limited English Speaking Persons Group" is defined in the Ordinance as "at least 10,000 limited English speaking City residents who speak a shared language other than English." According to the 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

For the current fiscal year, the Equal Access Office based on 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates data, deems the citywide Spanish LEP population to be 12.0% and the Chinese LEP population to be 4.6%. These figures reflect the target percentages of bilingual PCPs in offices providing citywide services.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The tables below show every position budgeted in FY 2009-10 in our Agency/Department that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

Police Department

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>
Admin Analyst II	11	Respond to citizen requests for crime statistics, False Alarm information, and/or investigation status and interact with potential Police Officer Trainee candidates.
Admin Asst I	5	Front desk reception and phone responsibilities
Admin Services Manager	1	Crime report inquiries and Public Records requests.



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II		
Animal Care Attendant, PT	6	Place animals with citizens' through adoption program.
Animal Control Officer	12	Respond to citizens calls for service.
Animal Control Supervisor	1	Responds to customer service issues, caller complaints
Captain of Police	10	Attend community service meetings, handles egregious service issues, emergency response
Crossing Guard, PT & PPT	26:43	Assists the public in crossing the street(s).
Director of Animal Services	1	Responds to public records requests, service issues, and requests for information.
Executive Assistant to Agency Director	1	Front desk reception and phone responsibilities for the Chief's Office.
Lieutenant of Police	27	Attend community service meetings, handles escalated calls for service, point of contact for community leaders.
Temporary Contract Service Employee	1	Responds to public inquiry regarding annual report, police interaction with City Council
Neighborhood Services Coordinator	14	Coordinate and attend community meetings, provides public with information, recruits civilian volunteers
Police Communications Dispatcher (PCP), PCP II, & Supervisor	68	Manage all 911 and non-emergency calls for service from the public.
Police Evidence Technician	14	Process crime scenes.
Police Officer	628	Respond to civilian calls for police service
Police Personnel Operation Specialist	1	Interacts with potential Police Officer Trainee candidates. Handles requests from outside agencies pertaining to backgrounds.
Police Property Specialist & Supervisor	7	Return seized property to members of public when appropriate.
Police Records Specialist & Supervisor	55	Counter and phone services in response to request for Crime and Collision Reports
Police Services Tech II	46	Take police reports from citizens, issue citations, conduct vehicle tows, handle phone calls, etc.
Sergeant of Police	113	Typically supervisors a group of officers assigned to patrol
Veterinarian	1	Responds to animal emergencies from the public.
Veterinary Technician	2	Assist in responding to animal emergencies from the public



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Volunteer Progm Specialist II	1	Supervises and responds to citizen inquiries, questions, complaints associated with the Animal Shelter.
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Total PCP: 1052.43

3. The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.

Our Agency/Department has 100.7 bilingual employees in public contact positions.

Police Department

<u>Job Title</u> <u>(Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/</u> <u>Language</u>
Admin Analyst II	9	Respond to citizen requests for crime statistics and/or investigation status and interact with potential Police Officer Trainee candidates.	Dalziel Bldg, #D, Police Admin Bldg	1/Cantonese & Mandarin
Admin Asst I	5	Front desk reception and phone responsibilities	Police Admin Bldg	1.1/Spanish
Animal Care Attendant, PT	6	Place animals with citizens' through adoption program.	Animal Shelter, Field	0.8/Spanish 0.8/Cantonese & Mandarin
Animal Control Officer	10.5	Responds to citizen calls for service.	Animal Shelter, Field	1/Spanish 2.5/Cantonese & Mandarin
Captain of Police	9	Attends community meetings, handles egregious service issues, emergency response	Eastmont Substation, Police Admin Bldg, Field	1/Cantonese 1/Spanish
Lieutenant of Police	26	Attends community meetings, handles escalated calls for service, point of contact for community leaders.	Eastmont Substation, Police Admin Bldg, Field	1/Cantonese
Neighborhood Services Coordinator	13	Coordinates and attends community meetings, provides public with information, recruits civilian volunteers	Dalziel Bldg., 6 th floor	5/Spanish 1/Cantonese & Mandarin
Police Communications	69	Manage all emergency calls from public	7101 Edgewater	6/Spanish 2/Cantonese



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Dispatcher & Supervisor				
Police Officer	608	Respond to civilian calls for police service, maintain peace in City of Oakland	Eastmont Substation, Police Admin Bldg, Field	8/Cantonese 2.5/Mandarin 53/Spanish
Police Property Specialist & Supervisor	5	Return seized property to public as appropriate	Police Admin Bldg	1/Spanish
Police Records Specialist & Supervisor	50	Counter and phone services in response to request for Crime and Collision Reports	Police Administration Bldg., Eastmont Substation	2/Cantonese 2/Spanish
Police Services Tech II	38	Take police reports from citizens, issue citations, conduct vehicle tows, handle phone calls, etc.	Eastmont Substation, Police Admin Bldg, Field	1/Cantonese 1/Spanish
Sergeant of Police	129	Respond to police calls, take reports, handle service complaints.	PAB; Field; Ranger Station, Eastmont Substation	3/Cantonese 3/Spanish

Total Bilingual PCP: 100.7

4. A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.

The following percentages are for numerical purposes and do not constitute the actual need to hire full or fractions of positions. These figures contained in the charts below are for reference purposes for departments to access their language needs.

Critical areas for selective language certification to fill vacancies as they arise:

OPD Units	Total FTE	Total PCP	SP PCP	SP Goal	SP PCP Needs	CH PCP	CH Goal	CH PCP Needs
Internal Affairs	40	40	3	12%	1.8	2	4.6%	
Police Area 1	194	194	8	12%	15.28	7	4.6%	1.92
Police Area 2	169	169	15	12%	5.28	1	4.6%	6.77
Police Area 3	192	192	16	12%	7.04	1	4.6%	7.83
Special Operations	27	27	0	12%	3.24	1	4.6%	0.24

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Support Operations	20	20	6	12%		1	4.6%	
Communications Unit	78	78	6	12%	3.36	2	4.6%	1.59
Records Unit	3	3	0	12%	0.36	0	4.6%	0.14
Records & Warrants	28	28	2	12%	1.36	2	4.6%	
Traffic BFO	87.13	87.13	4	12%	6.46	2	4.6%	2.01
Animal Shelter	28.3	28.3	1.9	12%	1.5	2.8	4.6%	
Property/Theft	19	19	2	12%	0.28	0	4.6%	0.87
Youth & Family Services	59	59	2	12%	5.08	1	4.6%	1.71
Assault	11	11	0	12%	1.32	0	4.6%	0.51
Office of the Chief - Administration	7	7	0	12%	0.84	0	4.6%	0.32
Bureau of Investigations Admin	8	6	0	12%	0.72	0	4.6%	0.28
Property and Evidence	7	7	1	12%		0	4.6%	0.32
Identifications Sections	4	4	0	12%	0.48	0	4.6%	0.18
Criminal Investigations	4	4	0	12%	0.48	0	4.6%	0.18
Homicides	6	6	2	12%		0	4.6%	0.28
CID Targeted Enforcement Task Force	6	6	1	12%		0	4.6%	0.28
Robbery	15	15	1	12%	0.8	0	4.6%	0.69
Bureau of Services -- Administrations	2	2	0	12%	0.24	0	4.6%	0.09
CID PACT Team	9	9	1	12%	0.08	0	4.6%	0.41
CID Gangs & Guns	10	10	3	12%		0	4.6%	0.46
Police Personnel	8	3	0	12%	0.36	1	4.6%	
Police Information Technology	5	5	0	12%	0.6	0	4.6%	0.23
Background & Recruiting	5	5	0	12%	0.6	1	4.6%	
Bureau of Field Operations - Admin	15	8	0	12%	0.96	1	4.6%	

5. If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department's plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a



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brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills.

The Oakland Police Department is only able to conduct recruitment of selective classifications at this time because of severe budget shortages and a city-wide hiring freeze. The Oakland Police Department currently has approximately 45 vacant Public Contact Positions to fill. To ensure a pool of qualified bilingual applicants, the Police Department works with the Department of Human Resources Management to expand recruitment by placing advertisements with major Spanish and Chinese publications such as El Mundo and Sing Tao. Applications are processed, scored and placed on an eligibility list. Applicants on the eligibility list are required to pass the City's bilingual test (and a background clearance) prior to appointment.

The Oakland Police Department will continue to evaluate the need for sworn and civilian staff to possess specific language capabilities due to their PCP position. However, the Department faces many challenges which inhibit the movement of individuals into specific positions, such as seniority rules based on various Memorandums of Understanding with the respective bargaining units, internal police transfer policies, promotions, prior discipline, and long term recuperation from work related injuries.

6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities.

Police Department

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Administrative Analyst II	2	1/Chinese
Administrative Assistant I	2	
Animal Care Attendant, PT	2.5	
Animal Control Officer	2.5	0.5/Spanish
Crossing Guard (PT)	7	
Police Communications Dispatcher & Supvr	14	2/Chinese 2/Spanish
Police Evidence Technician	1	
Police Officer	9	
Police Property Specialist	2	
Police Records Specialist	2	
Sergeant of Police	1	

PCP New Hire Total:

45

Bilingual PCP New Hire Total: 5.5



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7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.

The Oakland Police Department has identified key bilingual staff to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s). Examples include a Cantonese speaking officer assigned to the Chinatown Resource Center as well as one Lieutenant, two Sergeant and at least five Police Officers who speak a mix of Cantonese and Mandarin assigned to Patrol Area One. Patrol Area One consists of the Chinatown area of Oakland.

The Fruitvale area has a Spanish speaking officer assigned to the Fruitvale Resource Center and Spanish speaking officers assigned to foot patrol in the Fruitvale area. There are at least 10 Spanish speaking Police Officers and one Sergeant assigned to Patrol Area Two. Patrol Area Two consists of the Fruitvale area of Oakland.

The Patrol Area Commanders with the Bureau of Field Operations continue to utilize their discretion in placing officers in specific assignments due to their contact with the public and their applicable language capabilities.

8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

No recruitment firms were used to search for qualified applicants for PCPs because it is cost-prohibitive. The Department of Human Resources Management handles these searches. (The Police Department used Strategic Policy Partnership to recruit for the Chief of Police vacancy during this fiscal year)

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

Not applicable.

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

Not applicable.



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11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

Not applicable.

12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.

The Oakland Police Department coordinates with the Equal Access Office for all the necessary updated materials translation and provides general summaries of our services in all required language formats.

The tables below show documents that the Oakland Police Department is using to provide vital information to the Public about the Department's services or programs regularly.

Police Department

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
(TF-862-2) Citizen Additional Report	X	X	
(TF-952) Parking Courtesy Warning	X	X	
(TF-1084) Property Record/Receipt and Release	X	X	
(TF-2096) Notification to Sex Crime Victim	X	X	
(TF-3053) Business Information Record Card	X	X	
(TF-3075) Noise Complaint Notice	X	X	
(TF-3098) Filing a Complaint	X	X	Vietnamese
(TF-3104) Vehicles "For Sale" Parking Warning	X	X	
(TF-3107) Annoyance Call Procedures	X	X	
(TF-3145) Alarm Activation Notice	X	X	
(TF-3168) Identity Theft	X	X	
(TF-3202) Tow Resource Guide	X	X	
(TF-3264) Citizen Notification Card	X	X	
(TF-3267) Identity Theft Summary Report	X	X	
Property Section			
ALCO Sheriff Info. Form	X	X	
OPD Bicycle Unit Release Form	X	X	
OPD Property Section Release Form	X	X	



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YFSD			
(TF-869) Resource Card for Vic. Of Violent Crimes	X	X	
(TF-3206) Domestic Violence Brochure* <i>*Currently in process updating the document</i>	X	X	
Records Division			
(TF-2093) Vehicle Release Information Form with Map	X	X	
(TF-2093) Vehicle Release Fee (stored vehicles)	X	X	
(TF-2093a) Tow Advisement (Sideshow)	X	X	
(TF-2093a) Vehicle Towed and Impounded	X	X	
(TF-2093b) Vehicle Towed in Violation of 14602	X	X	
Impound Fee Ordinance 12649	X	X	
Post Storage Tow Hearing Form	X	X	
Vehicle Release Authorization by Owner	X	X	
Animal Services Section			
About the Oakland Animal Services	X	X	
Cat Adoption Questionnaire	X	X	
Conditions for Keeping a Potential Dangerous Dog	X	X	
Conditions for Keeping a Vicious Dog	X	X	
Did You Know About Rabbits?	X	X	
Dog Adoption Questionnaire	X	X	
Dog Bite Info. Form	X	X	
Dogs in Oakland Flyer	X	X	
Estimate of Fees Form	X	X	
Home Quarantine Agreement	X	X	
Introducing Cats to Cats Info. Form	X	X	
Introducing Cats to Dogs Info. Form	X	X	
Introducing Dogs to Dogs Info. Form	X	X	
Is a Small Dog Right for Me?	X	X	
List of Veterinary Clinics	X	X	
Multiplication Chart for Breeding Cats Info.	X	X	
Municipal Code Changes for Animals Info.	X	X	
New Fees for Animal Services	X	X	
Pet Adoption Form	X	X	
Potentially Dangerous Dog Permit	X	X	



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Property Inspection Requirement Form	X	X	
Quarantine Notice	X	X	
Rabbit Adoption Questionnaire	X	X	
Rabies Control Disposition Notice	X	X	
Refusal to Quarantine Biting Animal	X	X	
Request for Hearing (Potentially Dangerous Dog)	X	X	
Six Months Property Inspection Requirement Form	X	X	
Statement of Account	X	X	
Statement of Buyer Form	X	X	
To Adopt You Must	X	X	
Vicious Dog License	X	X	
Volunteer Application	X	X	
When Dogs Bite in Oakland	X	X	
When to Give Your Dog Freedom	X	X	

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.

The Internal Affairs Division of the Police Department accepts and investigates all Police Department complaints, to include alleged violation of this Article complaint. The Internal Affairs Division staff is comprised of at least two Cantonese speaking and two Spanish speaking employees. Additionally, all PCP work units have the Filing Complaint pamphlets available in four languages, English, Spanish, Chinese and Vietnamese.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).

The Police Department published Training Bulletin VIII-R, Language Access, in February 2010 that outlines the Department's policy and procedure to handle situations when encountering Limited English Speaking Persons. Training Bulletin VIII-R is a required training for all Police employees. Additionally, the City Attorney's Office and the Equal Access Office have agreed to jointly write a new Administrative Instruction to provide more guidance to Agencies on the implementation of the Ordinance.

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).

In order to provide service to the Limited English speaking Persons population that is equal to the service provided for English persons, additional bilingual employees need to be hired in



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critical areas of the Oakland Police Department, as outlined above. The Oakland Police Department is committed to providing information and services to this population and ensure that civilian and sworn staff who speak certain languages are made available to other OPD personnel who require their assistance for translation. In addition, OPD actively uses over-the-phone interpretation services when other translation capabilities are not available.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.

A. Because it has not been included in any of the required sections of this compliance plan, but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below has been or will be recorded in English, Spanish, Cantonese and Mandarin.

Police Department

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Animal Services	535-5603	In Progress
Chief of Police	x3365	In Progress
Chinatown Substation	x7930	Complete (Chinese only)
Criminal Investigation Division	x3744	In Progress
Drug/Prostitution Hotline	x3784	Complete
Fireworks Hotline	x2373	Complete
Internal Affairs Division	x3161	In Progress
Neighborhood Services	986-2715	Complete
Non Emergency	777-3333	In Progress (Currently recorded in English, Spanish and TDD. Chinese to be added)
Patrol Desk (Information)	x3455	In Progress
Records Division	x3021	Complete
Traffic Complaint	x3155	In Progress
Training Section	x3552	In Progress
Youth Intake Unit	x3641	In Progress

Here's the plan and projected timeline to complete recording all the multilingual lines listed above:

The Oakland Police Department has accessed the technology issues that need to be resolved to the complete the project. The Department is also looking for the one time installation fee and the monthly maintenance fees associated with this project. OPD will work with the Equal Access Office to have all the multilingual lines listed above recorded with messages in English, Spanish,



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Cantonese and Mandarin. The anticipated timeline to complete the work is three (3) to (6) months.

- B. Please provide a narrative assessment and analysis of the Department's compliance with the Equal Access to Services Ordinance, deficiencies in compliance and measures or changes necessary to achieve full compliance.

There are two areas that remain deficient. The total number of bilingual phone lines, and the completion of printed bilingual information resources. One officer has been placed in charge of getting the phone lines established. He will make bi-weekly reports to the EAO Compliance Coordinator until it is completed. The balance of the written material that needs to be completed rests at the animal service center. The EAO Compliance Coordinator will contact the respective commander to ensure that this is completed in the next three (3) to six (6) months.

The Oakland Police Department has made significant progress to comply with the Equal Access to Services Ordinance during the fiscal year, this is demonstrated by the publication of Training Bulletin VIII-R, Language Access, to train all Police employees on how to handle situations when encountered with Limited English Speaking persons. The Department is also working with the Department of Human Resources Management team to expand our recruitment efforts by placing advertisements with major Spanish and Chinese publications such as El Mundo and Sing Tao to gain a larger pool of qualified bilingual applicants for PCP vacancies. While the Police Department may not be in full compliance with the Equal Access to Services Ordinance, we are fully committed and will work continuously toward full compliance. A timeline of three to six months has been set to have all the multilingual lines completed. The EAO Compliance Coordinator will meet with respective commanders to monitor progress.

Preparer Information

EAO Compliance Coordinator: Edward Poulson

Title: Captain of Police

Telephone Number: 510-238-7048

E-mail Address: epoulson@oaklandnet.com

Agency Director: Anthony W. Batts



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AGENCY COMPLIANCE PLAN

For
FY 09-10

AGENCY/DEPARTMENT NAME: PUBLIC WORKS AGENCY

The Agency Compliance plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by "utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s)." "Substantial Number of Limited English Speaking Persons Group" is defined in the Ordinance as "at least 10,000 limited English speaking City residents who speak a shared language other than English." According to the 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

For the current fiscal year, the Equal Access Office based on 2000 U.S. Census and 2006-2008 American Community Survey 3-Year Estimates data, deems the citywide Spanish LEP population to be 12.0% and the Chinese LEP population to be 4.6%. These figures reflect the target percentages of bilingual PCPs in offices providing citywide services.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The tables below show every position budgeted in FY 2009-10 in our Agency/Department that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

Public Works

<u>Job Title</u> <u>(Classification)</u>	<u>FTE</u>	<u>Function</u>
Clean City Specialist, Sr.	1	Coordinates and supports volunteer events for Keep Oakland Clean and Beautiful. Based from 750 – 50 th Avenue.
Clean Community Supervisor	1	Supervises illegal dumping reduction education and investigation. Supervises volunteer program for Keep Oakland Clean and Beautiful. Located at 750 – 50 th Avenue.



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Environmental Services Intern	1	Responds and supports Recycling Hotline
Litter/Nuisance Enforcement Officer	3	Investigates illegal dumping incidents. Conducts community outreach to reduce incidents of illegal dumping. Based from 750 – 50 th Avenue.
Public Service Representative	5	Four FTE serve as call takers in the PWA Call Center (615-5566) located at 7101 Edgewater Drive. One FTE staffs the Public Works front desk reception (250 Frank H. Ogawa Plaza, 4 th Floor).

Total PCP: 11

In FY 2008-09, there were 6.0 FTE Litter/Nuisance Enforcement Officers. Budget shortfalls necessitated the reduction of 3.0 FTE Litter/Nuisance Enforcement Officers effective the beginning of FY 2009-10.

- The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.

Our Agency/Department has two (2) bilingual employees in public contact positions. This number decreased from last year (FY 2008-09) due to the City's Reduction In Force implementation.

Public Works

Job Title (Classification)	FTE	Function	Location	# Bilingual/ Language
Public Service Representative	1	PWA Call Center call taker	7101 Edgewater Drive	1/Spanish
Clean Community Supervisor	1	Supervises illegal dumping reduction education and investigation. Supervises volunteer program for Keep Oakland Clean and Beautiful. Located at 750 – 50 th Avenue.	MSC, 750 50 th Ave.	1/Spanish

Total Bilingual PCP: 2

- A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.

The following percentages are for numerical purposes and do not constitute the actual need to hire full or fractions of positions. These figures contained in the charts below are for reference purposes for departments to access their language needs.



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Critical areas for selective language certification to fill vacancies as they arise:

PWA Units	Total FTE	Total PCP	SP PCP	SP Goal	SP PCP Needs	CH PCP	CH Goal	CH PCP Needs
Human Resources	11	1	0	12%	0.12	0	4.6%	0.05
Public Works Call Center	5	4	1	12%		0	4.6%	0.18
Clean Oakland Program	2	2	1	12%		0	4.6%	0.09
Litter Enforcement	3	3	0	12%	0.36	0	4.6%	0.14
Env Svcs Recycling & Solid Waste	8	1	0	12%	0.12	0	4.6%	0.05

Public Works Agency operations are such that there are four function areas where the multi-language access is most likely needed, including the PWA Call Center, Volunteer Coordination, Litter Enforcement Officer Program and the Recycling Hotline.

In 2008-09, PWA identified a critical need to retain current bilingual employees is in the PWA Call Center. However, FY 2009-10 budget reductions resulted in an impact to the current staffing, and count of bilingual employees in the PWA Call Center.

- If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department's plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills.

In 2009-10, PWA successfully changed one of the positions in the PWA Call Center to be Selectively Certified for Chinese, thus helping to comply with the Equal Access Ordinance. The position is still vacant but the hiring process is underway. Per the City's hiring policies, PWA will depend on a list of eligible candidates that is provided by the Office of Personnel, in order to select a new hire.

- A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities.

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>



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PCP New Hire Total: 0 Bilingual PCP New Hire Total: 0

7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.
- a) Establishing a pool of bi-lingual speakers for the identified languages. PWA hoped to develop a program whereby we'd soliciting PWA employees to participate in the pool. Participating employees would be required to pass language certification and would be eligible for bilingual premium pay. These participating employees would be available for verbal translation services as called upon by a Public Contact Person or any other Public Works work function that requires translation services. PWA had not been able to harness citywide resources to implement this program. The current use of bilingual premium pay is limited.
 - b) PWA requests language translation services from the Equal Access Office when services are necessary.
 - c) PWA has available the use of the third-party translation service offered through the Department of Information Technology.
 - d) PWA has created a central repository of all translated materials onto one page on the PWA website for more convenient access to the public.
8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

Not applicable. The Department of Human Resource Management conducts all recruitments for classified positions.

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

Not applicable.

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

Not applicable.



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11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

Not applicable.

12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.

These translated written materials are located through the PWA website (www.oaklandpw.com).

PWA also works with contractors who provide services in relationship to their product or contract. For example, Stop Waste.Org. and Waste Management both provide for written material translations and phone access in the Equal Access languages.

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
Battery Recycling: Safe and Legal in Oakland	X	X	Vietnamese
Environmentally Sensitive Vegetation Management	X	X	Vietnamese
Greenware Ordinance	X	X	Vietnamese
Guide for Oakland Food Vendors	X	X	Vietnamese
Public Works Agency rochure/Services/Organizational Chart/Useful Telephone Number	X	X	Vietnamese
Recycling Guide	X	X	Vietnamese
Volunteer Safety Sheet	X	X	Vietnamese
Equal Access to City Services	X	X	

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.

The Public Works Agency accepts complaints primarily through the PWA Call Center (510)-615-5566, and PWA Front Desk. If PWA were to receive a complaint, the complaint would be forwarded it to the Equal Access Office for resolution.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).



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The PWA website (www.oaklandpw.com) provides a link to the Equal Access Office website that describes the purpose of the Equal Access Ordinance. Documents that describe written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Groups include the Equal Access to Services Ordinance and Equal Access Information Brochure. These documents are available in Spanish and Chinese through the Equal Access Office website.

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).

In order to provide service to the Limited English speaking Persons population that is equal to the service provided for English persons, additional bilingual employees need to be hired in critical areas of Public Works Agency, as outlined above. The Public Works Agency is committed to providing information and services to this population and ensure that non-PCP staff members are available to help constituents when PCP positions are not filled with a bilingual staff person speaking the language in need. In addition, we have the opportunity to use the over-the-phone interpretation services.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.

- A. Because it has not been included in any of the required sections of this compliance plan, but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below has been or will be recorded in English, Spanish, Cantonese and Mandarin.

Public Works engaged in a process with the Equal Access Office to translate all recorded telephone greetings into Spanish, Cantonese and Mandarin. However, the greetings have not yet been applied to the identified phone lines. PWA understands that the Department of Information Technology is working on the implementation. Below are the phone lines that would have the recordings in multiple languages.

Public Works

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
PWA Call Center	615-5566	In Progress
PWA Front Desk	x3961	In Progress
Recycling Hotline	x7283	In Progress
Volunteer Opportunities	x7630	In Progress



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- B. Please provide a narrative assessment and analysis of the Department's compliance with the *Equal Access to Services Ordinance*, *deficiencies in compliance* and *measures or changes necessary to achieve full compliance*.

Preparer Information

EAO Compliance Coordinator: Stephanie Hom

Title: Agency Administrative Manager

Telephone Number: 238-2908

E-mail Address: shom@oaklandnet.com

Agency Director: Vitaly B. Troyan

CITY OF OAKLAND											
Unit	Location	FTE	PCPs	SP PCP	SP PCP Goal	SP Need	CH PCP	CH PCP Goal	CH Need	NEW PCP	VAC PCP
CITY OF OAKLAND GRAND TOTAL		4030.94	2343.16	244.97		85.43	77.21		47.21	80.49	205.43

City Administrator's Office											
Unit	Location	FTE	PCPs	SP PCP	SP PCP Goal	SP Need	CH PCP	CH PCP Goal	CH Need	NEW PCP	VAC PCP
Administration	1 Frank Ogawa Plz	22.50	7.00	1.00	12.0%		1.00	4.6%		0.00	0.50
ADA Programs	1 Frank Ogawa Plz	2.75	1.00	0.00	12.0%		0.00	4.6%		0.00	0.00
Budget Office	250 Frank Ogawa Plz	14.50	0.00								
Equal Opportunity Programs	150 Frank Ogawa Plz	3.00	0.00								
Ethics Unit	1 Frank Ogawa Plz	2.00	0.00								
KTOP Operations	250 Frank Ogawa Plz	12.85	0.00								
CAO Administration & Divisions (Tier 2)		57.60	8.00	1.00		0.00	1.00		0.00	0.00	0.50
Citizens Police Review Board	1 Frank Ogawa Plz	6.00	5.00	0.00	12.0%	0.60	1.00	4.6%		0.00	2.00
CAO - CPRB (Non Tier 1 or 2)		6.00	5.00	0.00		0.60	1.00		0.00	0.00	2.00
Equal Access Unit	1 Frank Ogawa Plz	4.00	4.00	1.00	12.0%		1.00	4.6%		0.00	2.00
CAO - Equal Access (Non Tier 1 or 2)		4.00	4.00	1.00		0.00	1.00		0.00	0.00	2.00
Oaklanders Assistance Center	1 Frank Ogawa Plz	5.00	5.00	1.00	12.0%		1.00	4.6%		0.00	1.00
CAO - OAC (Tier 1)		5.00	5.00	1.00		0.00	1.00		0.00	0.00	1.00
City Administrator's Office (Non Tier 1 or 2, Tier 1 & 2)		72.60	22.00	3.00		0.60	4.00		0.00	0.00	5.50

City Attorney's Office											
Unit	Location	FTE	PCPs	SP PCP	SP PCP Goal	SP Need	CH PCP	CH PCP Goal	CH Need	NEW PCP	VAC PCP
City Attorney Administration (Claims)	1 Frank Ogawa Plz	32.00	8.00	1.00	12.0%		0.00	4.6%		0.00	1.00
Litigation Unit	1 Frank Ogawa Plz	16.00	3.00	1.00	12.0%		0.00	4.6%		2.00	0.00
Advisory Unit	1 Frank Ogawa Plz	25.00	3.00	0.00	12.0%		0.00	4.6%		1.00	0.00
City Attorney's Office (Tier 1 & 2)		73.00	14.00	2.00		0.00	0.00		0.00	3.00	1.00
City Attorney's Office (Tier 1 & 2)		73.00	14.00	2.00		0.00	0.00		0.00	3.00	1.00

City Auditor's Office											
Unit	Location	FTE	PCPs	SP PCP	SP PCP Goal	SP Need	CH PCP	CH PCP Goal	CH Need	NEW PCP	VAC PCP
City Auditor Unit	1 Frank Ogawa Plz	11.00	2.00	0.00	12.0%		0.00	4.6%		2.00	0.00
City Auditor (Non Tier 1 or 2)		11.00	2.00	0.00		0.00	0.00		0.00	2.00	0.00
City Auditor's Office (Non Tier 1 or 2)		11.00	2.00	0.00		0.00	0.00		0.00	2.00	0.00

City Clerk's Office											
Unit	Location	FTE	PCPs	SP PCP	SP PCP Goal	SP Need	CH PCP	CH PCP Goal	CH Need	NEW PCP	VAC PCP
City Clerk (1st Floor)	1 Frank Ogawa Plz	3.00	1.00	0.00	12.0%		0.00	4.6%		0.00	0.00
City Clerk (2nd Floor)	1 Frank Ogawa Plz	9.00	1.00	1.00	12.0%		0.00	4.6%		0.00	0.00
OCC City Clerk (Tier 1)		12.00	2.00	1.00		0.00	0.00		0.00	0.00	0.00
City Clerk's Office (Tier 1)		12.00	2.00	1.00		0.00	0.00		0.00	0.00	0.00

City Council's Office											
Unit	Location	FTE	PCPs	SP PCP	SP PCP Goal	SP Need	CH PCP	CH PCP Goal	CH Need	NEW PCP	VAC PCP
Council Administration Unit	1 Frank Ogawa Plz	1.50	1.50	1.50	12.0%		0.00	4.6%		0.00	0.00
District One Unit	1 Frank Ogawa Plz	4.50	3.50	0.50	3.2%		0.00	0.9%		1.00	0.00
District Two Unit	1 Frank Ogawa Plz	3.50	2.50	0.00	7.6%		1.25	12.9%		0.00	0.00
District Three Unit	1 Frank Ogawa Plz	3.50	2.50	0.00	6.1%		0.00	3.1%		0.00	0.00
District Four Unit	1 Frank Ogawa Plz	3.50	2.50	0.00	6.9%		0.00	5.5%		1.00	0.00
District Five Unit	1 Frank Ogawa Plz	3.50	2.50	2.00	23.8%		0.00	3.6%		0.00	0.00
District Six Unit	1 Frank Ogawa Plz	4.50	3.50	1.00	13.3%		0.00	0.8%		0.33	0.00
District Seven Unit	1 Frank Ogawa Plz	3.50	2.50	0.00	16.8%		0.00	0.4%		0.00	0.00
Council At Large Unit	1 Frank Ogawa Plz	3.50	2.50	0.00	12.0%		0.00	4.6%		0.00	0.00
City Council's Office (Tier 1 & 2)		31.50	23.50	5.00		0.00	1.25		0.00	2.33	0.00
City Council's Office (Tier 1 & 2)		31.50	23.50	5.00		0.00	1.25		0.00	2.33	0.00

Community and Economic Development Agency											
Unit	Location	FTE	PCPs	SP PCP	SP PCP Goal	SP Need	CH PCP	CH PCP Goal	CH Need	NEW PCP	VAC PCP
Agency Operations - Other	250 Frank Ogawa Plz	17.00	0.00								
CEDA Administration		17.00	0.00			0.00			0.00		
Major Projects	250 Frank Ogawa Plz	11.00	10.00	3.00	12.0%		0.00	4.6%		1.00	0.00
Zoning	250 Frank Ogawa Plz	21.00	20.00	3.00	12.0%		0.00	4.6%	0.92	1.00	1.00
City Planning - Other	250 Frank Ogawa Plz	4.00	2.00	0.00	12.0%		0.00	4.6%		0.00	0.00
Planning & Zoning		36.00	32.00	6.00		0.00	0.00		0.92	2.00	1.00
Engineering & Construction - Administration	250 Frank Ogawa Plz	12.00	2.00	0.00	12.0%		0.00	4.6%		0.00	2.00
Project Delivery - Administration	250 Frank Ogawa Plz	2.00	1.00	1.00	12.0%		0.00	4.6%		0.00	0.00
Construction Management & Material Testing	7101 Edgewater Dr / 250 Frank Ogawa Plz	27.70	0.00								
Project Management	250 Frank Ogawa Plz	7.00	1.00	0.00	12.0%		0.00	4.6%		0.00	1.00
Facilities Planning & Development	250 Frank Ogawa Plz	6.00	0.00								
Surveying	250 Frank Ogawa Plz	6.00	0.00								
Engineering Design & ROW - Administration	250 Frank Ogawa Plz	2.00	1.00	0.00	12.0%		0.00	4.6%		0.00	0.00
Streets & Structures	250 Frank Ogawa Plz	15.50	0.00								
Right of Way Management	250 Frank Ogawa Plz	22.00	0.00								
Sanitary Sewer Design	250 Frank Ogawa Plz	14.00	0.00								
Watershed & Stormwater Program	250 Frank Ogawa Plz	5.00	0.00								
Pavement Management	250 Frank Ogawa Plz	2.00	0.00								
Transportation Services - Administration	250 Frank Ogawa Plz	3.50	2.00	0.00	12.0%		0.00	4.6%		0.00	1.50
Transportation Planning	250 Frank Ogawa Plz	5.50	0.00								
Traffic Capital Projects	250 Frank Ogawa Plz	10.50	0.00								
Traffic Safety Program	250 Frank Ogawa Plz	10.00	6.00	0.00	12.0%	0.72	1.00	4.6%		0.00	1.00
Engineering & Design		150.70	13.00	1.00		0.72	1.00		0.00	0.00	5.50
Inspection Services Admin - Other	250 Frank Ogawa Plz	1.00	0.00								
Inspection Services - Other	250 Frank Ogawa Plz	7.00	7.00	0.00	12.0%	0.84	2.00	4.6%		0.00	1.00
Building Inspection - Residential - Other	250 Frank Ogawa Plz	7.00	7.00	0.00	12.0%	0.84	4.00	4.6%		0.00	1.00
Engineering Services	250 Frank Ogawa Plz	4.00	4.00	1.00	12.0%		0.00	4.6%		0.00	0.00
Building Inspection - Commercial - Other	250 Frank Ogawa Plz	26.00	25.00	4.00	12.0%		0.00	4.6%		0.00	1.00
District 2	250 Frank Ogawa Plz	3.00	3.00	2.00	12.0%		0.00	4.6%		0.00	0.00
District 3	250 Frank Ogawa Plz	4.00	4.00	1.00	12.0%		0.00	4.6%		0.00	0.00
District 4	250 Frank Ogawa Plz	14.00	14.00	3.00	12.0%		0.00	4.6%	0.64	0.00	1.00
Building Codes - Residential - Other	250 Frank Ogawa Plz	1.00	1.00	0.00	12.0%		0.00	4.6%		0.00	0.00
Building Services - Other	250 Frank Ogawa Plz	6.00	5.00	0.00	12.0%	0.60	2.00	4.6%		0.00	0.00
Inspection Support	250 Frank Ogawa Plz	9.50	7.50	1.00	12.0%		1.00	4.6%		0.00	0.00
Building Services		82.50	77.50	12.00		2.28	9.00		0.64	0.00	4.00

Community and Economic Development Agency (Continued)											
Unit	Location	FTE	PCPs	SP PCP	SP PCP Goal	SP Need	CH PCP	CH PCP Goal	CH Need	NEW PCP	VAC PCP
Economic Development Director	250 Frank Ogawa Plz	3.00	0.00								
Workforce Development	250 Frank Ogawa Plz	5.00	1.00	1.00	12.0%		0.00	4.6%		0.00	0.00
Business Development	250 Frank Ogawa Plz	14.00	0.00								
One Stop Small Business Center	250 Frank Ogawa Plz	4.00	0.00								
Economic Development		26.00	1.00	1.00		0.00	0.00		0.00	0.00	0.00
Redevelopment Center	250 Frank Ogawa Plz	8.50	1.00	0.00	12.0%		0.00	4.6%		0.00	0.00
Real Estate	250 Frank Ogawa Plz	10.00	0.00								
Coliseum Redevelopment	250 Frank Ogawa Plz	8.00	0.00								
Redevelopment Projects	250 Frank Ogawa Plz	2.25	0.00								
West Oakland Base Reuse	250 Frank Ogawa Plz	6.50	0.00								
Downtown Development	250 Frank Ogawa Plz	11.75	0.00								
Central City East Redevelopment	250 Frank Ogawa Plz	5.50	0.00								
Redevelopment		52.50	1.00	0.00		0.00	0.00		0.00	0.00	0.00
Marketing & Special Events	1 Frank Ogawa Plz	6.00	0.00								
Oakland Film Office	1 Frank Ogawa Plz	2.00	0.00								
Public Art	1 Frank Ogawa Plz	2.90	0.00								
Cultural Funding	1 Frank Ogawa Plz	1.50	0.00								
CEDA Cultural Arts & Marketing (Tier 2)		4.40	0.00			0.00			0.00		
HDC Support Staff	250 Frank Ogawa Plz	7.50	1.00	0.00	12.0%		0.00	4.6%		0.00	1.00
Housing Development	250 Frank Ogawa Plz	10.00	8.00	1.00	12.0%		0.00	4.6%		0.00	1.00
CDBG Coordination	250 Frank Ogawa Plz	6.00	5.00	0.00	12.0%	0.60	0.00	4.6%		1.00	1.00
Home Ownership Programs	250 Frank Ogawa Plz	4.00	3.00	1.00	12.0%		0.00	4.6%		0.00	0.00
Housing		27.50	17.00	2.00		0.60	0.00		0.00	1.00	3.00
Municipal Lending	250 Frank Ogawa Plz	16.00	12.00	0.00	12.0%	1.44	0.00	4.6%	0.55	1.00	1.00
CEDA Municipal Lending		16.00	12.00	0.00		1.44	0.00		0.55	1.00	1.00
Residential Rent Arbitration	250 Frank Ogawa Plz	8.00	7.00	1.00	12.0%		1.00	4.6%		0.00	1.00
CEDA Residential Rent Arbitration		8.00	7.00	1.00		0.00	1.00		0.00	0.00	1.00
CEDA (Tier 1 & 2)		420.60	160.50	23.00		5.04	11.00		2.12	4.00	15.50

Department of Contracting & Purchasing											
Unit	Location	FTE	PCPs	SP PCP	SP PCP Goal	SP Need	CH PCP	CH PCP Goal	CH Need	NEW PCP	VAC PCP
Administration	250 Frank Ogawa Plz	2.00	0.00								
Contract Compliance & Employment Services	250 Frank Ogawa Plz	9.50	5.00	0.00	12.0%	0.60	0.00	4.6%		0.00	0.00
Purchasing	150 Frank Ogawa Plz	8.00	3.00	0.00	12.0%		0.00	4.6%		1.00	0.00
Contract Administration	250 Frank Ogawa Plz	4.00	0.50	0.00	12.0%		0.00	4.6%		0.00	0.00
Contracting and Purchasing (Tier 2)		23.50	8.50	0.00		0.60	0.00		0.00	1.00	0.00
Contracting and Purchasing (Tier 2)		23.50	8.50	0.00		0.60	0.00		0.00	1.00	0.00

Finance & Management Agency											
Unit	Location	FTE	PCPs	SP PCP	SP PCP Goal	SP Need	CH PCP	CH PCP Goal	CH Need	NEW PCP	VAC PCP
Parking Administration	250 Frank Ogawa Plz	5.00	0.00								
Meter Operations	Field	18.00	0.00								
Parking Enforcement	250 Frank Ogawa Plz	66.80	1.00	0.00	12.0%		0.00	4.6%		0.00	0.00
FMA Parking Citation (Tier 1)		89.80	1.00	0.00	12.0%	0.00	0.00	4.6%	0.00	0.00	0.00
Parking Citation Assistance Center	250 Frank Ogawa Plz	15.00	14.00	3.00	12.0%		2.00	4.6%		1.00	2.00
FMA Parking Citation Assistance Center (Tier 1)		15.00	14.00	3.00	12.0%	0.00	2.00	4.6%	0.00	1.00	2.00
Litter Fee Ordinance Admin	250 Frank Ogawa Plz	1.00	1.00	0.00	12.0%		0.00	4.6%		0.00	0.00
Rent Adjustment	250 Frank Ogawa Plz	2.00	2.00	0.00	12.0%		0.00	4.6%		0.00	0.00
FMA Litter Fee Ordinance & Rent Adjustment (Tier 1)		3.00	3.00	0.00	12.0%	0.00	0.00	4.6%	0.00	0.00	0.00
Business License Tax	250 Frank Ogawa Plz	12.00	10.00	1.00	12.0%		0.00	4.6%		2.00	2.00
FMA Business License Tax (Tier 1)		12.00	10.00	1.00	12.0%	0.00	0.00	4.6%	0.00	2.00	2.00
Budget & Finance Admin	150 Frank Ogawa Plz	6.00	0.00								
Accounting Administration	150 Frank Ogawa Plz	3.00	0.00								
General Ledger	150 Frank Ogawa Plz	15.00	0.00								
Payables	150 Frank Ogawa Plz	7.00	0.00								
Stores Operations	150 Frank Ogawa Plz	9.00	0.00								
Revenue Administration	150 Frank Ogawa Plz	3.00	0.00								
Revenue Audit	150 Frank Ogawa Plz	11.00	9.00	0.00	12.0%	1.08	2.00	4.6%		0.00	0.00
Risk Management	150 Frank Ogawa Plz	7.00	0.00								
Treasury Administration	150 Frank Ogawa Plz	3.00	0.00								
Treasury Operations	150 Frank Ogawa Plz	7.00	0.00								
Treasury Cashiering	150 Frank Ogawa Plz	1.00	0.00								
Treasury Payroll	150 Frank Ogawa Plz	12.00	0.00								
Retirement Administration	150 Frank Ogawa Plz	5.00	0.00								
FMA Treasury (Tier 2)		89.00	9.00	0.00	12.0%	1.08	2.00	4.6%	0.00	0.00	0.00
Revenue Collections	150 Frank Ogawa Plz	11.00	9.00	0.00	12.0%	1.08	0.00	4.6%		0.00	0.00
FMA Revenue Collections		11.00	9.00	0.00	12.0%	1.08	0.00	4.6%	0.00	0.00	0.00
Citywide Liens	150 Frank Ogawa Plz	16.00	15.00	2.00	12.0%		0.00	4.6%	0.69	0.00	3.00
FMA Citywide Liens		16.00	15.00	2.00	12.0%	0.00	0.00	4.6%	0.69	0.00	3.00
Finance and Management Agency (Tier 1 & 2)		235.80	61.00	6.00		2.16	4.00		0.69	3.00	7.00

Fire Department											
Unit	Location	FTE	PCPs	SP PCP	SP PCP Goal	SP Need	CH PCP	CH PCP Goal	CH Need	NEW PCP	VAC PCP
Inspectional Services	250 Frank Ogawa Plz	8.00	8.00	2.00	12.0%		0.00	4.6%		0.00	1.00
OFD Inspectional Services (Tier 1)		8.00	8.00	2.00	12.0%	0.00	0.00	4.6%	0.00	0.00	1.00
Fire Communications	1605 MLK Jr. Way	5.00	4.00	1.00	12.0%		0.00	4.6%		0.00	0.00
Communications Emergency Dispatch	1605 MLK Jr. Way	18.00	18.00	0.00	12.0%	2.16	0.00	4.6%	0.83	0.00	3.00
OFD 911 Dispatch (Tier 1)		23.00	22.00	1.00	12.0%	2.16	0.00	4.6%	0.83	0.00	3.00

Fire Department (Continued)											
Unit	Location	FTE	PCPs	SP PCP	SP PCP Goal	SP Need	CH PCP	CH PCP Goal	CH Need	NEW PCP	VAC PCP
Emergency Service/Suppression	Multiple Location	469.20	458.00	44.00	12.0%	10'96	5.00	4.6%	16'07	0.00	45.00
Airport	751 Air Cargo Way	24.00	23.00	2.00	12.0%	0'76	0.00	4.6%	1'06	0.00	7.00
OFD Firehouses (Tier 1)		493.20	481.00	46.00		11'72	5.00		17'13	0'00	52.00
Fire Chief	150 Frank Ogawa Plz	3.00	1.00	0.00	12.0%		0.00	4.6%		0.00	0.00
Fire Marshals Office	250 Frank Ogawa Plz	5.00	5.00	1.00	12.0%		0.00	4.6%		0.00	0.00
Certified Unified Program Agency (CUPA)	250 Frank Ogawa Plz	6.00	5.00	0.00	12.0%	0'60	0.00	4.6%		0.00	0.00
Arson Investigation	250 Frank Ogawa Plz	3.00	3.00	0.00	12.0%		0.00	4.6%		0.00	0.00
Engineering	250 Frank Ogawa Plz	2.00	2.00	0.00	12.0%		0.00	4.6%		0.00	0.00
Vegetation Management	250 Frank Ogawa Plz	6.00	5.00	0.00	12.0%	0'60	0.00	4.6%		0.00	0.00
Education and Training Admin	250 Victory Ct	4.00	1.00	0.00	12.0%		0.00	4.6%		0.00	1.00
Fire Support & Services	2459 Champion St	2.00	1.00	1.00	12.0%		0.00	4.6%		0.00	0.00
Measure N - Paramedic	47 Clay St	7.00	1.00	1.00	12.0%		0.00	4.6%		0.00	0.00
OFD Divisions (Tier 2)		38.00	24.00	3.00		1'20	0'00		0'00	0'00	1'00
Emergency Services Program	1605 MLK Jr. Way	16.00	10.00	2.00	12.0%		1.00	4.6%		0.00	3.00
OFD Emergency Services Program (Tier 2)		16.00	10.00	2.00		0'00	1'00		0'00	0'00	3'00
Budget and Planning Admin	150 Frank Ogawa Plz	1.00	0.00								
Budget	150 Frank Ogawa Plz	2.00	0.00								
Accounts Payable	150 Frank Ogawa Plz	1.00	0.00								
Payroll	150 Frank Ogawa Plz	1.00	0.00								
Time and Attendance	150 Frank Ogawa Plz	1.00	0.00								
In-Service Training	250 Victory Ct	1.00	0.00								
Human Resources	150 Frank Ogawa Plz	2.00	0.00								
Fire Boat		2.00	0.00								
Urban Search-And-Rescue (U.S.A.R.)	6550 Coliseum Way	5.25	0.00								
EMS Training	47 Clay St	1.00	0.00								
OFD Divisions (Non-Tier 1 or 2)		17.25	0.00			0'00			0'00		
Fire Department (Tier 1 & 2)		595.45	545.00	54.00		15.08	6.00		17.95	0.00	60.00

Department of Human Resources Management											
Unit	Location	FTE	PCPs	SP PCP	SP PCP Goal	SP Need	CH PCP	CH PCP Goal	CH Need	NEW PCP	VAC PCP
Personnel Admin/Human Resource Info Servi	150 Frank Ogawa Plz	7.00	0.00								
Employment and Classification	150 Frank Ogawa Plz	19.00	1.00	0.00	12.0%		1.00	4.6%		0.00	1.00
Employee Relations	150 Frank Ogawa Plz	5.00	0.00								
Human Resource Development	150 Frank Ogawa Plz	3.00	0.00								
Employee Benefits Services	150 Frank Ogawa Plz	4.00	0.00								
Department of Human Resources Management (Tier 2)		38.00	1.00	0.00		0'00	1'00		0'00	0'00	1'00
Department of Human Resources Management (Tier 2)		38.00	1.00	0.00		0'00	1'00		0'00	0'00	1'00

Department of Human Services											
Unit	Location	FTE	PCPs	SP PCP	SP PCP Goal	SP Need	CH PCP	CH PCP Goal	CH Need	NEW PCP	VAC PCP
DHS Administration	150 Frank Ogawa Plz	30.20	6.60	0.50	12.0%		0.00	4.6%		1.00	0.00
DHS Administration (Tier 1)		30.20	6.60	0.50		0.00	0.00		0.00	1.00	0.00
Senior Center (Citywide)	150 Frank Ogawa Plz	13.42	8.00	0.00	12.0%	0.96	0.00	4.6%		0.00	0.00
West Oakland Senior Center	1724 Adeline St	1.00	2.00	0.00	4%-8%		0.00	3%-6%		0.00	0.00
North Oakland Senior Center	5714 MLK Jr. Way	1.00	2.00	0.00	4%-8%		0.00	0%-2%		0.00	0.00
Downtown Oakland Senior Center	200 Grand Ave	1.00	2.00	1.00	4%-8%		0.00	0%-2%		0.00	0.00
East Oakland Senior Center	9255 Edes Ave	1.00	2.00	0.00	16%-23%		0.00	0%-2%		0.00	0.00
DHS Senior Centers (Tier 1)		17.42	16.00	1.00		0.96	0.00		0.00	0.00	0.00
Head Start Citywide	150 Frank Ogawa Plz	62.48	30.85	7.30	12.0%		0.06	4.6%	1.36	2.60	0.00
Frank G. Mar Head Start	247 12th St	1.60	0.80	0.00	0%-4%		0.80	21%-47%		0.00	0.00
Fannie Wall Head Start	647 55th St	3.50	2.70	0.00	0%-4%		0.00	0%-2%		0.00	0.00
Tassafaronga Head Start	975 85th Ave	0.80	0.80	0.80	24%-39%		0.00	0%-2%		0.80	0.00
Franklin Head Start	1010 E. 15th St	0.80	0.80	0.00	9%-16%		0.80	10%-21%		0.00	0.00
City Towers Head Start	1050 7th St	5.30	4.40	1.70	4%-8%		0.00	0%-2%		0.80	0.00
West Grand Head Start	1058 West Grand Ave	3.40	3.40	0.90	7%-10%		0.00	0%-2%		0.00	0.00
(1266 26th Ave) Head Start	1266 26th Ave	2.50	2.50	0.80	24%-39%		0.00	3%-6%		0.80	0.00
San Antonio Park Head Start	1701 E. 19th St	4.90	4.10	0.80	16%-23%		0.80	10%-21%		0.00	0.00
San Antonio CDC Head Start	2228 E. 15th St	3.30	3.30	0.80	16%-23%		0.00	10%-21%		0.80	0.00
Sungate Head Start	2563 Int'l Blvd	4.10	3.20	1.60	24%-39%		0.00	4%-8%		0.00	0.00
Manzanita Head Start	2701 22nd Ave	2.40	1.60	1.60	9%-16%		0.00	6%-10%		0.80	0.00
Virginia Head Start	4335 Virginia Ave	4.00	4.00	0.80	9%-16%		0.00	0%-2%		0.00	0.00
Seminary Head Start	5818 Int'l Blvd	0.00	0.00								
(6818 Lion Way) Head Start	6818 Lion Way	4.10	4.10	1.60	9%-16%		1.60	6%-10%		0.00	0.00
Eastmont Mall Head Start	7200 Bancroft Ave	7.60	6.80	2.60	16%-23%		0.80	0%-2%		1.80	0.00
Arroyo Viejo Head Start	7701 Krause Ave	2.40	2.40	0.80	16%-23%		0.00	0%-2%		0.00	0.00
85th Avenue Head Start	8501 Int'l Blvd	6.30	6.30	2.70	24%-39%		1.80	0%-2%		1.80	0.00
92nd Avenue Head Start	9202 Int'l Blvd	6.40	5.60	1.60	24%-39%		0.00	0%-2%		0.00	0.00
Brookfield Head Start	9600 Edes Ave	4.00	4.00	1.60	16%-23%		0.00	0%-2%		0.80	0.00
FAME Head Start	3717 Telegraph	2.00	2.00	1.00	7%-14%		0.00	5%-10%		1.00	0.00
First Presbyterian Head Start	2619 Broadway	4.00	4.00	1.00	0%-6%		0.00	0%-4%		1.00	0.00
Early Childhood & Family Services - Head Start (Tier 1)		135.88	97.65	30.00		0.00	6.66		1.36	13.00	0.00
Linkages Program	150 Frank Ogawa Plz	5.66	4.66	1.00	12.0%		0.00	4.6%		1.00	0.66
Senior Companion Program	150 Frank Ogawa Plz	2.56	2.03	0.00	12.0%		0.50	4.6%		0.00	0.00
Outreach Program	150 Frank Ogawa Plz	1.06	1.06	0.00	12.0%		0.00	4.6%		0.00	0.00
Oakland Paratransit for the Elderly and Disabled	150 Frank Ogawa Plz	5.59	2.59	0.00	12.0%		0.00	4.6%		0.00	0.00
Senior Aide Program	150 Frank Ogawa Plz	68.80	2.00	1.00	12.0%		1.00	4.6%		0.00	0.00
Aging & Adult Services (Tier 2)		83.67	12.34	2.00		0.00	1.50		0.00	1.00	0.66
DHS - Multipurpose Senior Service Program	150 Frank Ogawa Plz	14.60	14.60	3.60	12.0%		2.80	4.6%		0.00	2.00
DHS - Multipurpose Senior Service Program (Tier 2)		14.60	14.60	3.60		0.00	2.80		0.00	0.00	2.00

Department of Human Services (Continued)											
Unit	Location	FTE	PCPs	SP PCP	SP PCP Goal	SP Need	CH PCP	CH PCP Goal	CH Need	NEW PCP	VAC PCP
Youth Services Administration	150 Frank Ogawa Plz	1.00	0.00								
Year Round Lunch Program	150 Frank Ogawa Plz	6.50	6.50	0.00	12.0%	0.78	0.00	4.6%		0.00	0.00
Youth Services	150 Frank Ogawa Plz	8.00	0.00								
<i>Children & Youth Services and Policy & Planning (Tier 2)</i>		15.50	6.50	0.00		0.78	0.00		0.00	0.00	0.00
Department of Human Services (Tier 1 & 2)		297.27	153.69	37.10		1.74	10.96		1.36	15.00	2.66

Department of Information Technology											
Unit	Location	FTE	PCPs	SP PCP	SP PCP Goal	SP Need	CH PCP	CH PCP Goal	CH Need	NEW PCP	VAC PCP
Administrative Services	150 Frank Ogawa Plz	4.00	1.00	0.00	12.0%		0.00	4.6%		0.00	0.00
Reprographic Services	150 Frank Ogawa Plz	6.00	0.00								
Help Desk	150 Frank Ogawa Plz	3.00	0.00								
Network Engineering & Maintenance	150 Frank Ogawa Plz	1.00	0.00								
Desktop Support	150 Frank Ogawa Plz	3.00	0.00								
Server Maintenance & Support	150 Frank Ogawa Plz	3.00	0.00								
Telecommunications (Technology Installation Services)	150 Frank Ogawa Plz	7.00	0.00								
Systems & Database Admin	150 Frank Ogawa Plz	9.00	0.00								
Systems Operations	150 Frank Ogawa Plz	1.00	0.00								
Application Development	150 Frank Ogawa Plz	11.00	0.00								
Project Coordination	150 Frank Ogawa Plz	1.00	0.00								
Network Security & Maintenance	150 Frank Ogawa Plz	4.00	0.00								
Public Safety Maintenance & Installation	150 Frank Ogawa Plz	10.00	0.00								
Public Safety Applications	150 Frank Ogawa Plz	6.00	0.00								
Department of Information Technology		69.00	1.00	0.00		0.00	0.00		0.00	0.00	0.00
Department of Information Technology (Non Tier 1 or 2)		69.00	1.00	0.00		0.00	0.00		0.00	0.00	0.00

Library											
Unit	Location	FTE	PCPs	SP PCP	SP PCP Goal	SP Need	CH PCP	CH PCP Goal	CH Need	NEW PCP	VAC PCP
Administrative Unit	125 14th St	2.00	1.00	1.00	12.00%		0.00	4.60%		0.00	0.00
OPL - Administrative Unit		2.00	1.00	1.00		0.00	0.00		0.00	0.00	0.00

Library (Continued)											
Unit	Location	FTE	PCPs	SP PCP	SP PCP Goal	SP Need	CH PCP	CH PCP Goal	CH Need	NEW PCP	VAC PCP
Main Library Administration	125 14th St	1.00	1.00	0.00	12.00%		0.00	4.60%		0.00	0.00
Art/History/Literature	125 14th St	8.42	8.42	1.60	12.00%		0.00	4.60%		0.21	1.40
Magazines and Newspapers	125 14th St	4.84	4.84	0.00	12.00%	0.58	0.00	4.60%		0.00	0.04
Science Business and Sociology	125 14th St	10.56	10.56	2.00	12.00%		0.00	4.60%		0.50	2.01
Childrens Room	125 14th St	7.12	7.12	1.39	12.00%		1.00	4.60%		0.00	0.97
Circulation/Automation	125 14th St	7.46	7.46	2.42	12.00%		1.00	4.60%		0.38	2.00
Main Library Local Services		39.40	39.40	7.41		0.58	2.00		0.00	1.09	6.42
Branch Administration	125 14th St	2.00	2.00	1.00	0%-4%		0.00	14%-29%		0.00	1.00
Brookfield Village Branch	9255 Edes Ave	4.60	4.60	0.20	16%-23%	0.54	1.00	0%-3%		0.60	0.60
Dimond Branch	3565 Fruitvale Ave	8.20	8.20	0.15	0%-4%		0.00	3%-6%		0.45	2.60
Eastmont Branch	7200 Bancroft	5.56	5.56	1.66	16%-23%		0.00	0%-3%		0.00	2.00
Elmhurst Branch	1427 88th Ave	4.00	4.00	1.00	16%-23%		0.00	0%-3%		0.00	1.00
MLK Jr Branch	6833 Int'l Blvd	4.20	4.20	0.60	16%-23%		0.00	0%-3%		0.60	1.00
Montclair Branch	1687 Mountain Blvd	4.64	4.64	0.00	0%-4%		0.00	0%-3%		0.00	2.00
Rockridge Branch	5366 College Ave	10.60	10.60	0.00	0%-4%		0.00	0%-3%		0.00	1.70
Temescal Branch	5205 Telegraph Ave	6.04	6.04	1.00	2%-6%		0.00	1%-4%		0.19	0.00
Bookmobile	1801 Adeline St	0.96	0.96	0.00	4%-8%		0.00	3%-6%		0.00	0.96
Golden Gate Branch	5606 San Pablo Ave	3.96	3.96	0.00	0%-4%		0.00	0%-3%		0.00	1.00
Lakeview Branch	550 El Embarcadero	4.60	4.60	0.00	4%-8%		0.00	10%-21%		0.00	1.00
Melrose Branch	4805 Foothill Blvd	3.80	3.80	1.80	24%-39%		0.00	0%-3%		0.00	1.00
Piedmont Branch	160 41st St	4.88	4.88	0.00	0%-4%		0.00	0%-3%		0.60	1.00
West Oakland Branch	1801 Adeline St	4.27	4.27	0.00	4%-8%		0.00	3%-6%		0.00	0.00
African-American Museum & Library	659 14th St	3.40	3.40	1.00	0%-4%		0.00	10%-21%		0.00	0.00
Branch Library Local Services		75.71	75.71	8.41		0.54	1.00		0.00	2.44	16.86
Asian Branch	388 9th St	9.08	9.08	0.00	0%-4%		5.76	21%-47%		0.00	1.00
OPL - Asian Branch		9.08	9.08	0.00		0.00	5.76		0.00	0.00	1.00
Latin American Branch	3301 E. 12th St	6.79	6.79	3.52	4%-8%		0.00	3%-6%		0.00	2.60
OPL - Latin American Branch		6.79	6.79	3.52		0.00	0.00		0.00	0.00	2.60
Director Unit	125 14th St	4.20	3.20	2.20	12.0%		0.00	4.6%		0.00	0.00
Departmental Operation Unit	125 14th St	13.00	6.00	0.00	12.0%	0.72	0.00	4.6%		0.00	4.00
Automation	125 14th St	4.10	0.00							0.00	0.00
Children Services/Youth Room	125 14th St	14.18	0.00							0.00	0.00
Community Relations	125 14th St	1.40	0.60	0.00	12.0%		0.00	4.6%		0.00	0.00
Acquisitions	125 14th St	7.40	0.00							0.00	0.00
On-Call Public Services	System-wide Placement	5.64	5.66	0.44	12.0%		0.62	4.6%		0.59	0.00
Literacy	1801 Adeline St	6.08	4.08	0.00	12.0%		0.00	4.6%		0.00	0.00
Childrens Services/Youth	125 14th St	7.76	5.00	0.60	12.0%		0.00	4.6%		0.00	2.40
Support Services Unit	125 14th St	9.70	9.20	1.60	12.0%		1.00	4.6%		0.00	3.00
District I Administration	125 14th St	6.16	6.16	0.00	12.0%	0.74	0.00	4.6%		0.00	6.16
OPL Systemwide Services		79.62	39.90	4.84		1.46	1.62		0.00	0.59	15.56
Department of Public Library (Tier 1)		212.60	171.88	25.18		2.58	10.38		0.00	4.12	42.44

Mayor's Office											
Unit	Location	FTE	PCPs	SP PCP	SP PCP Goal	SP Need	CH PCP	CH PCP Goal	CH Need	NEW PCP	VAC PCP
Mayor - Administration Unit	1 Frank Ogawa Plz	15.50	14.50	2.50	12.0%		0.00	4.6%	0.67	0.00	1.00
Office of the Mayor (Tier 2)		15.50	14.50	2.50		0.00	0.00		0.67	0.00	1.00
Office of the Mayor (Tier 1 & 2)		15.50	14.50	2.50		0.00	0.00		0.67	0.00	1.00

Museum											
Unit	Location	FTE	PCPs	SP PCP	SP PCP Goal	SP Need	CH PCP	CH PCP Goal	CH Need	NEW PCP	VAC PCP
Administration Unit	1000 Oak St	2.00	0.00								
Museum Services Security & Operation Unit	1000 Oak St	2.00	0.00								
Museum Security Services	1000 Oak St	12.00	12.00	0.04	12.0%	1.40	0.04	4.6%	0.51	1.04	3.50
Museum Custodial Services	1000 Oak St	3.42	0.00								
Museum Landscape Services	1000 Oak St	2.00	0.00								
Curatorial Services Unit	1000 Oak St	18.90	0.00								
Education Unit	1000 Oak St	4.63	0.00								
Museum Service (Non Tier 1 or 2)		44.95	12.00	0.04		1.40	0.04		0.51	1.04	3.50
Oakland Museum (Non Tier 1 or 2)		44.95	12.00	0.04		1.40	0.04		0.51	1.04	3.50

Office of Parks & Recreation											
Unit	Location	FTE	PCPs	SP PCP	SP PCP Goal	SP Need	CH PCP	CH PCP Goal	CH Need	NEW PCP	VAC PCP
Directors Unit	250 Frank Ogawa Plz	7.23	2.00	0.00	12.0%		0.00	4.6%		0.00	0.00
Administrative Services	250 Frank Ogawa Plz	4.00	3.00	0.00	12.0%		0.00	4.6%		0.00	0.00
Budget and Fiscal	250 Frank Ogawa Plz	1.00	0.00								
Accounting Unit	250 Frank Ogawa Plz	3.00	0.00								
Personnel Unit	250 Frank Ogawa Plz	2.15	0.00								
Area 1 Rec. Center Supervision	250 Frank Ogawa Plz	23.50	1.00	0.00	12.0%		0.00	4.6%		0.00	0.00
Aquatics Supervision	568 Bellevue Ave	3.26	2.56	0.28	12.0%		0.00	4.6%		0.00	2.00
Area 3 Administration	250 Frank Ogawa Plz	1.00	1.00	0.00	12.0%		0.00	4.6%		0.00	0.00
OPR Administration (Tier 2)		45.14	9.56	0.28		0.00	0.00		0.00	0.00	2.00

Office of Parks & Recreation (Continued)											
Unit	Location	FTE	PCPs	SP PCP	SP PCP Goal	SP Need	CH PCP	CH PCP Goal	CH Need	NEW PCP	VAC PCP
Bushrod Recreation Center	560 59th St	2.23	1.75	0.00	4%-8%		0.00	0%-2%		0.00	0.00
Defremery Recreation Center	1651 Adeline St	3.81	1.75	0.00	0%-4%		0.00	0%-2%		0.00	0.00
Golden Gate Recreation Center	1075 62nd St	1.34	1.00	0.00	4%-8%		0.00	0%-2%		0.00	0.00
Montclair Recreation Center	6300 Moraga Ave	8.13	2.00	0.00	0%-4%		0.00	0%-2%		0.00	0.00
Mosswood Recreation Center	3612 Webster St	3.68	1.75	0.00	4%-8%		0.00	3%-5%		0.00	0.00
Poplar Recreation Center	3131 Union St	2.10	1.75	0.00	0%-4%		0.00	0%-2%		0.00	0.00
Allendale Recreation Center	3711 Suter St	2.01	1.75	1.00	9%-16%		0.00	6%-9%		0.00	0.00
Dimond Recreation Center	3860 Hanly Rd	8.08	1.75	0.00	0%-4%		0.00	3%-5%		0.00	0.00
Franklin Recreation Center	1010 E 15th St	2.50	1.75	0.00	9%-16%		0.00	10%-19%		0.00	0.00
Redwood Heights Recreation Center	3883 Aliso Ave	13.00	2.00	1.00	4%-8%		0.00	6%-9%		0.00	0.00
Arroyo Recreation Center	7701 Krause Ave	1.29	1.05	0.00	16%-23%		0.00	0%-2%		0.00	1.00
Brookdale Recreation Center	2535 High St	1.40	1.00	0.00	24%-39%		0.00	3%-5%		0.00	0.00
Ira Jinkins Recreation Center	9175 Edes Ave	3.64	1.00	0.00	16%-23%		0.00	0%-2%		0.00	1.00
Rainbow Recreation Center	5800 International Blvd	2.00	2.00	0.00	16%-39%		0.00	0%-2%		0.00	0.00
Tassafaranga Recreation Center	975 85th Ave	1.75	1.75	0.00	24%-39%		0.00	0%-2%		0.00	0.00
Sheffield Village Recreation Center	247 Marlow Dr	2.97	1.75	0.00	0%-4%		0.00	0%-2%		0.00	0.00
OPR Recreation Centers (Tier 1)		59.93	25.80	2.00		0.00	0.00		0.00	0.00	2.00
Lincoln Recreation Center	250 10th St	4.15	1.70	0.00	0%-4%		1.00	20%-45%		0.00	0.00
OPR - Lincoln Recreation Center (Non Tier 1 or 2)		4.15	1.70	0.00		0.00	1.00	4.6%	0.00	0.00	0.00
Manzanita Recreation Center	2701 22nd Ave	1.10	1.00	1.00	9%-16%		0.00	10%-19%		0.00	0.00
OPR - Manzanita Recreation Center (Non Tier 1 or 2)		1.10	1.00	1.00		0.00	0.00		0.00	0.00	0.00
FM Smith Recreation Center	1969 Park Blvd	1.88	1.75	0.00	4%-8%		0.00	6%-9%		0.00	0.00
OPR - FM Smith Recreation Center (Non Tier 1 or 2)		1.88	1.75	0.00		0.00	0.00		0.00	0.00	0.00
San Antonio Recreation Center	1701 E 19th St	1.13	1.00	1.00	16%-23%		0.00	10%-19%		0.00	0.00
OPR - San Antonio Recreation Center (Non Tier 1 or 2)		1.13	1.00	1.00		0.00	0.00		0.00	0.00	0.00
Carmen Flores Recreation Center	1637 Fruitvale Ave	1.00	1.00	1.00	24%-39%		0.00	0%-2%		0.00	0.00
OPR - Carmen Flores Recreation Center (Non Tier 1 or 2)		1.00	1.00	1.00		0.00	0.00		0.00	0.00	0.00
Live Oak Aquatics	1055 MacArthur Blvd	2.79	2.56	0.00	0%-4%		1.07	15%-22%		0.00	0.00
Dimond Aquatics (Lions Pool)	3860 Hanly Rd	5.18	4.84	0.15	0%-4%		0.26	3%-10%		0.00	0.00
Defremery Aquatics	1269 18th St	2.48	2.09	0.00	0%-4%		0.06	0%-2%		0.00	0.33
Temescal Aquatics	371 45th St	5.12	4.87	0.34	0%-4%		0.19	0%-2%		0.00	0.00
Fremont Aquatics	4550 Bancroft Blvd	3.02	2.59	0.48	24%-39%		0.20	3%-6%		0.00	0.00
Castlemont Pool (CLOSED)	8601 MacArthur Blvd	0.00	0.00		9%-23%			0%-4%			
McClymonds Pool (CLOSED)	2607 Myrtle St	0.00	0.00		9%-15%			0%-4%			
Aquatics Unit (Tier 2)		18.59	16.95	0.97		0.00	1.78		0.00	0.00	0.33

Office of Parks & Recreation (Continued)											
Unit	Location	FTE	PCPs	SP PCP	SP/PCP Goal	SP Need	CH PCP	CH/PCP Goal	CH Need	NEW PCP	VAC PCP
Central Reservations	250 Frank Ogawa Plz	10.65	7.15	1.00	12.0%		0.00	4.6%		0.00	0.00
Special Programs	250 Frank Ogawa Plz	1.96	1.00	0.00	12.0%		0.00	4.6%		0.00	0.00
Zoo	4777 Golf Links Rd	1.00	0.00								
Rotary Nature Center	666 Bellevue Ave	5.97	1.75	0.00	12.0%		0.00	4.6%		0.00	1.00
Boating	568 Bellevue Ave	8.18	1.00	1.00	12.0%		0.00	4.6%		0.00	0.00
Tennis	666 Bellevue Ave	4.28	1.00	0.00	12.0%		0.00	4.6%		0.00	0.00
City-Wide Sports	666 Bellevue Ave / 250 Frank Ogawa Plz	13.67	1.75	0.00	12.0%		0.00	4.6%		0.00	0.00
Girls Sports	Field	2.67	1.00	0.00	12.0%		0.00	4.6%		0.00	0.00
Youth & Adult Sports	666 Bellevue Ave	4.94	1.00	0.00	12.0%		0.00	4.6%		0.00	0.00
Area One Special Sports Programs	666 Bellevue Ave	2.27	0.75	0.00	12.0%		0.00	4.6%		0.00	0.00
Community Gardens	666 Bellevue Ave	1.00	1.00	0.00	12.0%		0.00	4.6%		0.00	0.00
Feather River Camp	666 Bellevue Ave	1.00	0.00								
Malonga Casquelourd Center	1428 Alice St	4.35	1.75	0.00	12.0%		0.00	4.6%		0.00	0.00
Studio One	365 45th St	4.81	1.75	0.00	12.0%		0.00	4.6%		0.00	0.00
City-Wide Programs Unit	Field	5.63	2.75	0.00	12.0%		0.00	4.6%		0.00	1.00
Radical Roving Recreation	250 Frank Ogawa Plz	2.89	1.75	0.00	12.0%		0.00	4.6%		0.00	0.00
Discovery Center	2521 High St	1.25	1.25	1.00	12.0%		0.00	4.6%		0.00	0.00
Ball Fields Maintenance	Field	8.10	1.00	0.00	12.0%		0.00	4.6%		0.00	0.00
At-Risk Youth	Field	3.45	0.75	0.00	12.0%		0.00	4.6%		0.00	0.00
OPR(CityWide)Programs(Tier2)		88.07	28.40	3.00		0.00	0.00		0.00	0.00	2.00
Office of Parks and Recreation (Tier 1 & 2)		220.99	87.16	9.25		0.00	2.78		0.00	0.00	6.33

Police Department											
Unit	Location	FTE	PCPs	SP PCP	SP/PCP Goal	SP Need	CH PCP	CH/PCP Goal	CH Need	NEW PCP	VAC PCP
Internal Affairs	250 Frank Ogawa Plz	40.00	40.00	3.00	12.0%	1180	2.00	4.6%		3.00	2.00
OPD(Internal)(Affairs)(Tier1)		40.00	40.00	3.00		1180	2.00		0.00	3.00	2.00
Police Area 1	Field	194.00	194.00	8.00	12.0%	1528	7.00	4.6%	1192	4.00	6.00
Police Area 2	Field	169.00	169.00	15.00	12.0%	528	1.00	4.6%	677	0.00	7.00
Police Area 3	Field	192.00	192.00	16.00	12.0%	704	1.00	4.6%	783	0.00	6.00
OPD(Patrol)(Tier1)		555.00	555.00	39.00		2760	9.00		1653	4.00	19.00
Special Operations	Various	27.00	27.00	0.00	12.0%	324	1.00	4.6%		1.00	2.00
Abandoned(Car)Removal(Tier1)		27.00	27.00	0.00		324	1.00		0.00	1.00	2.00
Support Operations	Field	20.00	20.00	6.00	12.0%		1.00	4.6%		0.00	2.00
Neighborhood(Services)(Tier1)		20.00	20.00	6.00		0.00	1.00		0.00	0.00	2.00
Communications Unit	7101 Edgewater Dr	78.00	78.00	6.00	12.0%	336	2.00	4.6%	159	14.00	5.00
OPD(911)(Dispatch)(Tier1)		78.00	78.00	6.00		336	2.00		159	14.00	5.00

Police Department (Continued)											
Unit	Location	FTE	PCPs	SP PCP	SP PCP Goal	SP Need	CH PCP	CH PCP Goal	CH Need	NEW PCP	VAC PCP
Records Unit	455 7th St	3.00	3.00	0.00	12.0%		0.00	4.6%		0.00	0.00
Records & Warrants	455 7th St	28.00	28.00	2.00	12.0%	1.36	2.00	4.6%		1.00	2.00
OPD Records Division (Tier 1)		31.00	31.00	2.00		1.36	2.00		0.00	1.00	2.00
Traffic BFO	Field	87.13	87.13	4.00	12.0%	6.46	2.00	4.6%	2.01	12.00	12.00
OPD Traffic Division (Tier 1)		87.13	87.13	4.00		6.46	2.00		2.01	12.00	12.00
Animal Shelter	1101 23th Ave	28.30	28.30	1.90	12.0%	1.50	2.80	4.6%		5.00	2.50
OPD Animal Control (Tier 1)		28.30	28.30	1.90		1.50	2.80		0.00	5.00	2.50
Property/Theft	455 7th St	19.00	19.00	2.00	12.0%		0.00	4.6%	0.87	0.00	0.00
OPD Property/Theft (Tier 2)		19.00	19.00	2.00		0.00	0.00		0.87	0.00	0.00
Youth & Family Services	455 7th St	59.00	59.00	2.00	12.0%	5.08	1.00	4.6%	1.71	0.00	3.00
OPD Youth & Family Services (Tier 2)		59.00	59.00	2.00		5.08	1.00		1.71	0.00	3.00
Assault	455 7th St	11.00	11.00	0.00	12.0%	1.32	0.00	4.6%	0.51	2.00	0.00
OPD Assault (Tier 2)		11.00	11.00	0.00		1.32	0.00		0.51	2.00	0.00
Office of the Chief - Administration	455 7th St	7.00	7.00	0.00	12.0%	0.84	0.00	4.6%		0.00	1.00
Bureau of Investigations Admin	455 7th St	8.00	6.00	0.00	12.0%	0.72	0.00	4.6%		1.00	0.00
Property and Evidence	455 7th St	7.00	7.00	1.00	12.0%		0.00	4.6%		2.00	2.00
Identifications Sections	455 7th St	4.00	4.00	0.00	12.0%		0.00	4.6%		0.00	1.00
Criminal Investigations	455 7th St	4.00	4.00	0.00	12.0%		0.00	4.6%		0.00	0.00
Homicides	455 7th St	6.00	6.00	2.00	12.0%		0.00	4.6%		0.00	0.00
CID Targeted Enforcement Task Force	455 7th St	6.00	6.00	1.00	12.0%		0.00	4.6%		0.00	0.00
Robbery	455 7th St	15.00	15.00	1.00	12.0%	0.80	0.00	4.6%	0.69	0.00	1.00
Bureau of Services - Administrations	455 7th St	2.00	2.00	0.00	12.0%		0.00	4.6%		0.00	1.00
CID PACT Team	455 7th St	9.00	9.00	1.00	12.0%		0.00	4.6%		0.00	0.00
CID Gangs & Guns	455 7th St	10.00	10.00	3.00	12.0%		0.00	4.6%		0.00	0.00
Police Personnel	455 7th St	8.00	3.00	0.00	12.0%		1.00	4.6%		0.00	0.00
Police Information Technology	455 7th St	5.00	5.00	0.00	12.0%	0.60	0.00	4.6%		0.00	1.00
Background & Recruiting	250 Frank Ogawa Plz	5.00	5.00	0.00	12.0%	0.60	1.00	4.6%		0.00	0.00
Bureau of Field Operations - Admin	455 7th St	15.00	8.00	0.00	12.0%	0.96	1.00	4.6%		0.00	2.00
OPD Divisions (Tier 2)		111.00	97.00	9.00		4.52	3.00		0.69	3.00	9.00
Public Information	455 7th St	1.00	0.00								
Office of the Inspector General	455 7th St	10.00	0.00								
Special Investigations Internal (Intelligence Division)	455 7th St	6.00	0.00								
Criminalistics	455 7th St	24.00	0.00								
Training Unit	455 7th St	37.00	0.00								
Fiscal Services	455 7th St	20.00	0.00								
OPD Divisions (Non Tier 1 or 2)		98.00	0.00			0.00			0.00		
Oakland Police Department		1164.43	1052.43	74.90		56.23	25.80		23.91	45.00	58.50

Public Works Agency											
Unit	Location	FTE	PCPs	SP PCP	SP PCP Goal	SP Need	CH PCP	CH PCP Goal	CH Need	NEW PCP	VAC PCP
Human Resources	250 Frank Ogawa Plz	11.00	1.00	0.00	12.0%		0.00	4.6%		0.00	0.00
Public Works Call Center	7101 Edgewater Dr / 250 Frank Ogawa Plz	5.00	4.00	1.00	12.0%		0.00	4.6%		0.00	1.00
Clean Oakland Program	750 50th Ave	2.00	2.00	1.00	12.0%		0.00	4.6%		0.00	0.00
Litter Enforcement	750 50th Ave	3.00	3.00	0.00	12.0%		0.00	4.6%		0.00	0.00
Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plz	8.00	1.00	0.00	12.0%		0.00	4.6%		0.00	0.00
PWA Divisions (Tier 1)		29.00	11.00	2.00		0.00	0.00		0.00	0.00	1.00
Director and Human Resources Unit	250 Frank Ogawa Plz	3.00	0.00								
PWA Fiscal Services	250 Frank Ogawa Plz	8.00	0.00								
Management Info Systems Unit	250 Frank Ogawa Plz	3.00	0.00								
Infrastructure & Ops Asst Director's Office	7101 Edgewater Dr	3.00	0.00								
Electrical Services Admin	7101 Edgewater Dr	2.00	0.00								
Electrical Maintenance	7101 Edgewater Dr	9.35	0.00								
Electrical Traffic Maintenance	7101 Edgewater Dr	19.00	0.00								
Electrical Engineering	7101 Edgewater Dr	1.00	0.00								
Electrical Projects	7101 Edgewater Dr	12.00	0.00								
Infrastructure Maint Admin	7101 Edgewater Dr	3.00	0.00								
Storm Drain Maintenance	7101 Edgewater Dr	25.00	0.00								
Sewer System Maintenance	7101 Edgewater Dr	49.55	0.00								
Street & Sidewalk Maintenance	7101 Edgewater Dr	45.00	0.00								
Tree Services	7101 Edgewater Dr	19.00	0.00								
Equipment Services Administration	7101 Edgewater Dr	58.00	0.00								
Facilities & Environ Asst. Director's Office	7101 Edgewater Dr	5.00	0.00								
Facility Services Admin	250 Frank Ogawa Plz	4.00	0.00								
Civic Center Complex	250 Frank Ogawa Plz	24.39	0.00								
Hall of Justice Complex	250 Frank Ogawa Plz	13.50	0.00								
Plant Operations	250 Frank Ogawa Plz	9.00	0.00								
Roving Custodial	250 Frank Ogawa Plz	37.19	0.00								
Parks/Bldg Maint Admin	7101 Edgewater Dr	5.00	0.00								
Landscape Maintenance	7101 Edgewater Dr	74.77	0.00								
Special Services	250 Frank Ogawa Plz	10.00	0.00								
Bldgs Electrical & Plainting	7101 Edgewater Dr	4.00	0.00								
Bldgs Plumbing & Area Maint	7101 Edgewater Dr	8.00	0.00								
Bldgs Structural	7101 Edgewater Dr	9.00	0.00								

Public Works Agency (Continued)											
Unit	Location	FTE	PCPs	SP PCP	SP PCP Goal	SP Need	CH PCP	CH PCP Goal	CH Need	NEW PCP	VAC PCP
SCGA Admin	750 50th Ave	3.00	0.00								
Street Cleaning	750 50th Ave	27.00	0.00								
Graffiti Abatement & Rapid Response	750 50th Ave	7.00	0.00								
Illegal Dumping	750 50th Ave	45.50	0.00								
Environmental Services Admin	250 Frank Ogawa Plz	3.00	0.00								
Env Svcs Environmental Remediation	250 Frank Ogawa Plz	4.00	0.00								
Env Svcs Sustainability	250 Frank Ogawa Plz	1.00	0.00								
Env Svcs Watershed Program	250 Frank Ogawa Plz	3.00	0.00								
Env Svcs Engergy Group	250 Frank Ogawa Plz	4.00	0.00								
PWA Divisions (Non Tier 1 or 2)		463.75	0.00			0.00			0.00		
Public Works Agency		492.75	11.00	2.00		0.00	0.00		0.00	0.00	1.00

Exam Number	List Date	Title	Applicant's Initials		Bilingual	Status
08-MA139-111	7/9/2009	Recreation General Supervisor	S	B		AC
08-MA139-111	7/9/2009	Recreation General Supervisor	M	R	SP	AC
08-MA139-111	7/9/2009	Recreation General Supervisor	K	H	SP	IN
08-MA139-111	7/9/2009	Recreation General Supervisor	J	Y		AC
08-MA139-111	7/9/2009	Recreation General Supervisor	T	K		AC
08-MA139-111	7/9/2009	Recreation General Supervisor	D	A		AC
08-MA139-111	7/9/2009	Recreation General Supervisor	R	F	SP	AC
08-MA139-111	7/9/2009	Recreation General Supervisor	M	C		AC
08-MA139-111	7/9/2009	Recreation General Supervisor	D	R		IN
09-AF030-056	1/11/2010	Account Clerk III	L	A		AC
09-AF030-056	1/11/2010	Account Clerk III	K	B		AC
09-AF030-056	1/11/2010	Account Clerk III	E	C		AC
09-AF030-056	1/11/2010	Account Clerk III	D	E		AC
09-AF030-056	1/11/2010	Account Clerk III	G	K		AC
09-AF030-056	1/11/2010	Account Clerk III	G	G		AC
09-AF030-056	1/11/2010	Account Clerk III	B	G		AC
09-AF030-056	1/11/2010	Account Clerk III	P	M		AC
09-AF030-056	1/11/2010	Account Clerk III	W	H		AC
09-AF030-056	1/11/2010	Account Clerk III	I	P		AC
09-AF030-056	1/11/2010	Account Clerk III	H	J		AC
09-AF030-056	1/11/2010	Account Clerk III	J	L	SP	AC
09-AF030-056	1/11/2010	Account Clerk III	N	L	CH	AC
09-AF030-056	1/11/2010	Account Clerk III	G	M	CH	AC
09-AF030-056	1/11/2010	Account Clerk III	M	F		AC
09-AF030-056	1/11/2010	Account Clerk III	Y	M		AC
09-AF030-056	1/11/2010	Account Clerk III	C	N		AC
09-AF030-056	1/11/2010	Account Clerk III	T	P		AC
09-AF030-056	1/11/2010	Account Clerk III	P	P	SP	AC
09-AF030-056	1/11/2010	Account Clerk III	V	R		AC
09-AF030-056	1/11/2010	Account Clerk III	K	S		AC
09-AF030-056	1/11/2010	Account Clerk III	T	T		AC
09-AF030-056	1/11/2010	Account Clerk III	T	Y		AC
09-AF030-056	1/11/2010	Account Clerk III	M	N		AC
09-AF030-056	1/11/2010	Account Clerk III	M	S	CH	AC
09-AF030-056	1/11/2010	Account Clerk III	Y	S		IN
09-AF030-056	1/11/2010	Account Clerk III	D	E		AC
09-AF030-056	1/11/2010	Account Clerk III	S	C	CH	AC
09-AF030-056	1/11/2010	Account Clerk III	H	C		AC
09-AF030-056	1/11/2010	Account Clerk III	N	D		AC

Exam Number	List Date	Title	Applicant's Initials		Bilingual	Status
09-AF030-056	1/11/2010	Account Clerk III	K	E		AC
09-AF030-056	1/11/2010	Account Clerk III	K	F		AC
09-AF030-056	1/11/2010	Account Clerk III	L	H		AC
09-AF030-056	1/11/2010	Account Clerk III	R	J		AC
09-AF030-056	1/11/2010	Account Clerk III	R	K		AC
09-AF030-056	1/11/2010	Account Clerk III	R	L	CH	AC
09-AF030-056	1/11/2010	Account Clerk III	J	L		AC
09-AF030-056	1/11/2010	Account Clerk III	K	L	CH	AC
09-AF030-056	1/11/2010	Account Clerk III	M	M		AC
09-AF030-056	1/11/2010	Account Clerk III	J	S	CH	AC
09-AF030-056	1/11/2010	Account Clerk III	P	S		AC
09-AF030-056	1/11/2010	Account Clerk III	A	T		AC
09-AF030-056	1/11/2010	Account Clerk III	D	W		AC
09-AF030-056	1/11/2010	Account Clerk III	A	F		AC
09-AF030-056	1/11/2010	Account Clerk III	C	C	CH	AC
09-AF030-056	1/11/2010	Account Clerk III	M	C		AC
09-AF030-056	1/11/2010	Account Clerk III	M	H		AC
09-AF030-056	1/11/2010	Account Clerk III	J	H		AC
09-AF030-056	1/11/2010	Account Clerk III	M	L	CH	AC
09-AF030-056	1/11/2010	Account Clerk III	J	L	CH	AC
09-AF030-056	1/11/2010	Account Clerk III	S	L	CH	AC
09-AF030-056	1/11/2010	Account Clerk III	E	M	SP	AC
09-AF030-056	1/11/2010	Account Clerk III	R	O		AC
09-AF030-056	1/11/2010	Account Clerk III	A	O		AC
09-AF030-056	1/11/2010	Account Clerk III	K	T		AC
09-AF030-056	1/11/2010	Account Clerk III	L	W	CH/SP	AC
09-AF030-056	1/11/2010	Account Clerk III	J	C		AC
09-AF030-056	1/11/2010	Account Clerk III	N	J		AC
09-AF030-056	1/11/2010	Account Clerk III	T	K		AC
09-AF030-056	1/11/2010	Account Clerk III	A	O	CH	AC
09-AF030-056	1/11/2010	Account Clerk III	K	S		AC
09-AF030-056	1/11/2010	Account Clerk III	E	S	SP	AC
09-AF030-056	1/11/2010	Account Clerk III	G	A		AC
09-AF030-056	1/11/2010	Account Clerk III	M	G	CH	AC
09-AF030-056	1/11/2010	Account Clerk III	J	K	CH	AC
09-AF030-056	1/11/2010	Account Clerk III	J	N	CH	AC
09-AF030-056	1/11/2010	Account Clerk III	V	P		AC
09-AF030-056	1/11/2010	Account Clerk III	C	P		AC
09-AF030-056	1/11/2010	Account Clerk III	N	S		AC

Exam Number	List Date	Title	Applicant's Initials		Bilingual	Status
09-AF030-056	1/11/2010	Account Clerk III	C	V		AC
09-AF030-056	1/11/2010	Account Clerk III	G	W		AC
09-AF030-056	1/11/2010	Account Clerk III	A	W	CH	AC
09-AF030-056	1/11/2010	Account Clerk III	V	Y	CH	AC
09-AF030-056	1/11/2010	Account Clerk III	J	Y	CH	AC
09-AF030-056	1/11/2010	Account Clerk III	L	Y	CH	AC
09-AF030-056	1/11/2010	Account Clerk III	Z	Z	CH	AC
09-AF030-056	1/11/2010	Account Clerk III	T	K		AC
09-AF030-056	1/11/2010	Account Clerk III	D	T	CH	AC
09-AF030-056	1/11/2010	Account Clerk III	B	M		AC
09-AF030-056	1/11/2010	Account Clerk III	M	W	SP	AC
09-AF030-056	1/11/2010	Account Clerk III	J	G	SP	AC
09-AF030-056	1/11/2010	Account Clerk III	K	H		AC
09-AF031-022	7/22/2009	Accountant III (Payroll Specialist)	S	L		AC
09-AF031-022	7/22/2009	Accountant III (Payroll Specialist)	G	B		AC
09-AF031-022	7/22/2009	Accountant III (Payroll Specialist)	D	L	CH	AC
09-AF031-022	7/22/2009	Accountant III (Payroll Specialist)	P	L	CH	IN
09-AF031-022	7/22/2009	Accountant III (Payroll Specialist)	L	L		AC
09-AF031-022	7/22/2009	Accountant III (Payroll Specialist)	R	M		IN
09-AF031-022	7/22/2009	Accountant III (Payroll Specialist)	V	M		AC
09-AF031-022	7/22/2009	Accountant III (Payroll Specialist)	J	S		AC
09-AF031-022	7/22/2009	Accountant III (Payroll Specialist)	D	W		AC
09-AF031-022	7/22/2009	Accountant III (Payroll Specialist)	D	B	CH	AC
09-AF031-022	7/22/2009	Accountant III (Payroll Specialist)	G	F		AC
09-AF031-022	7/22/2009	Accountant III (Payroll Specialist)	J	H	CH	AC
09-AF031-022	7/22/2009	Accountant III (Payroll Specialist)	L	K		AC
09-AF031-022	7/22/2009	Accountant III (Payroll Specialist)	M	M	SP	IN
09-AF031-022	7/22/2009	Accountant III (Payroll Specialist)	C	M		AC
09-AF031-022	7/22/2009	Accountant III (Payroll Specialist)	D	W		AC
09-AF047-046	12/9/2009	Budget & Operations Analyst III	K	B		AC
09-AF047-046	12/9/2009	Budget & Operations Analyst III	Z	C		AC
09-AF047-046	12/9/2009	Budget & Operations Analyst III	S	K		AC
09-AF047-046	12/9/2009	Budget & Operations Analyst III	J	L	CH	AC
09-AF047-046	12/9/2009	Budget & Operations Analyst III	E	L		AC
09-AF047-046	12/9/2009	Budget & Operations Analyst III	T	M		IN
09-AF047-046	12/9/2009	Budget & Operations Analyst III	R	V	CH	AC
09-AF047-046	12/9/2009	Budget & Operations Analyst III	M	S		AC
09-AF047-046	12/9/2009	Budget & Operations Analyst III	T	W		AC
09-AF047-046	12/9/2009	Budget & Operations Analyst III	W	Z	CH	AC

Exam Number	List Date	Title	Applicant's Initials		Bilingual	Status
09-AF047-046	12/9/2009	Budget & Operations Analyst III	J	L		AC
09-AF047-046	12/9/2009	Budget & Operations Analyst III	C	S		AC
09-AF047-046	12/9/2009	Budget & Operations Analyst III	H	C		IN
09-AF047-046	12/9/2009	Budget & Operations Analyst III	S	C		AC
09-AF047-046	12/9/2009	Budget & Operations Analyst III	D	B		AC
09-AF047-046	12/9/2009	Budget & Operations Analyst III	R	H		IN
09-AF047-046	12/9/2009	Budget & Operations Analyst III	O	P		AC
09-AF047-046	12/9/2009	Budget & Operations Analyst III	K	S		AC
09-AF047-046	12/9/2009	Budget & Operations Analyst III	S	H		AC
09-AF047-046	12/9/2009	Budget & Operations Analyst III	J	M		AC
09-AF050-030	11/9/2009	Tax Enforcement Officer II	R	K		AC
09-AF050-030	11/9/2009	Tax Enforcement Officer II	C	M	CH	AC
09-AF050-030	11/9/2009	Tax Enforcement Officer II	J	S		AC
09-AF050-030	11/9/2009	Tax Enforcement Officer II	M	W		AC
09-AF050-030	11/9/2009	Tax Enforcement Officer II	P	F		AC
09-AF050-030	11/9/2009	Tax Enforcement Officer II	R	M	SP	AC
09-AF050-030	11/9/2009	Tax Enforcement Officer II	K	S		AC
09-AF051-044	11/17/2009	Tax Auditor III	G	G		AC
09-AF051-044	11/17/2009	Tax Auditor III	K	P		IN
09-AF051-044	11/17/2009	Tax Auditor III	S	A		AC
09-AF051-044	11/17/2009	Tax Auditor III	L	L		AC
09-AF051-044	11/17/2009	Tax Auditor III	C	M	CH	AC
09-AF051-044	11/17/2009	Tax Auditor III	L	C		AC
09-AF051-044	11/17/2009	Tax Auditor III	G	C		AC
09-AF055-038	10/21/2009	Assistant Budget Analyst	A	A		AC
09-AF055-038	10/21/2009	Assistant Budget Analyst	J	G		AC
09-AF055-038	10/21/2009	Assistant Budget Analyst	J	M		AC
09-AF055-038	10/21/2009	Assistant Budget Analyst	D	E		AC
09-AP198-057	2/9/2010	Home Management Counselor III	D	A		AC
09-AP198-057	2/9/2010	Home Management Counselor III	C	C		AC
09-AP198-057	2/9/2010	Home Management Counselor III	O	M	SP	AC
09-AP198-057	2/9/2010	Home Management Counselor III	S	T		AC
09-AP198-057	2/9/2010	Home Management Counselor III	N	D		IN
09-AP198-057	2/9/2010	Home Management Counselor III	R	D		AC
09-AP198-057	2/9/2010	Home Management Counselor III	M	J		AC
09-AP198-057	2/9/2010	Home Management Counselor III	L	S		AC
09-AP198-057	2/9/2010	Home Management Counselor III	C	W		AC
09-AP199-034	9/18/2009	Housing Development Coordinator III	J	B		AC
09-AP199-034	9/18/2009	Housing Development Coordinator III	D	S		AC

Exam Number	List Date	Title	Applicant's Initials		Bilingual	Status
09-AP199-034	9/18/2009	Housing Development Coordinator III	G	M		IN
09-AP199-034	9/18/2009	Housing Development Coordinator III	T	M		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	B	A		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	Y	A	SP	AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	B	E		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	F	G	SP	AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	N	I		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	V	M	SP	AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	P	R		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	J	C	CH	AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	R	E		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	C	W		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	J	A		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	D	B		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	S	B	SP	AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	K	B	SP	AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	B	G	SP	AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	K	B	SP	AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	L	C	CH	AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	L	C		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	J	C		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	B	M	CH	AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	S	D		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	M	G		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	A	G		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	K	H		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	J	H	CH	AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	C	J		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	J	M		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	A	L	SP	AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	B	M	SP	AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	N	P	SP	AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	M	R		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	S	S		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	L	S		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	S	M	SP	AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	J	T		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	L	W		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	J	A		AC

Exam Number	List Date	Title	Applicant's Initials		Bilingual	Status
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	E	B		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	M	S		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	I	S	SP	AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	A	B		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	J	B		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	G	C	SP	AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	S	D	SP	AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	K	F		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	S	G		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	X	G	SP	AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	R	K		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	C	I		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	A	L		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	M	M		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	M	M		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	J	M		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	J	N		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	A	P	SP	AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	J	P		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	A	S		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	A	S		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	R	S		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	K	C		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	T	C		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	B	C		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	F	W		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	E	G		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	J	H		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	J	J	SP	AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	N	K		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	S	K	SP	AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	Y	K		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	W	K		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	K	L		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	T	M		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	M	M	SP	AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	E	O		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	J	O		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	J	P		AC

Exam Number	List Date	Title	Applicant's Initials		Bilingual	Status
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	C	R		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	L	R		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	C	S		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	S	S		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	A	T		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	A	W		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	D	M		AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	J	B	SP	AC
09-AP214-041	3/9/2010	Librarian I (Selective Certification)	M	C	SP	AC
09-AP292-054	4/20/2010	Program Analyst I (Selective Certification)	M	C		AC
09-AP292-054	4/20/2010	Program Analyst I (Selective Certification)	O	M	SP	AC
09-AP292-054	4/20/2010	Program Analyst I (Selective Certification)	G	R	SP	AC
09-AP292-054	4/20/2010	Program Analyst I (Selective Certification)	E	R		AC
09-AP292-054	4/20/2010	Program Analyst I (Selective Certification)	A	Y		AC
09-AP292-054	4/20/2010	Program Analyst I (Selective Certification)	B	A	SP	AC
09-AP292-054	4/20/2010	Program Analyst I (Selective Certification)	V	G		AC
09-AP292-054	4/20/2010	Program Analyst I (Selective Certification)	R	W	SP	AC
09-AP292-054	4/20/2010	Program Analyst I (Selective Certification)	K	J		AC
09-AP292-054	4/20/2010	Program Analyst I (Selective Certification)	R	R		AC
09-AP309-052	12/4/2009	Supervising Real Estate Agent	H	G		IN
09-AP309-052	12/4/2009	Supervising Real Estate Agent	J	H		AC
09-AP309-052	12/4/2009	Supervising Real Estate Agent	M	M		AC
09-AP314-053	3/25/2010	Rehabilitation Advisor III (Selective Lang. Cert.)	A	M		AC
09-AP314-053	3/25/2010	Rehabilitation Advisor III (Selective Lang. Cert.)	A	J		AC
09-AP314-053	3/25/2010	Rehabilitation Advisor III (Selective Lang. Cert.)	H	C		AC
09-AP314-053	3/25/2010	Rehabilitation Advisor III (Selective Lang. Cert.)	C	J		AC
09-AP314-053	3/25/2010	Rehabilitation Advisor III (Selective Lang. Cert.)	W	L	CH	AC
09-AP314-053	3/25/2010	Rehabilitation Advisor III (Selective Lang. Cert.)	D	L	SP	AC
09-AP314-053	3/25/2010	Rehabilitation Advisor III (Selective Lang. Cert.)	T	L		AC
09-AP314-053	3/25/2010	Rehabilitation Advisor III (Selective Lang. Cert.)	D	T	CH	AC
09-AP314-053	3/25/2010	Rehabilitation Advisor III (Selective Lang. Cert.)	S	V		AC
09-AP314-053	3/25/2010	Rehabilitation Advisor III (Selective Lang. Cert.)	D	D		AC
09-AP314-053	3/25/2010	Rehabilitation Advisor III (Selective Lang. Cert.)	R	D	SP	AC
09-AP314-053	3/25/2010	Rehabilitation Advisor III (Selective Lang. Cert.)	O	E		AC
09-AP314-053	3/25/2010	Rehabilitation Advisor III (Selective Lang. Cert.)	B	L	CH	AC
09-AP314-053	3/25/2010	Rehabilitation Advisor III (Selective Lang. Cert.)	E	L	CH	AC
09-AP314-053	3/25/2010	Rehabilitation Advisor III (Selective Lang. Cert.)	D	R		AC
09-AP314-053	3/25/2010	Rehabilitation Advisor III (Selective Lang. Cert.)	R	S	SP	AC
09-AP314-053	3/25/2010	Rehabilitation Advisor III (Selective Lang. Cert.)	M	T	SP	AC

Exam Number	List Date	Title	Applicant's Initials		Bilingual	Status
09-AP314-053	3/25/2010	Rehabilitation Advisor III (Selective Lang. Cert.)	B	W	CH	AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	E	B		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	N	I		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	F	M		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	M	T		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	G	N		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	N	V		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	C	W	CH	AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	M	W		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	F	N	SP	AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	S	P		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	T	W		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	D	P		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	H	H	CH	AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	B	R		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	S	S	CH	AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	K	M		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	W	H	CH	AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	J	K	SP	AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	S	P		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	V	N	SP	AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	M	Z		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	C	J	SP	AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	Y	A		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	H	B	CH	AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	Z	C		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	G	D		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	R	J		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	T	L		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	M	H		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	S	T		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	C	B		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	S	B		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	J	C	CH	AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	T	C		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	N	E		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	K	F		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	D	G		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	E	H	SP	AC

Exam Number	List Date	Title	Applicant's Initials		Bilingual	Status
09-AP345-026	3/19/2010	Urban Economic Analyst I	G	H		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	P	H	SP	AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	S	H		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	J	L		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	M	M		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	A	B		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	B	O		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	K	B		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	C	J		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	E	C	CH	AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	K	D		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	R	F		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	Z	L		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	M	S		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	A	S		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	R	S		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	E	S		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	S	L		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	K	T		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	C	V		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	J	W		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	R	Z		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	J	K		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	T	N		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	B	O		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	B	S	SP	AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	K	S	SP	AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	J	T		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	J	T		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	C	T		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	M	T		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	B	W	CH	AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	F	Y	CH/SP	AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	C	Y		AC
09-AP345-026	3/19/2010	Urban Economic Analyst I	K	Y		AC
09-AP346-027	10/29/2009	Urban Economic Analyst II	V	N	SP	AC
09-AP346-027	10/29/2009	Urban Economic Analyst II	H	B	CH	AC
09-AP346-027	10/29/2009	Urban Economic Analyst II	H	D		AC
09-AP346-027	10/29/2009	Urban Economic Analyst II	B	T		AC

Exam Number	List Date	Title	Applicant's Initials		Bilingual	Status
09-AP346-027	10/29/2009	Urban Economic Analyst II	M	W		AC
09-AP346-027	10/29/2009	Urban Economic Analyst II	J	B	SP	AC
09-AP346-027	10/29/2009	Urban Economic Analyst II	S	B		AC
09-AP346-027	10/29/2009	Urban Economic Analyst II	J	C	CH	AC
09-AP346-027	10/29/2009	Urban Economic Analyst II	M	C	SP	AC
09-AP346-027	10/29/2009	Urban Economic Analyst II	H	L	CH	AC
09-AP346-027	10/29/2009	Urban Economic Analyst II	T	L	SP	AC
09-AP346-027	10/29/2009	Urban Economic Analyst II	B	O		AC
09-AP346-027	10/29/2009	Urban Economic Analyst II	Z	S		IN
09-AP346-027	10/29/2009	Urban Economic Analyst II	D	S		AC
09-AP346-027	10/29/2009	Urban Economic Analyst II	B	S	SP	AC
09-AP346-027	10/29/2009	Urban Economic Analyst II	B	W	CH	AC
09-AP346-027	10/29/2009	Urban Economic Analyst II	F	Y	CH/SP	AC
09-AP348-028	10/29/2009	Urban Economic Analyst III	T	M		AC
09-AP348-028	10/29/2009	Urban Economic Analyst III	N	R		AC
09-AP348-028	10/29/2009	Urban Economic Analyst III	B	T		AC
09-AP348-028	10/29/2009	Urban Economic Analyst III	E	C		AC
09-AP348-028	10/29/2009	Urban Economic Analyst III	D	D		AC
09-AP348-028	10/29/2009	Urban Economic Analyst III	J	S		AC
09-AP348-028	10/29/2009	Urban Economic Analyst III	A	F	SP	AC
09-AP348-028	10/29/2009	Urban Economic Analyst III	J	M		AC
09-AP348-028	10/29/2009	Urban Economic Analyst III	D	M		AC
09-AP348-028	10/29/2009	Urban Economic Analyst III	M	N		IN
09-AP348-028	10/29/2009	Urban Economic Analyst III	K	R		AC
09-AP348-028	10/29/2009	Urban Economic Analyst III	E	T	CH	AC
09-AP348-028	10/29/2009	Urban Economic Analyst III	B	W		AC
09-AP350-029	2/8/2010	Urban Economic Analyst IV	R	P		AC
09-AP350-029	2/8/2010	Urban Economic Analyst IV	R	G		AC
09-AP350-029	2/8/2010	Urban Economic Analyst IV	B	M		IN
09-AP350-029	2/8/2010	Urban Economic Analyst IV	R	T		AC
09-AP350-029	2/8/2010	Urban Economic Analyst IV	E	C		AC
09-AP350-029	2/8/2010	Urban Economic Analyst IV	P	M		AC
09-AP350-029	2/8/2010	Urban Economic Analyst IV	W	M		AC
09-AP350-029	2/8/2010	Urban Economic Analyst IV	J	S		AC
09-AP350-029	2/8/2010	Urban Economic Analyst IV	J	Y	CH	AC
09-AP350-029	2/8/2010	Urban Economic Analyst IV	G	B	SP	AC
09-AP350-029	2/8/2010	Urban Economic Analyst IV	A	B	SP	AC
09-AP350-029	2/8/2010	Urban Economic Analyst IV	D	D		AC
09-AP350-029	2/8/2010	Urban Economic Analyst IV	C	F		AC

Exam Number	List Date	Title	Applicant's Initials		Bilingual	Status
09-AP350-029	2/8/2010	Urban Economic Analyst IV	N	F		AC
09-AP350-029	2/8/2010	Urban Economic Analyst IV	J	H		AC
09-AP350-029	2/8/2010	Urban Economic Analyst IV	S	L		AC
09-AP350-029	2/8/2010	Urban Economic Analyst IV	L	L		AC
09-AP350-029	2/8/2010	Urban Economic Analyst IV	M	M		IN
09-AP350-029	2/8/2010	Urban Economic Analyst IV	D	R		AC
09-AP350-029	2/8/2010	Urban Economic Analyst IV	J	V	SP	AC
09-AP350-029	2/8/2010	Urban Economic Analyst IV	B	W		AC
09-AP350-029	2/8/2010	Urban Economic Analyst IV	K	W		AC
09-AP353-064	4/20/2010	Volunteer Program Specialist II	M	D		AC
09-AP353-064	4/20/2010	Volunteer Program Specialist II	M	C	SP	AC
09-AP353-064	4/20/2010	Volunteer Program Specialist II	A	J		AC
09-AP353-064	4/20/2010	Volunteer Program Specialist II	D	C	SP	AC
09-AP353-064	4/20/2010	Volunteer Program Specialist II	A	D	SP	AC
09-AP353-064	4/20/2010	Volunteer Program Specialist II	C	I		AC
09-AP353-064	4/20/2010	Volunteer Program Specialist II	L	R	SP	AC
09-AP353-064	4/20/2010	Volunteer Program Specialist II	M	S		AC
09-Ap293-035	12/15/2009	Program Analyst II (Housing)	B	B		AC
09-Ap293-035	12/15/2009	Program Analyst II (Housing)	S	D		AC
09-Ap293-035	12/15/2009	Program Analyst II (Housing)	P	U		AC
09-Ap293-035	12/15/2009	Program Analyst II (Housing)	G	C		AC
09-Ap293-035	12/15/2009	Program Analyst II (Housing)	J	L	SP	AC
09-Ap293-035	12/15/2009	Program Analyst II (Housing)	D	S		AC
09-Ap293-035	12/15/2009	Program Analyst II (Housing)	V	R	SP	AC
09-Ap293-035	12/15/2009	Program Analyst II (Housing)	C	W		AC
09-Ap293-035	12/15/2009	Program Analyst II (Housing)	J	S		AC
09-Ap293-035	12/15/2009	Program Analyst II (Housing)	S	F		AC
09-EM204-043	3/12/2010	Revenue and Tax Manager	P	F		AC
09-EM204-043	3/12/2010	Revenue and Tax Manager	R	J		AC
09-EM204-043	3/12/2010	Revenue and Tax Manager	M	S		AC
09-EM204-043	3/12/2010	Revenue and Tax Manager	M	C		AC
09-EM204-043	3/12/2010	Revenue and Tax Manager	D	G		AC
09-EM204-043	3/12/2010	Revenue and Tax Manager	M	V		AC
09-EM204-043	3/12/2010	Revenue and Tax Manager	S	S		AC
09-EM204-043	3/12/2010	Revenue and Tax Manager	A	A		AC
09-EM204-043	3/12/2010	Revenue and Tax Manager	L	S		AC
09-EM204-043	3/12/2010	Revenue and Tax Manager	S	O		AC
09-EM204-043	3/12/2010	Revenue and Tax Manager	D	M		AC
09-EM204-043	3/12/2010	Revenue and Tax Manager	I	V		AC

Exam Number	List Date	Title	Applicant's Initials		Bilingual	Status
09-EM233-066	2/8/2010	Housing Development Manager (Development/Redevelopment Prog. Mgr)	J	M		AC
09-EM233-066	2/8/2010	Housing Development Manager (Development/Redevelopment Prog. Mgr)	D	D		AC
09-EM233-066	2/8/2010	Housing Development Manager (Development/Redevelopment Prog. Mgr)	R	B		AC
09-EM233-066	2/8/2010	Housing Development Manager (Development/Redevelopment Prog. Mgr)	J	L		AC
09-EM233-066	2/8/2010	Housing Development Manager (Development/Redevelopment Prog. Mgr)	S	D		AC
09-EM233-066	2/8/2010	Housing Development Manager (Development/Redevelopment Prog. Mgr)	J	M		AC
09-EM233-066	2/8/2010	Housing Development Manager (Development/Redevelopment Prog. Mgr)	C	N		AC
09-EM233-066	2/8/2010	Housing Development Manager (Development/Redevelopment Prog. Mgr)	M	S		AC
09-EM233-066	2/8/2010	Housing Development Manager (Development/Redevelopment Prog. Mgr)	N	T		AC
09-PP108-021	9/14/2009	Child Education Coordinator	M	C	SP	AC
09-PP108-021	9/14/2009	Child Education Coordinator	E	C		AC
09-PP108-021	9/14/2009	Child Education Coordinator	S	E		AC
09-PP108-021	9/14/2009	Child Education Coordinator	M	T		AC
09-PP108-021	9/14/2009	Child Education Coordinator	S	V		AC
09-PP108-021	9/14/2009	Child Education Coordinator	G	D	SP	AC
09-PP108-021	9/14/2009	Child Education Coordinator	M	H	SP	AC
09-PP108-021	9/14/2009	Child Education Coordinator	J	M	SP	AC
09-PP108-021	9/14/2009	Child Education Coordinator	T	T		AC
09-PP108-021	9/14/2009	Child Education Coordinator	M	S		AC
09-PP108-021	9/14/2009	Child Education Coordinator	A	B		AC
09-PP108-021	9/14/2009	Child Education Coordinator	Z	A		AC
09-PP108-021	9/14/2009	Child Education Coordinator	B	D		AC
09-PP108-021	9/14/2009	Child Education Coordinator	C	R	SP	AC
09-PP108-021	9/14/2009	Child Education Coordinator	T	E	CH	AC
09-PP108-021	9/14/2009	Child Education Coordinator	J	Y		AC
09-PP108-021	9/14/2009	Child Education Coordinator	M	C		AC
09-PP114-061	2/2/2010	Early Childhood Instructor (Selective Language Cert.)	T	T		AC
09-PP114-061	2/2/2010	Early Childhood Instructor (Selective Language Cert.)	M	B	SP	AC
09-PP114-061	2/2/2010	Early Childhood Instructor (Selective Language Cert.)	Y	Z		AC
09-PP114-061	2/2/2010	Early Childhood Instructor (Selective Language Cert.)	B	W		AC
09-PP114-061	2/2/2010	Early Childhood Instructor (Selective Language Cert.)	D	R		AC
09-PP114-061	2/2/2010	Early Childhood Instructor (Selective Language Cert.)	L	Q	SP	AC
09-PP114-061	2/2/2010	Early Childhood Instructor (Selective Language Cert.)	L	R		AC
09-PP114-061	2/2/2010	Early Childhood Instructor (Selective Language Cert.)	B	C	SP	AC
09-PP114-061	2/2/2010	Early Childhood Instructor (Selective Language Cert.)	T	B		AC
09-PP114-061	2/2/2010	Early Childhood Instructor (Selective Language Cert.)	P	T	CH	AC
09-PP114-061	2/2/2010	Early Childhood Instructor (Selective Language Cert.)	Z	B	SP	AC
09-PP114-061	2/2/2010	Early Childhood Instructor (Selective Language Cert.)	T	C		AC
09-PP114-061	2/2/2010	Early Childhood Instructor (Selective Language Cert.)	S	W		AC

Exam Number	List Date	Title	Applicant's Initials		Bilingual	Status
09-PP114-061	2/2/2010	Early Childhood Instructor (Selective Language Cert.)	M	Z	SP	AC
09-PP114-061	2/2/2010	Early Childhood Instructor (Selective Language Cert.)	N	C		AC
09-PP114-061	2/2/2010	Early Childhood Instructor (Selective Language Cert.)	K	M		AC
09-PP114-061	2/2/2010	Early Childhood Instructor (Selective Language Cert.)	M	L	CH	AC
09-PP114-061	2/2/2010	Early Childhood Instructor (Selective Language Cert.)	Y	Z	CH	AC
09-PP114-061	2/2/2010	Early Childhood Instructor (Selective Language Cert.)	E	A	SP	AC
09-PP114-061	2/2/2010	Early Childhood Instructor (Selective Language Cert.)	N	L	CH	AC
09-PP114-061	2/2/2010	Early Childhood Instructor (Selective Language Cert.)	V	C	SP	AC
09-PP114-061	2/2/2010	Early Childhood Instructor (Selective Language Cert.)	M	D		AC
09-PP114-061	2/2/2010	Early Childhood Instructor (Selective Language Cert.)	G	J	SP	AC
09-PP114-061	2/2/2010	Early Childhood Instructor (Selective Language Cert.)	C	L		AC
09-PP114-061	2/2/2010	Early Childhood Instructor (Selective Language Cert.)	P	P	CH	AC
09-PP114-061	2/2/2010	Early Childhood Instructor (Selective Language Cert.)	S	S	CH	AC
09-PP114-061	2/2/2010	Early Childhood Instructor (Selective Language Cert.)	T	G		AC
09-PP114-061	2/2/2010	Early Childhood Instructor (Selective Language Cert.)	S	L		AC
09-PP114-061	2/2/2010	Early Childhood Instructor (Selective Language Cert.)	I	J		AC
09-PP114-061	2/2/2010	Early Childhood Instructor (Selective Language Cert.)	R	B	CH	AC
09-PP123-068	2/19/2010	Family Advocate	J	M		AC
09-PP123-068	2/19/2010	Family Advocate	M	B	SP	AC
09-PP123-068	2/19/2010	Family Advocate	H	J		AC
09-PP123-068	2/19/2010	Family Advocate	K	J	SP	AC
09-PP123-068	2/19/2010	Family Advocate	R	K		AC
09-PP123-068	2/19/2010	Family Advocate	B	L		AC
09-PP123-068	2/19/2010	Family Advocate	K	N		AC
09-PP123-068	2/19/2010	Family Advocate	R	O		AC
09-PP123-068	2/19/2010	Family Advocate	A	R	SP	AC
09-PP123-068	2/19/2010	Family Advocate	L	R	SP	AC
09-PP123-068	2/19/2010	Family Advocate	P	S		AC
09-PP123-068	2/19/2010	Family Advocate	T	S		AC
09-PP123-068	2/19/2010	Family Advocate	L	W		AC
09-PP123-068	2/19/2010	Family Advocate	I	J		AC
09-PP123-068	2/19/2010	Family Advocate	S	M		AC
09-PP123-068	2/19/2010	Family Advocate	K	P		AC
09-PP123-068	2/19/2010	Family Advocate	J	B		AC
09-PP123-068	2/19/2010	Family Advocate	G	D	SP	AC
09-PP123-068	2/19/2010	Family Advocate	M	D	SP	AC
09-PP123-068	2/19/2010	Family Advocate	D	E		AC
09-PP123-068	2/19/2010	Family Advocate	R	H		AC
09-PP123-068	2/19/2010	Family Advocate	A	H		AC

Exam Number	List Date	Title	Applicant's Initials		Bilingual	Status
09-PP123-068	2/19/2010	Family Advocate	K	H		AC
09-PP123-068	2/19/2010	Family Advocate	S	H		AC
09-PP123-068	2/19/2010	Family Advocate	L	K		AC
09-PP123-068	2/19/2010	Family Advocate	A	L	SP	AC
09-PP123-068	2/19/2010	Family Advocate	H	L	CH	AC
09-PP123-068	2/19/2010	Family Advocate	D	L		AC
09-PP123-068	2/19/2010	Family Advocate	R	M		AC
09-PP123-068	2/19/2010	Family Advocate	N	M		AC
09-PP123-068	2/19/2010	Family Advocate	C	O		AC
09-PP123-068	2/19/2010	Family Advocate	C	R	SP	AC
09-PP123-068	2/19/2010	Family Advocate	D	R		AC
09-PP123-068	2/19/2010	Family Advocate	L	S		AC
09-PP123-068	2/19/2010	Family Advocate	T	T		AC
09-PP123-068	2/19/2010	Family Advocate	C	R		AC
09-PP129-005	7/9/2009	Outreach Developer, PPT	K	B		AC
09-PP129-005	7/9/2009	Outreach Developer, PPT	L	W		AC
09-PP129-005	7/9/2009	Outreach Developer, PPT	J	C		AC
09-PP129-005	7/9/2009	Outreach Developer, PPT	E	W		AC
09-PP129-005	7/9/2009	Outreach Developer, PPT	R	W		AC
09-PP129-005	7/9/2009	Outreach Developer, PPT	G	M		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	L	F		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	A	J		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	M	J		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	E	N		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	Z	S	SP	AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	S	D		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	C	L		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	A	E		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	J	H		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	S	B		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	A	H		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	L	W		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	D	C		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	E	D		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	M	W		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	C	A		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	D	N	SP	AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	E	J		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	A	F		AC

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09-PP133-025	10/29/2009	Recreation Leader II, PPT	C	B		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	J	B		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	D	F		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	C	K		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	M	L		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	C	M		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	I	M		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	J	P		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	J	T		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	E	Y		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	A	G		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	A	M	SP	AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	F	W	CH	AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	M	G		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	V	L	CH	AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	T	W		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	C	M	SP	AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	S	D		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	J	P		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	M	C		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	B	G		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	C	N	SP	AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	K	M		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	S	H		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	Y	H	CH	AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	J	G	SP	AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	A	G		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	K	P		AC
09-PP133-025	10/29/2009	Recreation Leader II, PPT	C	S		AC
09-PP144-055	3/10/2010	Senior Services Program Assistant	M	H	SP	AC
09-PP144-055	3/10/2010	Senior Services Program Assistant	A	M		AC
09-PP144-055	3/10/2010	Senior Services Program Assistant	M	S		AC
09-PP144-055	3/10/2010	Senior Services Program Assistant	S	M		IN
09-PS150-004	3/9/2010	Lieutenant of Fire (Promotional)	G	F		AC
09-PS150-004	3/9/2010	Lieutenant of Fire (Promotional)	D	S		AC
09-PS150-004	3/9/2010	Lieutenant of Fire (Promotional)	B	G		AC
09-PS150-004	3/9/2010	Lieutenant of Fire (Promotional)	J	H		AC
09-PS150-004	3/9/2010	Lieutenant of Fire (Promotional)	H	M		AC
09-PS150-004	3/9/2010	Lieutenant of Fire (Promotional)	C	C		AC

Exam Number	List Date	Title	Applicant's Initials		Bilingual	Status
09-PS150-004	3/9/2010	Lieutenant of Fire (Promotional)	M	F		AC
09-PS150-004	3/9/2010	Lieutenant of Fire (Promotional)	D	C		AC
09-PS150-004	3/9/2010	Lieutenant of Fire (Promotional)	J	S		AC
09-PS150-004	3/9/2010	Lieutenant of Fire (Promotional)	K	E		AC
09-PS150-004	3/9/2010	Lieutenant of Fire (Promotional)	K	D		AC
09-PS150-004	3/9/2010	Lieutenant of Fire (Promotional)	Z	D	SP	AC
09-PS150-004	3/9/2010	Lieutenant of Fire (Promotional)	C	H		AC
09-PS150-004	3/9/2010	Lieutenant of Fire (Promotional)	J	I		AC
09-PS150-004	3/9/2010	Lieutenant of Fire (Promotional)	M	S		AC
09-PS150-004	3/9/2010	Lieutenant of Fire (Promotional)	D	Y		AC
09-PS150-075	3/9/2010	Lieutenant of Fire Department	C	C		AC
09-PS150-075	3/9/2010	Lieutenant of Fire Department	D	C		IN
09-PS150-075	3/9/2010	Lieutenant of Fire Department	K	D		AC
09-PS150-075	3/9/2010	Lieutenant of Fire Department	Z	D	SP	IN
09-PS150-075	3/9/2010	Lieutenant of Fire Department	G	F		AC
09-PS150-075	3/9/2010	Lieutenant of Fire Department	B	G		IN
09-PS150-075	3/9/2010	Lieutenant of Fire Department	J	H		IN
09-PS150-075	3/9/2010	Lieutenant of Fire Department	C	H		AC
09-PS150-075	3/9/2010	Lieutenant of Fire Department	H	M		AC
09-PS150-075	3/9/2010	Lieutenant of Fire Department	J	S		AC
09-PS150-075	3/9/2010	Lieutenant of Fire Department	D	S		AC
09-PS150-075	3/9/2010	Lieutenant of Fire Department	T	D		AC
09-PS150-075	3/9/2010	Lieutenant of Fire Department	C	F		AC
09-PS150-075	3/9/2010	Lieutenant of Fire Department	J	H		IN
09-PS150-075	3/9/2010	Lieutenant of Fire Department	M	H		AC
09-PS150-075	3/9/2010	Lieutenant of Fire Department	M	M		AC
09-PS150-075	3/9/2010	Lieutenant of Fire Department	A	R		AC
09-PS150-075	3/9/2010	Lieutenant of Fire Department	J	R		AC
09-PS150-075	3/9/2010	Lieutenant of Fire Department	N	R		IN
09-PS150-075	3/9/2010	Lieutenant of Fire Department	A	S		AC
09-PS150-075	3/9/2010	Lieutenant of Fire Department	C	W		AC
09-PS150-075	3/9/2010	Lieutenant of Fire Department	E	W		IN
09-PS152-047	12/22/2009	Lieutenant of Police (Promotional)	O	C		AC
09-PS152-047	12/22/2009	Lieutenant of Police (Promotional)	D	E		AC
09-PS152-047	12/22/2009	Lieutenant of Police (Promotional)	D	B		AC
09-PS152-047	12/22/2009	Lieutenant of Police (Promotional)	B	A		AC
09-PS152-047	12/22/2009	Lieutenant of Police (Promotional)	R	C		AC
09-PS152-047	12/22/2009	Lieutenant of Police (Promotional)	K	C		AC
09-PS152-047	12/22/2009	Lieutenant of Police (Promotional)	D	F		AC

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09-PS152-047	12/22/2009	Lieutenant of Police (Promotional)	P	F		AC
09-PS152-047	12/22/2009	Lieutenant of Police (Promotional)	C	G		AC
09-PS152-047	12/22/2009	Lieutenant of Police (Promotional)	R	N		AC
09-PS152-047	12/22/2009	Lieutenant of Police (Promotional)	S	W		AC
09-PS152-047	12/22/2009	Lieutenant of Police (Promotional)	C	W		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	L	L		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	A	M		IN
09-PS162-036	10/21/2009	Police Communications Dispatcher	G	N		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	N	R		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	K	F		IN
09-PS162-036	10/21/2009	Police Communications Dispatcher	A	B		IN
09-PS162-036	10/21/2009	Police Communications Dispatcher	S	D		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	J	G		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	E	V		IN
09-PS162-036	10/21/2009	Police Communications Dispatcher	A	J		IN
09-PS162-036	10/21/2009	Police Communications Dispatcher	T	B		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	O	M		IN
09-PS162-036	10/21/2009	Police Communications Dispatcher	K	S		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	S	B		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	L	G		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	K	L		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	M	M		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	J	M		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	F	M		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	K	M		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	K	P		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	B	T		IN
09-PS162-036	10/21/2009	Police Communications Dispatcher	A	J		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	K	B		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	D	L		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	V	M	SP	IN
09-PS162-036	10/21/2009	Police Communications Dispatcher	T	R		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	A	B		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	C	A		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	J	D		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	R	S		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	N	H		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	M	V		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	P	M		AC

Exam Number	List Date	Title	Applicant's Initials		Bilingual	Status
09-PS162-036	10/21/2009	Police Communications Dispatcher	M	W		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	V	S		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	J	M		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	D	M		IN
09-PS162-036	10/21/2009	Police Communications Dispatcher	F	M		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	D	S		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	M	U		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	B	P		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	M	C		IN
09-PS162-036	10/21/2009	Police Communications Dispatcher	G	C		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	W	G		AC
09-PS162-036	10/21/2009	Police Communications Dispatcher	J	L	CH	IN
09-PS168-060	2/4/2010	Police Officer Lateral	F	D		AC
09-PS168-060	2/4/2010	Police Officer Lateral	M	O		IN
09-PS168-060	2/4/2010	Police Officer Lateral	M	P		IN
09-PS168-060	2/4/2010	Police Officer Lateral	E	J		IN
09-PS168-060	2/4/2010	Police Officer Lateral	J	S		IN
09-PS168-060	2/4/2010	Police Officer Lateral	M	N		IN
09-PS168-060	2/4/2010	Police Officer Lateral	R	S		IN
09-PS168-060	2/4/2010	Police Officer Lateral	T	G		IN
09-SC100-067	3/30/2010	Facilities Complex Manager, Assistant	R	Q	SP	AC
09-SC100-067	3/30/2010	Facilities Complex Manager, Assistant	D	A		AC
09-SC100-067	3/30/2010	Facilities Complex Manager, Assistant	B	C		AC
09-SC100-067	3/30/2010	Facilities Complex Manager, Assistant	J	P		AC
09-SC100-067	3/30/2010	Facilities Complex Manager, Assistant	D	G	SP	AC
09-SC100-067	3/30/2010	Facilities Complex Manager, Assistant	R	L		AC
09-SC100-067	3/30/2010	Facilities Complex Manager, Assistant	A	B		IN
09-SC100-067	3/30/2010	Facilities Complex Manager, Assistant	M	R		AC
09-SC100-067	3/30/2010	Facilities Complex Manager, Assistant	J	B		AC
09-SC100-067	3/30/2010	Facilities Complex Manager, Assistant	S	L		AC
09-SC100-067	3/30/2010	Facilities Complex Manager, Assistant	D	P		AC
09-SC103-004	4/14/2010	Animal Control Supervisor	S	D		AC
09-SC103-004	4/14/2010	Animal Control Supervisor	E	H		AC
09-SC103-004	4/14/2010	Animal Control Supervisor	L	M		AC
09-SC113-033	9/23/2009	Supervising Case Manager	J	B		AC
09-SC113-033	9/23/2009	Supervising Case Manager	L	W	SP	AC
09-SC113-033	9/23/2009	Supervising Case Manager	N	B	SP	IN
09-SC140-059	4/6/2010	Emergency Planning Coordinator, Sr.	G	C		AC
09-SC140-059	4/6/2010	Emergency Planning Coordinator, Sr.	C	C		AC

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09-SC140-059	4/6/2010	Emergency Planning Coordinator, Sr.	C	E		AC
09-SC140-059	4/6/2010	Emergency Planning Coordinator, Sr.	A	A	SP	AC
09-SC140-059	4/6/2010	Emergency Planning Coordinator, Sr.	F	H		AC
09-SC140-059	4/6/2010	Emergency Planning Coordinator, Sr.	T	M		AC
09-SC140-059	4/6/2010	Emergency Planning Coordinator, Sr.	P	Y		AC
09-SC140-059	4/6/2010	Emergency Planning Coordinator, Sr.	S	O		AC
09-SC140-059	4/6/2010	Emergency Planning Coordinator, Sr.	D	D		AC
09-SC204-040	3/15/2010	Program Analyst III (Selective Cert.)	J	V	SP	AC
09-SC204-040	3/15/2010	Program Analyst III (Selective Cert.)	M	S	SP	AC
09-SC204-040	3/15/2010	Program Analyst III (Selective Cert.)	W	S	SP	AC
09-SC204-040	3/15/2010	Program Analyst III (Selective Cert.)	T	D		AC
09-SC204-040	3/15/2010	Program Analyst III (Selective Cert.)	R	T		AC
09-SC204-040	3/15/2010	Program Analyst III (Selective Cert.)	S	S		AC
09-SC239-051	2/10/2010	Citywide Records Manager	D	S		IN
09-SC239-051	2/10/2010	Citywide Records Manager	B	M		AC
09-SC239-051	2/10/2010	Citywide Records Manager	S	C		AC
09-SC239-051	2/10/2010	Citywide Records Manager	M	H		AC
09-TC114-045	12/11/2009	Sr. Human Resources Operations Technician	R	C	CH	AC
09-TC114-045	12/11/2009	Sr. Human Resources Operations Technician	D	E		AC
09-TC114-045	12/11/2009	Sr. Human Resources Operations Technician	W	G		AC
09-TC114-045	12/11/2009	Sr. Human Resources Operations Technician	A	H		AC
09-TC114-045	12/11/2009	Sr. Human Resources Operations Technician	D	H		AC
09-TC114-045	12/11/2009	Sr. Human Resources Operations Technician	J	L	CH	AC
09-TC114-045	12/11/2009	Sr. Human Resources Operations Technician	V	M		AC
09-TC114-045	12/11/2009	Sr. Human Resources Operations Technician	K	T		IN
09-TC114-045	12/11/2009	Sr. Human Resources Operations Technician	E	C		AC
09-TC114-045	12/11/2009	Sr. Human Resources Operations Technician	A	F		IN
09-TC114-045	12/11/2009	Sr. Human Resources Operations Technician	G	F		AC
09-TC144-005	4/19/2010	Veterinary Technician	A	C		AC
09-TC144-005	4/19/2010	Veterinary Technician	L	E		AC
09-TC144-005	4/19/2010	Veterinary Technician	A	H		AC
09-TC144-005	4/19/2010	Veterinary Technician	T	T		AC
09-TR128-065	4/12/2010	Electrician	R	M		AC
09-TR128-065	4/12/2010	Electrician	T	R		AC
09-TR128-065	4/12/2010	Electrician	D	B		AC
09-TR128-065	4/12/2010	Electrician	B	M	SP	AC
09-TR128-065	4/12/2010	Electrician	R	R		AC
09-TR128-065	4/12/2010	Electrician	V	B		AC
09-TR128-065	4/12/2010	Electrician	T	R		AC

Exam Number	List Date	Title	Applicant's Initials		Bilingual	Status
09-TR128-065	4/12/2010	Electrician	A	O		AC
09-TR175-062	4/1/2010	Sewer Maintenance Leader (Restricted)	T	B		AC
09-TR175-062	4/1/2010	Sewer Maintenance Leader (Restricted)	K	B		AC
09-TR175-062	4/1/2010	Sewer Maintenance Leader (Restricted)	S	C		AC
09-TR175-062	4/1/2010	Sewer Maintenance Leader (Restricted)	A	F		AC
09-TR175-062	4/1/2010	Sewer Maintenance Leader (Restricted)	C	G		AC
09-TR175-062	4/1/2010	Sewer Maintenance Leader (Restricted)	J	G	SP	AC
09-TR175-062	4/1/2010	Sewer Maintenance Leader (Restricted)	K	L		AC
09-TR175-062	4/1/2010	Sewer Maintenance Leader (Restricted)	P	L		AC
09-TR175-062	4/1/2010	Sewer Maintenance Leader (Restricted)	D	T		AC
09-TR178-063	3/15/2010	Stationary Engineer	M	K		IN
09-TR178-063	3/15/2010	Stationary Engineer	W	H		AC
09-TR178-063	3/15/2010	Stationary Engineer	H	R	SP	AC
09-TR178-063	3/15/2010	Stationary Engineer	J	H		AC
09-TR178-063	3/15/2010	Stationary Engineer	R	N		AC
09-TR178-063	3/15/2010	Stationary Engineer	R	H		IN
10-AP230-029	4/21/2010	Lifeguard, PT	E	B		AC
10-AP230-029	4/21/2010	Lifeguard, PT	R	C		AC
10-AP230-029	4/21/2010	Lifeguard, PT	G	C		AC
10-AP230-029	4/21/2010	Lifeguard, PT	C	F		AC
10-AP230-029	4/21/2010	Lifeguard, PT	J	G	SP	AC
10-AP230-029	4/21/2010	Lifeguard, PT	A	G		AC
10-AP230-029	4/21/2010	Lifeguard, PT	S	M		AC
10-AP230-029	4/21/2010	Lifeguard, PT	G	M	SP	AC
10-AP230-029	4/21/2010	Lifeguard, PT	N	N		AC
10-AP230-029	4/21/2010	Lifeguard, PT	S	O		AC
10-AP230-029	4/21/2010	Lifeguard, PT	E	P	SP	AC
10-AP230-029	4/21/2010	Lifeguard, PT	C	R		AC
10-AP230-029	4/21/2010	Lifeguard, PT	P	S	CH	AC
10-AP230-029	4/21/2010	Lifeguard, PT	M	S		AC
10-AP230-029	4/21/2010	Lifeguard, PT	G	S		AC
10-AP230-029	4/21/2010	Lifeguard, PT	A	S		AC
10-AP230-029	4/21/2010	Lifeguard, PT	I	W		AC
10-AP230-029	4/21/2010	Lifeguard, PT	N	W		AC
10-AP230-029	4/21/2010	Lifeguard, PT	P	Y		AC
10-AP286-033	4/23/2010	Pool Manager, PT	E	C		AC
10-AP286-033	4/23/2010	Pool Manager, PT	B	G		AC
10-AP286-033	4/23/2010	Pool Manager, PT	A	N		AC
10-AP286-033	4/23/2010	Pool Manager, PT	A	O	SP	AC

Exam Number	List Date	Title	Applicant's Initials		Bilingual	Status
10-AP286-033	4/23/2010	Pool Manager, PT	B	T	CH	AC
10-AP286-033	4/23/2010	Pool Manager, PT	C	W		AC
10-AP354 -030	4/23/2010	Competitive Swimming Coach/Water Safety Instructor, PT	R	C		AC
10-AP354 -030	4/23/2010	Competitive Swimming Coach/Water Safety Instructor, PT	E	C		AC
10-AP354 -030	4/23/2010	Competitive Swimming Coach/Water Safety Instructor, PT	C	C		AC
10-AP354 -030	4/23/2010	Competitive Swimming Coach/Water Safety Instructor, PT	B	T	CH	AC
10-EM100-046	4/27/2010	Administrative Services Manager II	J	C		AC
10-EM100-046	4/27/2010	Administrative Services Manager II	M	C	CH	AC
10-EM100-046	4/27/2010	Administrative Services Manager II	R	J		AC
10-EM100-046	4/27/2010	Administrative Services Manager II	L	L		AC
10-EM100-046	4/27/2010	Administrative Services Manager II	B	N		AC
10-EM100-046	4/27/2010	Administrative Services Manager II	J	V	SP	AC
10-EM100-046	4/27/2010	Administrative Services Manager II	K	W		AC
10-EM100-046	4/27/2010	Administrative Services Manager II	K	B		AC
10-EM100-046	4/27/2010	Administrative Services Manager II	H	C		AC
10-EM100-046	4/27/2010	Administrative Services Manager II	A	G		AC
10-EM100-046	4/27/2010	Administrative Services Manager II	S	L		AC
10-EM100-046	4/27/2010	Administrative Services Manager II	S	O		AC
10-EM100-046	4/27/2010	Administrative Services Manager II	M	S		AC
10-EM100-046	4/27/2010	Administrative Services Manager II	W	M		AC
10-EM183-017	4/19/2010	Equipment Services Manager	N	C		AC
10-EM183-017	4/19/2010	Equipment Services Manager	F	D		AC
10-EM183-017	4/19/2010	Equipment Services Manager	T	G		AC
10-EM183-017	4/19/2010	Equipment Services Manager	R	H		AC
10-EM183-017	4/19/2010	Equipment Services Manager	D	C		AC
10-EM183-017	4/19/2010	Equipment Services Manager	D	C		AC
10-EM183-017	4/19/2010	Equipment Services Manager	T	F	CH	AC
10-EM183-017	4/19/2010	Equipment Services Manager	L	L	SP	AC
10-EM183-017	4/19/2010	Equipment Services Manager	J	M		AC
10-EM183-017	4/19/2010	Equipment Services Manager	T	O		AC
10-EM183-017	4/19/2010	Equipment Services Manager	D	B		AC
10-EM183-017	4/19/2010	Equipment Services Manager	G	G		AC
10-EM183-017	4/19/2010	Equipment Services Manager	W	G		AC
10-EM183-017	4/19/2010	Equipment Services Manager	M	O	SP	AC
10-EM183-017	4/19/2010	Equipment Services Manager	F	S		AC
10-EM183-017	4/19/2010	Equipment Services Manager	V	T		AC
10-EM233-043	4/26/2010	Housing Policy and Programs Manager	C	F		AC
10-EM233-043	4/26/2010	Housing Policy and Programs Manager	R	A		AC
10-EM233-043	4/26/2010	Housing Policy and Programs Manager	J	L		AC

Exam Number	List Date	Title	Applicant's Initials		Bilingual	Status
10-MA118-038	4/27/2010	Deputy City Clerk (Re-Opened)	C	B		AC
10-MA118-038	4/27/2010	Deputy City Clerk (Re-Opened)	S	C		AC
10-MA118-038	4/27/2010	Deputy City Clerk (Re-Opened)	P	F	CH	AC
10-MA118-038	4/27/2010	Deputy City Clerk (Re-Opened)	M	T		AC
10-PP128-003	4/8/2010	Head Start Program Coordinator	S	L		AC
10-PP128-003	4/8/2010	Head Start Program Coordinator	A	L		AC
10-PP128-003	4/8/2010	Head Start Program Coordinator	R	O		AC
10-PP128-003	4/8/2010	Head Start Program Coordinator	W	E		AC
10-PP128-003	4/8/2010	Head Start Program Coordinator	A	L		AC
10-PP128-003	4/8/2010	Head Start Program Coordinator	K	M		AC
10-PP128-003	4/8/2010	Head Start Program Coordinator	G	D	SP	AC
10-PP128-003	4/8/2010	Head Start Program Coordinator	S	D		AC
10-PP128-003	4/8/2010	Head Start Program Coordinator	T	H		AC
10-PP128-003	4/8/2010	Head Start Program Coordinator	R	E		AC
10-PS102-007	4/1/2010	Battalion Chief (Promotional)	B	N		AC
10-PS102-007	4/1/2010	Battalion Chief (Promotional)	J	W		AC
10-PS102-007	4/1/2010	Battalion Chief (Promotional)	E	L		AC
10-PS102-007	4/1/2010	Battalion Chief (Promotional)	M	M		AC
10-PS102-007	4/1/2010	Battalion Chief (Promotional)	A	S		AC
10-PS102-007	4/1/2010	Battalion Chief (Promotional)	G	H		AC
10-PS102-007	4/1/2010	Battalion Chief (Promotional)	H	H		AC
10-PS102-007	4/1/2010	Battalion Chief (Promotional)	M	D		AC
10-PS102-007	4/1/2010	Battalion Chief (Promotional)	D	T		AC
10-PS102-007	4/1/2010	Battalion Chief (Promotional)	V	E		AC
10-PS169-037	3/29/2010	Police Officer Trainee (Restricted)	C	B		AC
10-PS169-037	3/29/2010	Police Officer Trainee (Restricted)	J	B		IN
10-PS169-037	3/29/2010	Police Officer Trainee (Restricted)	K	C		IN
10-PS169-037	3/29/2010	Police Officer Trainee (Restricted)	D	G	SP	IN
10-PS169-037	3/29/2010	Police Officer Trainee (Restricted)	L	I		IN
10-PS169-037	3/29/2010	Police Officer Trainee (Restricted)	F	J	SP	AC
10-PS169-037	3/29/2010	Police Officer Trainee (Restricted)	J	L	CH	IN
10-PS169-037	3/29/2010	Police Officer Trainee (Restricted)	N	M		IN
10-PS169-037	3/29/2010	Police Officer Trainee (Restricted)	C	N	SP	IN
10-PS169-037	3/29/2010	Police Officer Trainee (Restricted)	A	Y	CH	IN
10-PS169-037	3/29/2010	Police Officer Trainee (Restricted)	M	C	SP	AC
10-SS127-042	4/29/2010	Executive Assistant	J	C		AC
10-SS127-042	4/29/2010	Executive Assistant	K	D		AC
10-SS127-042	4/29/2010	Executive Assistant	N	K		AC
10-SS127-042	4/29/2010	Executive Assistant	D	K		AC

Exam Number	List Date	Title	Applicant's Initials		Bilingual	Status
10-SS127-042	4/29/2010	Executive Assistant	B	W		AC
10-SS127-042	4/29/2010	Executive Assistant	S	L	SP	AC
10-SS127-042	4/29/2010	Executive Assistant	L	H		AC
10-SS127-042	4/29/2010	Executive Assistant	P	C		AC
10-SS127-042	4/29/2010	Executive Assistant	K	M		AC
10-SS127-042	4/29/2010	Executive Assistant	R	M		AC
10-SS127-042	4/29/2010	Executive Assistant	J	R		AC
10-SS127-042	4/29/2010	Executive Assistant	M	B		AC
10-SS127-042	4/29/2010	Executive Assistant	L	B		AC
10-SS127-042	4/29/2010	Executive Assistant	V	T		AC
10-SS127-042	4/29/2010	Executive Assistant	G	R		AC
10-SS127-042	4/29/2010	Executive Assistant	N	J		AC
10-SS127-042	4/29/2010	Executive Assistant	R	H		AC
10-SS127-042	4/29/2010	Executive Assistant	T	K		AC
10-SS127-042	4/29/2010	Executive Assistant	N	E		AC
10-SS188-006	3/29/2010	Storekeeper III (Promotional)	N	A		AC
10-SS188-006	3/29/2010	Storekeeper III (Promotional)	D	D		AC