



FILED
OFFICE OF THE CITY CLERK
OAKLAND

AGENDA REPORT

2017 SEP 14 AM 9:05

TO: Sabrina B. Landreth
City Administrator

FROM: Ian Appleyard
Director of Human
Resources Management

SUBJECT: Equal Access to Services Ordinance
Annual Compliance Report

DATE: September 2, 2017

City Administrator Approval:

Date:

9/13/17

RECOMMENDATION

Staff Recommends That The City Council Receive this Informational Report Regarding the Annual Equal Access to Services Ordinance Compliance Report for Fiscal Year 2016-2017.

EXECUTIVE SUMMARY

This report serves as the City Administrator's Annual Compliance Plan and Report on the implementation of the Equal Access to Services Ordinance for the period July 1, 2016 through June 30, 2017. The report includes a detailed reporting of the City's compliance activities and provides a status update on the implementation of the 2011 Settlement Agreement requirements.

BACKGROUND/ LEGISLATIVE HISTORY

The Equal Access to Services Ordinance (Oakland City Ordinance No. 12324 CMS) was passed on May 8, 2001 and created Section 2.30 of the Oakland Municipal Code ("EAO") for the purpose of providing equal language access to City services for all Oakland residents by way of translation services to those with limited proficiency in English. The City was sued in 2011 by Family Bridges, Inc. and the Educational Coalition for Hispanics in Oakland (ECHO) seeking to force implementation of the program. The Settlement Agreement (refer to as the "Agreement" in this report), among other things, established reporting procedures. The City Administrator's Office issued an Administrative Instruction (AI 145) on November 9, 2011 to provide direction on the implementation of the EAO. As part of the agreement, the City agreed to comply with requirements of the Oakland Municipal Code Section 2.30, "Equal Access to Services", which included submission to the City Council an Annual Compliance Plan with specific data regarding the status of oral and written language services and assessment of EAO implementation by City Departments.

Item: _____
Finance & Management Committee
September 26, 2017

ANALYSIS

1. Definition of Threshold Languages

Agreement Section II.O. stated that *“Threshold Languages”* is defined by the EAO as follows: *“at least ten thousand (10,000) limited English-speaking City residents who speak a shared language other than English,”* as defined in EAO 2.30.020(d) and determined annually by the City. EAO 2.30.020(d) stated population data shall be determined *“by referring to the best available data from the United States Census Bureau or another reliable source”*.

The City refers to United States Census Bureau American Community Survey as the population data source. The American Community Survey is the premier source for detailed information about the American people and workforce. It provides local officials, community leaders and businesses with data for understanding the changes taking place in their communities.

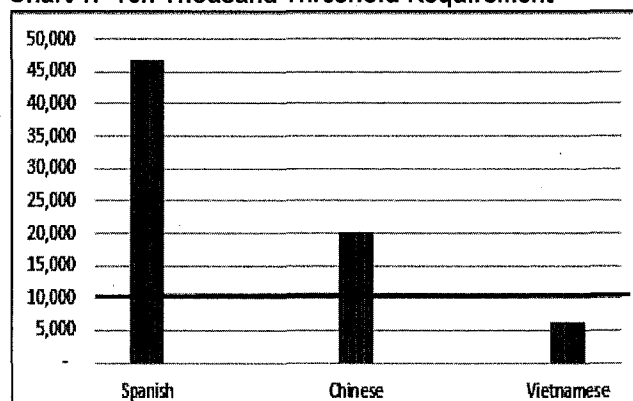
Table 1 & Chart 1 show that the three most common languages spoken by Oaklanders besides English are Spanish, Chinese, and Vietnamese. Among the three most common languages, Spanish and Chinese meet the threshold requirement and continue to be deemed as the threshold languages, which is the same as in 2011 when the Agreement was entered.

Based on the 2009-2011 and 2014 American Community Surveys, the rate of 11.39% is used in the Annual Compliance Report for the Spanish limited-English-speaking (LES) population in Oakland, and the rate of 5.63% is used for the Chinese LES population. This population data was provided as a guideline to all City departments in the beginning of this fiscal year and is used as the measure of minimal compliance.

The most recently available data in the 2015 American Community Survey (**Attachment A**) shows a minor change with a small increase in the percentage of the Spanish LES population to 11.84% and a small decrease in the Chinese LES population to 5.06%. The numbers round off to 12% for Spanish and 5% for Chinese.

Table 1: American Community Survey		
	Population	%
Total	393,615	100%
Top Three Languages Spoken besides English:		
1. Speak Spanish - Total	87,798	22%
Speak Spanish with limited English	46,605	12%
2. Speak Chinese - Total	27,199	7%
Speak Chinese with limited English	19,932	5%
3. Speak Vietnamese - Total	9,365	2%
Speak Vietnamese with limited English	5,972	2%

Chart 1: Ten Thousand Threshold Requirement



2. Analyzing Whether there are Sufficient Bilingual Public Contact Positions

Public Contact Position (PCP) is defined in the EAO Sec.2.30.020 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.”

Agreement Section III.C.1 stated, “To comply with the EAO, Departments must utilize sufficient bilingual employees in public contact positions to provide information and services to the public in each language spoken by the substantial number of limited-English-speaking persons group(s).” Section III.C.4 outlined two “Quantitative Assessment” Methods: (a) City Wide and (b) Community Based Services.

The City presents the quantitative assessment annually in the compliance report. Unless otherwise noted, “bilingual employees” mentioned in this report refer to those who are bilingual in English/ Spanish languages or English/ Chinese languages; this report does not include an accounting of employees who may be bilingual in other languages. Consistent with the City’s practice for the past several years, data in this report was analyzed based on the Full Time Equivalent (FTE) for all positions. The City follows a practice where all personnel hiring requests are submitted to Equal Access Office for review and approval. Any department that does not have sufficient bilingual employees assigned to public contact positions (BPCP) are required to use selective certification for language skills in the hiring process. During FY 2016-17, three selective certification hiring exemptions were requested by the Fire department and granted by the Office of the City Administrator. Additional detail is provided on page 14 under the Department Assessment Section for the Fire Department. **Table 2** presents bilingual staffing data for FY 2016-17:

2.1 Citywide Assessment:

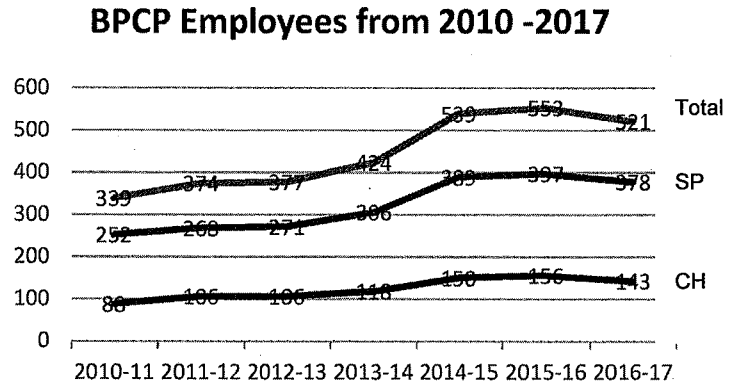
Table 2: City-Wide Assessment			Spanish-speaking		Chinese-speaking	
DEPARTMENTS	FTE	PCP	BPCP	%	BPCP	%
CITY ADMINISTRATOR	96	36	9	25%	3	8%
CITY ATTORNEY	72	10	2	20%	1	10%
CITY AUDITOR	7	2	2	100%	0	0%
CITY CLERK	17.5	2	1	50%	1	50%
CITY COUNCIL	23	23	3	13%	1	4%
ECONOMIC WORKFORCE	45	3	1	33%	1	33%
FINANCE	133	33	8	24%	5	15%
FIRE	544	493	71	14%	15	3%
HOUSING	50	20	4	20%	2	10%
HUMAN RESOURCES	43	4	1	25%	1	25%
HUMAN SERVICES	307	110	19	17%	10	9%
INFORMATION TECH	73	0	0	0%	0	0%
MAYOR	14	14	3	21%	1	7%
OAKLAND PUBLIC	222	158	35	22%	16	10%
OAKLAND PARKS	230	218	19	9%	8	4%
PLANNING & BUILDING	120	102	14	14%	13	13%
OAKLAND POLICE	1252	1151	182	16%	62	5%
OAKLAND PUBLIC WORKS	689	15	3	20%	3	20%
PUBLIC ETHICS	6	1	1	100%	0	0%
TOTAL	3,944	2,395	378	16%	143	6%

*FTE = Full Time Equivalent BPCP = Bilingual Public Contact Position PCP = Public Contact Position

The City is committed to providing equal language access to City services to Oakland residents and strives for continuous improvements over the years. Since the agreement was signed, the City has increased its bilingual public contact position employees by 54% from 339 in FY 2010-2011 to 521 in FY 2016-17. This increase in linguistic diversity contributed positively toward City outreach activity and service delivery. Despite the increases over the years, the number of bilingual Chinese or Spanish-speaking employees only make up 13% of total City employee profile. There is more work to be done, including education, training and outreach, to enhance accessibility to programs and services.

Table 3: City of Oakland Bilingual Public Contact Positions from 2010-2017

Fiscal Year	Spanish BPCP	Chinese BPCP	Total BPCP
2010-11	252	88	339
2011-12	268	106	374
2012-13	271	106	377
2013-14	306	118	424
2014-15	389	150	539
2015-16	397	156	553
2016-17	378	143	521



2.2 Community Based Services

Agreement Section III.C.4(b) states, “For those services provided at geographically dispersed locations, the quantitative assessment of the sufficiency of BPCPs will be made at each location –i.e., by community center, library, etc. The Equal Access Office will provide data on the percentage of LES persons in the geographic area serviced at that location.”

As in the previous years, the City provides Community Based Assessments in the Departmental Reports in the attachment section as each department presents data at their geographically based service locations. Public libraries, recreation centers, senior centers, and Head Start centers fall under this category. Summary data for FY 2016-17 is included in the table below for easy reference:

Table 4: Community Based Assessment - Libraries

Facility Name	Address	Zip	Phone #	PCP # FTE	Spanish-speaking BPCP		Chinese-speaking BPCP	
					#	%	#	%
MAIN LIBRARY	125 14th Street	Citywide	Various	57.85	15.22	26%	4.00	6%
CESAR CHAVEZ	3301 East 12th	94601	535-5620	7.96	5.79	73%	0.00	0%
MELROSE	4805 Foothill Blvd	94601	535-5623	4.00	1.20	30%	0.00	0%
DIMOND	3565 Fruitvale	94602	482-7844	10.30	0.00	0%	0.40	4%
BROOKFIELD	9255 Edes Ave	94603	615-5725	4.17	1.39	33%	1.00	24%
EASTMONT	7200 Bancroft Ave	94605	615-5726	6.56	1.00	15%	0.00	0%
AFRICAN	659 14th Street	94607	637-0200	5.40	0.00	0%	0.00	0%
ASIAN	388 9th Street #190	94607	238-3400	10.35	0.00	0%	7.19	69%
WEST OAKLAND	1801 Adeline Street	94607	238-7352	4.87	0.12	2%	0.00	0%
GOLDEN GATE	5606 San Pablo	94608	597-5023	4.86	0.00	0%	0.00	0%
TEMESCAL	5208 Telegraph	94609	597-5049	7.16	0.00	0%	0.00	0%
LAKEVIEW	550 El Embarcadero	94610	238-7344	5.34	0.28	5%	0.28	5%
MONTCLAIR	1687 Mountain Blvd	94611	482-7810	5.69	0.55	10%	0.00	0%

PIEDMONT	80 Echo Avenue	94611	597-5011	4.88	0.70	14%	1.14	23%
ROCKRIDGE	5366 College	94618	597-5017	10.33	1.79	17%	1.00	10%
81ST AVENUE	1021 81st Avenue	94621	615-5812	8.40	3.00	36%	0.00	0%
ELMHURST	1427 88th Avenue	94621	615-5869	4.00	2.00	50%	0.13	3%
MARTIN LUTHER	6833 International	94621	615-5728	4.25	2.13	50%	0.00	0%

Facility Name	Address	Zip	Phone #	PCP #	Spanish-speaking BPCP		Chinese-speaking BPCP	
					#	%	#	%
DOWNTOWN OAK SENIOR	200 Grand Ave	94612	238-3284	3	0	0%	0	0%
EAST OAKLAND SENIOR	9255 Edes Ave	94603	615-5731	3	1	33%	0	0%
NORTH OAKLAND SENIOR	5714 Martin Luther	94618	597-5085	3	1	33%	0	0%
WEST OAKLAND SENIOR	1724 Adeline Street	94607	238-7017	3	0	0%	0	0%
FANNIE WALL	647 – 55 th St.	94609	597-5040	5	1	20%	0	0%
FRANK G. MAR	274 – 12 th ST.	94607	465-8403	4	1	25%	1	25%
FRANKLIN	1010 E. 15 th Street	94606	238-1306	5	0	0%	2	40%
MANZANITA	2701 – 22 ND Street	94606	535-5627	3	1	33%	0	0%
SAN ANTONIO CDC	2228 E. 15 th Street	94606	535-5639	5	2	40%	0	0%
SAN ANTONIO PARK	1701 E. 19 TH Street	94606	535-5609	6	1	17%	1	17%
ARROYO VIEJO	7701 Krause	94605	615-5757	4	1	25%	0	0%
BROOKFIELD	9600 Edes Avenue	94603	615-5737	6	0	0%	0	0%
EASTMONT	7200 Bancroft	94605	615-5747	6	2	33%	0	0%
LION CREEK CROSSINGS	6818 Lion Way, Ste	94621	615-5585	6	0	0%	1	17%
SUNGATE	2563 International	94601	535-5649	6	1	17%	1	17%
TASSAFARONGA	975-85 TH Avenue	94621	639-0579	6	1	17%	0	0%
WEST GRAND	1058 West Grand	94607	238-2268	9	2	22%	2	22%
85 th AVENUE	8501 International	94621	544-3821	9	4	44%	1	11%
FIRST PRESBYTERIAN	2619 Broadway	94612	238-7091	9	1	11%	3	33%

Facility Name	Address	Zip	Phone #	PCP #	Spanish-speaking BPCP		Chinese-speaking BPCP	
					#	%	#	%
ADMINISTRATION OFFICE	250 Frank Ogawa	94612	238-7275	12.00	0.08	1%	0.08	1%
Aquatics (Pools & Boating):								
LAKE MERRITT BOATING	568 Bellevue	94610	238-2196	6.57	0.56	9%	0.53	8%
DEFREMERY POOL	1651 Adeline St	94607	238-7739	3.16	0.01	0%	0.63	20%
DIMOND (LIONS) POOL	3860 Hanly Rd	94602	482-7831	6.24	1.84	29%	0.31	5%
FREMONT POOL	4550 Foothill	94601	535-5614	1.73	1.21	70%	0.11	6%
EAST OAKLAND SPORTS	6161 Edes	94605	615-5755	4.32	1.34	31%	0.40	9%
TEMESCAL POOL	371 45 th Street	94609	597-5013	3.85	0.45	12%	0.41	11%
Cultural Arts:								
MALONGA CASQUELOURD	1428 Alice St	94612	535-5625	2.98	0.00	0%	0.00	0%
RAINBOW TEEN CENTER	5818 International	94621	615-5807	1.88	0.00	0%	0.00	0%
STUDIO ONE ART CENTER	365 45 th Street	94609	597-5027	14.30	0.59	4%	0.90	6%
CITIWIDE ARTS	365 45 th Street	94609	597-5027	1.42	0.21	15%	0.10	7%
Recreation Centers:								
ALLENDALE	3711 Suter	94619	535-5635	3.69	0.46	12%	0.00	0%
ARROYO VIEJO	7701 Krause	94603	615-5838	2.50	0.45	18%	0.00	0%
BROOKDALE	2535 High St	94601	535-5632	0.42	0.00	0%	0.00	0%
BUSHROD	560 59 th Street	94609	597-5031	2.34	0.18	8%	0.00	0%
CARMEN FLORES	1637 Fruitvale	94601	535-5631	3.21	2.90	90%	0.21	7%
DEFREMERY	1651 Adeline	94607	238-7739	2.65	0.00	0%	0.00	0%
DIMOND	3860 Hanly Rd	94602	482-7831	5.41	1.32	24%	0.02	0%
FM SMITH	1969 Park	94606	238-7742	2.30	0.05	2%	0.46	20%

FRANKLIN	1010 East 15 th	94606	238-7741	3.29	0.30	9%	0.98	30%
GOLDEN GATE	1075 62 nd St	94608	567-5032	4.47	0.69	15%	0.08	2%
IRA JINKINS	9175 Edes	94603	615-5959	5.31	0.40	8%	0.00	0%
LINCOLN SQUARE	250 10 th Street	94607	238-7738	3.98	0.00	0%	1.70	43%
MANZANITA	2701 22 nd	94606	535-5625	3.04	0.63	21%	0.00	0%
MONTCLAIR	6300 Moraga	94611	482-7812	6.02	0.02	0%	0.00	0%
MOSSWOOD	365 45 th Street	94609	597-5027	3.68	0.18	5%	0.00	0%
RAINBOW	5800	94621	615-5751	0.43	0.00	0%	0.00	0%
REDWOOD HEIGHTS	3883 Aliso	94619	428-7827	8.14	0.31	4%	0.07	1%
SHEFIELD VILLAGE	247 Marlow	94605	638-7190	0.95	0.00	0%	0.00	0%
TASSAFARONGA	975 85 th Ave	94621	615-5764	2.19	0.00	0%	0.00	0%
WILLIES KEYES (POPLAR)	3131 Union	94608	597-5042	2.05	0.24	12%	0.00	0%
Sports (City Wide)								
CITYWIDE YOUTH SPORT	250 Frank Ogawa	94612	238-3491	7.81	0.96	12%	0.00	0%
YOUTH & ADULT SPORTS	250 Frank Ogawa	94612	238-3494	2.75	0.00	0%	0.00	0%
DAVIE TENNIS	198 Oak Road	94610	444-5663	1.91	0.04	2%	0.00	0%
GIRLS' SPORTS	250 Frank Ogawa	94612	238-3494	1.3	0.09	7%	0.00	0%
Other:								
CENTRAL RESERVATION	250 Frank Ogawa	94612	238-3187	8.07	1.02	13%	0.92	11%
DISCOVERY CENTER E.	2521 High Street	94601	535-5657	1.02	0.00	0%	0.00	0%
DUNSMUIR HISTORIC	2960 Peralta	94605	615-5555	2.44	1.18	48%	0.00	0%
EAST OAKLAND SPORTS	6161 Edes Ave	94605	615-5755	9.34	1.31	14%	0.00	0%
ROTARY NATURE CTR	600 Bellevue	94610	238-3739	2.82	0.22	8%	0.00	0%
			TOTAL:	162	19.24	12%	7.91	5%

The Oakland Fire Department (OFD) and Oakland Police Department (OPD) have different facilities within City boundaries. Public safety services are generally centrally dispatched and units respond to emergency situations based on service needs and the nature of the incident. OFD and OPD are included in both (a) Citywide and (b) Community Based assessments. **Table 7-9** below provides OFD and OPD data using the community-based methodology. Agreement Section III.E.5 states that *“OPD’s and OFD’s determination of the sufficiency of BPCPs will be based on the ‘city wide’ methodology. However, OPD and OFD will include in the Agency Compliance Plans an analysis of the sufficiency of BPCPs based on the location of police beats and firehouses using the ‘community based’ methodology described in Section III.C.4.b.”*

Facility Name	Address	Zip	Phone #	PCP FTE	Spanish-speaking BPCP		Chinese-speaking BPCP	
					#	%	#	%
POLICE ADMIN BLDG	455 7 th Street	94607	238-2455	646	86	13%	37	6%
EASTMONT SUBSTATION	2651 73 rd Ave	94621	777-8500	386	62	16%	13	3%
COMMUNICATIONS	7101 Edgewater	94621	777-3333	67	12	18%	2	3%
RECRUITING & INTERNAL AFFAIR	250 Frank H.	94612	238-3339	142	19	13%	9	6%
DOMESTIC VIOLENCE UNIT	470 27 th Street	94612	587-2505	11	3	27%	1	9%

Police Area	Police	Spanish BPCP		Chinese BPCP		Other BPCP
AREA 1 (94607, 94612)	96	12	13%	6	6%	10
AREA 2 (94608, 94609, 94611, 94618)	64	2	3%	2	3%	10
AREA 3 (94602, 94606, 94610)	67	18	27%	3	4%	5
AREA 4 (94601, 94611)	77	17	22%	1	1%	3
AREA 5 (94603, 94605, 94621)	87	17	20%	1	1%	5
OTHER (CID, IAD, TRAINING, ETC.)	197	0	0%	9	5%	16
TOTAL	588	66	11%	22	4%	49

Table 9: Community Based Assessment - Fire Stations				PCP	Spanish-speaking BPCP		Chinese-speaking BPCP	
Facility Name	Address	Zip	Phone #	# FTE	#	%	#	%
STATION 1	1603 M.L.King Jr. Way	94612	839-5140	27	8	30%	1	4%
STATION 3	1445 14th Street	94607	444-6042	24	4	17%	0	0%
STATION 4	1235 International Blvd	94606	500-3995	27	3	11%	3	11%
STATION 5	934 34th Street	94608	654-6122	12	0	0%	0	0%
STATION 6	7080 Colton Blvd	94611	735-9052	12	1	8%	0	0%
STATION 7	1006 Amito Ave	94605	649-7925	12	0	0%	0	0%
STATION 8	463 51st Street	94609	547-8878	24	2	8%	1	4%
STATION 10	172 Santa Clara	94610	601-7170	12	2	17%	0	0%
STATION 12	822 Alice Street	94607	893-4454	12	3	25%	2	17%
STATION 13	1225 Derby Ave	94601	533-8480	12	3	25%	0	0%
STATION 15	455 27th Street	94612	451-4789	12	4	33%	0	0%
STATION 16	3600 13th Avenue	94610	531-0785	12	2	17%	0	0%
STATION 17	3344 High Street	94619	532-5173	27	0	0%	2	7%
STATION 18	5008 Bancroft Avenue	94601	479-7598	24	7	29%	1	4%
STATION 19	5776 Miles Avenue	94618	658-2756	12	3	25%	0	0%
STATION 20	1401 98th Avenue	94603	569-2568	24	6	25%	2	8%
STATION 21	13150 Skyline	94619	635-7390	12	0	0%	0	0%
STATION 22	751 Air Cargo Way	94621	635-8629	18	1	6%	0	0%
STATION 23	7100 Foothill Blvd	94605	382-0763	12	1	8%	0	0%
STATION 24	5900 Shepherd Canyon	94611	482-8133	12	3	25%	0	0%
STATION 25	2795 Butters Drive	94602	531-1927	12	2	17%	1	8%
STATION 26	2611 98th Avenue	94603	553-9118	12	5	42%	0	0%
STATION 27	8501 Pardee Drive	94621	635-6792	12	2	17%	0	0%
STATION 28	4615 Grass Valley	94621	569-3445	12	1	8%	0	0%
STATION 29	1016 66th Avenue	94621	562-2852	12	1	8%	0	0%
TOTAL				399	64	16%	12	3%

Table 10 below breaks down LES population data by zip code. The City uses this data as a reference for developing outreach plans and a guide to neighborhood language needs.

Table 10: Limited-English-Speaking Population Data by Zip Code		
	Spanish-speaking LES%	Chinese-speaking LES %
CITYWIDE	11.39%	5.63%
ZIP CODE 94601	26.53%	4.37%
ZIP CODE 94602	3.17%	5.27%
ZIP CODE 94603	24.23%	1.07%
ZIP CODE 94605	9.43%	0.98%
ZIP CODE 94606	7.40%	13.31%
ZIP CODE 94607	5.46%	15.56%
ZIP CODE 94608	4.00%	1.88%
ZIP CODE 94609	2.46%	1.53%
ZIP CODE 94610	0.80%	2.65%
ZIP CODE 94611	0.41%	1.80%
ZIP CODE 94612	3.65%	12.43%
ZIP CODE 94613	5.32%	1.61%
ZIP CODE 94618	0.38%	0.67%
ZIP CODE 94619	5.00%	4.83%
ZIP CODE 94621	24.51%	0.63%

Analysis of each City department's quantitative compliance performance in terms of the data presented in the tables above is include in the Departmental Assessment section of this report.

3. Qualitative Assessment

Agreement Section III.C.5 stated that *"In addition to the quantitative assessment, each Department must perform a qualitative assessment at least biennially, to determine whether it is providing the same quality of service to LES persons as it provides to English speakers.*

The City conducted surveys in 2011, 2013, 2015, and 2017 (every other year) and presented results in the respective annual compliance reports. A total of 2,066 surveys were collected in 2017. The 2017 Survey reveals that 85% of clients rated quality of service as 'excellent' or 'good'. 18% of clients report having LES proficiency and/or do not speak English at all. Among the survey respondents, 83% of clients report having no difficulty accessing service and/or do not find this question applicable to their contact with the City; while 17% report having difficult access city service. Result shows that there is room for improvement in promoting the availability of bilingual services. While 70% of respondents knew bilingual service was available, 30% were not aware of such service.

Increased outreach is needed to ensure bilingual service is available and easily accessible by the public. During the reporting year, staff conducted site visits to determine if posters informing the public about bilingual services are displayed on-site. All service locations visited by staff had posters displayed prominently, but EAO staff also noted that most reception areas have an abundance of general program information available and the Equal Access posters and materials may not stand out. In the coming year, department staff are encouraged to engage in additional strategies to promote the availability of bilingual services. Suggestions include adding tag lines on email or mail distribution, or posting on social media. The goal is to increase public awareness of service availability. **Attachment B** provides survey results organized by departments.

Table 11: Site Visit Inspection of Public Notice of Bilingual Service FY 2016-17			
	City of Oakland Service Locations	Address	Poster
1	OAKLAND MAIN LIBRARY	125 14th Street	Yes
2	81 ST AVE LIBRARY	1021 81st Ave	Yes
3	LAKEVIEW LIBRARY	550 El Embarcadero	Yes
4	BROOKFIELD LIBRARY	9255 Edes Avenue	Yes
5	LINCOLN RECREATION CENTER	250 10th Street	Yes
6	POLICE EASTMONT SUBSTATION	2651 73rd Avenue	Yes
7	EAST OAKLAND SPORTS CENTER	9161 Edes Avenue	Yes
8	IRA JINKINS RECREATION CENTER	9175 Edes Avenue	Yes
9	ALLENDALE RECREATION CENTER	3711 Suter Street	Yes
10	CARMEN FLORES RECREATION CENTER	1637 Fruitvale Avenue	Yes
11	FRANKLIN RECREATION CENTER	1010 East 15th Street	Yes
12	FM SMITH RECREATION CENTER	1969 Park Boulevard	Yes
13	MONTCLAIR RECREATION CENTER	6300 Moraga Avenue	Yes
14	YOUTH SPORTS CITYWIDE OFFICE	250 Frank H. Ogawa Plaza, Suite 3330	Yes
15	HUMAN SERVICES RECEPTION DESK	150 Frank H Ogawa Plaza, 4th Floor	Yes
16	EAST OAKLAND SENIOR CENTER	9255 Edes Ave	Yes
17	PARKING CITATION ASSISTANCE CENTER	250 Frank H. Ogawa Plaza, Suite 6300	Yes
18	HOUSING ASSISTANCE CENTER	250 Frank Ogawa Plaza, 5th Floor	Yes
19	CITY ADMINISTRATOR'S OFFICE	1 Frank Ogawa Plaza, 3 rd Floor	Yes
20	CITY ATTORNEY'S OFFICE	1 Frank Ogawa Plaza, 6 th Floor	Yes

4. Translation of Vital Documents

Agreement Section V (A) stated, "All vital documents provided to or made available to the public shall be translated into threshold languages."

Section V (C) provided a definition, "Vital documents are 'written documents that provide vital information to the public about the Department's services or programs.'

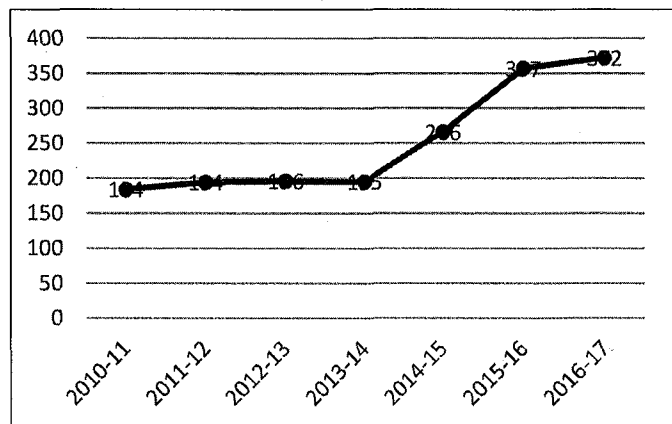
Table 12 shows the number of vital documents and their availability in threshold languages as reported by City Departments on June 30, 2017. 99% of all vital documents have been translated into Spanish and Chinese. These are frequently used documents, often include information such as eligibility requirements, income guidelines and such. Periodic updates are necessary. The two remaining pending documents are being updated with current information and will be translated once the production of the English document is completed. It is anticipated to be complete in Fall 2017. Each department provides their vital document list with details such as the name of the documents in its departmental report, which can be located in **Attachment G**.

In the digital age, services increasingly becoming digitalized and paper-less. This is true for the global business industry as well as public service industry. Although the City provides many of its publications in multiple languages, going forward, the City is recommended to identify new strategies on how to provide online service platforms which are linguistically inclusive.

	Total	Spanish	Chinese
CITY ADMINISTRATOR	58	58	58
CITY ATTORNEY	2	2	2
CITY AUDITOR	3	3	3
CITY CLERK	5	5	5
CITY COUNCIL	5	5	5
ECONOMIC	22	22	22
FINANCE	9	9	9
FIRE	45	43	43
HOUSING	30	30	30
HUMAN RESOURCES	9	9	9
HUMAN SERVICES	36	36	36
MAYOR	18	18	18
OAKLAND PUBLIC	8	8	8
OAKLAND PARKS	33	33	33
OAKLAND POLICE	23	23	23
OAKLAND PUBLIC	46	46	46
PLANNING & BUILDING	17	17	17
PUBLIC ETHICS	3	3	3
TOTAL	372	370	370
PERCENTAGE	100%	99%	99%

Year	Number of Documents
2010-11	184
2011-12	194
2012-13	196
2013-14	195
2014-15	266
2015-16	357
2016-17	372

Table 14: Number of Vital Documents from 2010-2017



5. Recorded Multilingual Telephonic Messages

Agreement Section VI (A) asked that “all Departments maintain recorded telephone messages in threshold languages.”

The City acknowledges the importance of multilingual telephonic messages and maintains recorded telephone messages in threshold languages. Customer service lines and hotlines addressing public inquiries on regular basis and offer multi-lingual voice recordings.

Details including phone numbers are included in **Attachment G**.

Table 15: Multilingual Messages	# Phone lines
CITY ADMINISTRATOR	7
CITY ATTORNEY	1
CITY AUDITOR	1
CITY CLERK	2
CITY COUNCIL	1
ECONOMIC WORKFORCE	1
FINANCE	4
FIRE	7
HOUSING	2
HUMAN RESOURCES	3
HUMAN SERVICES	2
MAYOR	9
OAKLAND PUBLIC LIBRARY	9
OAKLAND PARKS RECREATION	15
OAKLAND POLICE	14
OAKLAND PUBLIC WORKS	7
PLANNING & BUILDING	5
PUBLIC ETHICS COMMISSION	1
TOTAL	91

6. Administrative Instructions

Agreement Section VII stated. “The City Administrator shall distribute the attached Administrative Instruction to all Agencies and Departments.”

The City issued Administrative Instruction #145(A.I.145) on November 9, 2011 to provide direction to departments on how to implement the EAO and the departments’ reporting requirements under the EAO. A.I.145 serves as internal policy and training guideline on language access within City government. Trainings on A.I. 145 was conducted during introduction of the A.I. and reviewed every year with City Department Language Access Coordinators. A.I. 145 is also used as training material in Citywide Trainings and Supervisor Trainings.

7. Agency Compliance Plans

The agreement called for the Annual Compliance Plan to be prepared by the City Administrator and be provided to City Council.

The City prepares and submits Annual Equal Access Compliance Plan to the Finance and Management Committee. The Annual Compliance Plan is available to the public via City Clerk’s online record management system, the City of Oakland website, the City Administrator’s Office (1 Frank Ogawa Plaza), and the Equal Access Office (150 Frank Ogawa Plaza). Copy of the Departmental Annual Report is also accessible upon request via departmental service locations.

8. Other Language Access Activities

The City strives to improve language access to services. This section reports other activities conducted by the City which may not have been mandated in the EAO or the 2011 Settlement Agreement, but follows the intent of the 2001 Equal Access Ordinance in improving language access to City services.

8.1 Over-the-Phone and Professional On-site Interpretation

The intent of the EAO calls for hiring sufficient bilingual employees to provide language assistance services. On top of employing bilingual employees, the City also provides on-site interpretation, over-the-phone interpretation, and simultaneous interpretation equipment.

The City contracts with professional interpretation and translation companies to provide high quality language services. Interpreters are certified by the American Translation Association or the State of California Courts. When a request is submitted, professional interpreter service is coordinated and an interpreter is dispatched to the service location at requested time. High volume users included the Human Services Department for senior home visits, the Housing and Community Development Department for rent adjustment program hearings, the Police Department for neighborhood crime prevention council meetings, and for the Fire Department's Emergency Preparedness Classes.

To further reaffirm the City's commitment in providing interpretation at public meetings, the City-wide Communications Team, the Equal Access Office, and the ADA Office met and developed template language that informs the public on how to request for Spanish, Chinese, American Sign Language interpretation and disability-related accommodations. Information was provided to all Language Access Coordinators and Departmental Coordinators for Americans with Disabilities Act (ADA). City Departments are advised to provide this information on public meeting agendas and meeting notices.

During FY 2016-17, a total of 553 hours of professional on-site interpretation was provided at service locations. Simultaneous interpretation equipment was requested and utilized 62 times. **Attachment C** provides details of on-site interpretation requests by department.

Over-the-Phone Interpretation Services help eliminate language barriers by connecting City employee, client and interpreter. Professionally trained interpreters listen to LES customers and convey the message to City employees. Telephone interpretation service totaled 89,274 usage minutes this year, and the three most requested languages are Spanish, Cantonese and Vietnamese.

Table 16: Over-the-Phone Interpretation FY2016-17	Usage in Minutes
Oakland Police 911	34,354
Oakland Police Non-Emergency	40,991
Oakland Fire	5,041
Other City Departments	8,888
Total Usage Minutes	89,274

8.2 Translation

In delivering services to the public, the City disseminates various type of information to the community. The EAO calls for the translation of vital documents, and the City provides Spanish and Chinese translations as previously mentioned in this report. There are many other types of documents being provided to the public or posted at community service locations. City employees work with their clients to identify and meet the language need. During FY 2016-17, the Equal Access Office produced 502 translated documents. **Attachment D** provides details of translation requests by department.

8.3 Bilingual Skill Test

To ensure the quality of bilingual services provided to the public is satisfactory, the City offers bilingual skills testing through the Human Resources Management Department (HRM). During the reporting year, 42 bilingual employees working in Public Contact Positions took the bilingual skills test. In addition, HRM offers a preliminary language screening as a tool for City departments to get a sense of how many bilingual applicants there may be in a given pool and to verify job applicants' language skills; this is particularly useful when there is a large pool of applicants. OPD worked closely with HRM and screened 136 Police Officer Trainee applicants for bilingual skills this reporting year.

9. Other Information Provided in This Report

All City Departments' Compliance Reports are attached to this agenda report as **Attachment G**. The Language Access Coordinator (LAC) in consultation with the Department Director prepares the report. There are 4 parts in each Departmental Compliance Report: Part I) Department Head Signature Page; Part II) Quantitative Assessment Report; Part III) Qualitative Assessment Report and Part IV) Public Contact Position Report.

Part I is the department director's approval and certification page. By affirming a signature on the Certification Page, the department director is certifying that s/he has reviewed and approved the report.

Part II reports on specific data necessary to identify Departments' progress and gaps in compliance with EAO. It includes information such as contact information for department director and LAC; Super PCP programs reporting; the organizational structure of the department, vital document list, and recorded telephonic messages list.

Part III is the narrative where departments assess and report on successful implementation of language services and at the same time identify possible gaps and action plans.

Part IV is a bilingual staffing report and provides the following details: the number of public contact positions by job title; the number of bilingual employees in public contact positions and their titles, office locations, and the language(s) they speak; the list of public contact positions filled during the year (new hires) and which of those positions are filled by bilingual employees.

Public Contact Positions Recruitment Applicant Pool List is provided as **Attachment E**. The City makes a concerted effort to conduct outreach to potential bilingual applicants. Of the total number of applications, the City received for PCP vacancies, 18% of applicants indicated Spanish language proficiency and 4% indicated Chinese language (Mandarin or Cantonese) proficiency. In addition, **Attachment F** is a list of positions filled with Selective Certification and the languages spoken by candidates hired.

10. Departmental Assessment & Highlight

City Administrator's Office (CAO)

The City Administrator's Office (CAO) includes a diverse set of organizational units that include CAO Administration, Oakland Animal Services, the Citizen's Police Review Board, the Equal Opportunity Program Division, and the Contract Compliance Division.

Taken as a whole, the City Administrator's Office meets or exceeds the minimum bilingual staffing requirements of the EAO. 34% of CAO's PCP employees are bilingual in designated languages. In terms of specific compliance improvement efforts this year, the Oakland Animal Services (OAS) worked with Equal Access Office staff to bring its vital documents into compliance and all of those documents have now been translated. The Citizen's Police Review Board increased its bilingual staffing through the use of selective certification for the hiring of Intake Technicians. Through executive team discussions, citywide training, and increased visibility at public events, the City Administrator's Office encouraged City departments to be aware of their responsibilities under the EAO, to promote the availability of language access services, and to highlight the need for linguistic diversity in the City. Going forward, staff will work with CAO's Citywide Communications Team on online information delivery systems and to ensure language accessibility is included in the development of related projects. In addition, the City is implementing a 3-1-1 system as a means of better connecting residents with City services. Program development updates will be reported in the next annual report.

City Attorney's Office (OCA)

There are several PCPs in OCA, including Neighborhood Law Corp, Claims Investigator, and Open Government Coordinator. 30% of OCA's PCP are bilingual in EAO designated languages. In addition to hiring bilingual speakers who can speak Spanish and Chinese, OCA also employ bilingual employees who can speak German, Vietnamese and Arabic. Its commitment to increasing access to services is displayed through its linguistic diversity among its employees.

City Auditor's Office (AUDITOR)

There were two PCP job vacancies this year: An Administrative Assistant II and an Executive Assistant. The City Auditor's office was able to fill both positions with bilingual English/Spanish speaking candidates, and thus, two out of two PCP positions are filled by bilingual employees. Going forward, the office can consider strategies for providing bilingual Chinese language access.

City Clerk's Office (CLERK)

The City's Clerk's Office is one of the offices listed as a Super PCP unit. Historically, the City Clerk's office is a place where the public walked in to request, review and pick up public records and documents. In the 21st Century, most government records are available online or can be provided electronically. The number of walk-in clients and telephone inquiries continue to diminish over time. For the 2017 Equal Access Survey, the Clerk's office only recorded 63 contacts over a two-week period, and no survey responses were turned in. Staff will be re-assessing the City Clerk's Office as a Super PCP unit in the next twelve months.

City Council (COUNCIL)

The Office of the City Council is made up of one representative from each of seven districts and one at-large representative. In this reporting year, Council members worked closely with community groups, neighborhood advisory committees, businesses, and residents. Councilmembers held community office hours and town hall meetings at various public locations increasing its reach into the community, including the LES community.

Economic & Workforce Development (EWD)

The Business Assistance Center (BAC) offers bilingual Legal Clinic and Lawyers Committee for Civil Rights (LCCR) consultation. Two years in a row, the BAC worked with the Alameda County Small Business Bureau and brought in diverse speakers to the Small Business Week event workshops. Workshops included Financial Workshops in Spanish and in Chinese, and Cinco de Mayo & Día de Los Muertos held at the Fruitvale BART Transit Village.

Finance Department (FINANCE)

The Finance Department's Revenue Unit routinely processes business tax applications, and parking citation payments, and experiences heavy public contact on a regular basis. None of the 2017 survey respondents indicated that they had to wait more than 10 minutes to get translation services. The prompt service may be attributed by the fact that 39% of the Revenue Unit's PCPs are fluent in EAO designated languages.

Fire Department (FIRE)

The Fire Department worked this year to translate vital documents provided to the public. Only two documents are still pending to be updated. This effort is a demonstrable improvement over the previous year when only about half of its documents offered translated versions. The Alice Street Fire Station has been criticized in the past as not having bilingual employees that match community language needs. Alice Street Fire Station is now providing three Spanish speakers and two Chinese speakers. The Fire Department continues to need to increase the number of bilingual employees throughout the department, particularly in its sworn ranks. In planning for the upcoming Firefighter Trainee and Firefighter Paramedic Trainee recruitment, HRM and Fire Department staff are working to ensure extensive outreach into communities where bilingual candidates may be reached and encouraged to prepare and apply. For nonsworn positions, like Fire Prevention Bureau Inspector, multiple job openings were designated for Selective Certification for language, but due to no or low number of bilingual applicants, Fire Department requested and applied Selective Certification Exception Waivers which allowed them to fill these

critical positions, even though the candidates were not bilingual. HRM and the Equal Access Office will continue to encourage and assist the Fire Department in its outreach and recruitment efforts for bilingual staff.

Housing & Community Development Department (HCD)

The HCD's Housing Assistance Center and Renter's Assistance Program assisted many LES clients throughout the year, and routinely requested interpretation services to meet language needs. 30% of its PCPs are bilingual either in Spanish or Chinese. Yet, 24% of survey respondents stated that they find it difficult to get services at HCD because they are limited-English-speaking. Staff recommends HCD to work with front line staff on identifying service gaps and providing additional customer service training to front-line bilingual employees.

Human Resources Management Department (HRM)

HRM regularly sent out weekly updates of City of Oakland job openings to over 100 agencies in the Bay Area. In addition, the Department launched the City's Employee Training Program and offered multiple sessions of language access service training and diversity training. These training tools are effective in enhancing employee awareness and developing linguistic and culture sensitivity. On-going diversity and language access trainings are recommended for the citywide training program offered to all City employees.

Human Services Department (HSD)

26% of Human Services' PCPs are fluent in either Spanish or Chinese. The Human Services Department received Federal and State funds to support many of its programs, and thus, is governed by Federal and State guidelines on language accessibility in addition to following the City's Equal Access Ordinance. The Head Start and Early Head Start programs employ a diverse pool of instructors and teacher's aides and follows federal guidelines on bilingual teacher-student ratios. The Senior Centers, on the other hand, offer limited linguistic diversity. None of the Senior Centers employ anyone who is Chinese speaking, in part because there has been very little turnover among staff, so the opportunity to recruit and hire bilingual staff has not been present. HSD is recommended to bring in interim measures on expanding language diversity at Senior Centers. Interim measures may involve bringing in bilingual social work interns or volunteers.

Information Technology Department (ITD)

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

Office of the Mayor (MAYOR)

The Mayor's Office continues to actively foster discussion about linguistic and culture diversity in City of Oakland and among City departments. Several new initiatives involve outreach to the community and bridging the gap to City services. For instance, the Mobile Mayor program brings City Hall services into different neighborhoods. Mayor's Office staff provides hands on

assistance at various neighborhood locations throughout Oakland, which is well-received by the community. In conducting the EAO Customer Service Survey this year, there was very little data collected for the Mayor's Office. As a result, it is difficult to draw conclusions about the effectiveness of the Mayor's Office's service levels to LEP clients. The Equal Access Office will continue to partner with the Mayor's Office on its public outreach, community events and in the translation of important documents to ensure that important communications from that office provide equal language access.

Oakland Public Library (OPL)

The Oakland Public Library serves and engages a diverse pool of both clients and employees at its 18 locations. During the two-week survey period, the libraries recorded 14,656 contacts, of which 14% of clients listed Spanish as primary language and 16% listed Chinese as primary language. This means about one third of respondents speaks either Spanish or Chinese. The libraries match this need by having one third of its PCP employee bilingual in either Spanish or Chinese.

OPL conducts its own annual review of EAO compliance requirement, such as signage and surveys needed, with its branch managers. When Equal Access staff conduct site visits, visible signs about language assistance and complaint procedures can be located on-site. Yet, 69% of OPL survey respondents stated that they do not see visible signs on language access and complaint procedures. While some reception desks may have only two posters displayed, most reception desks at the libraries have more than 10 posters displayed. In the next twelve months, OPL staff is recommended to revisit its placement of EAO posters and signs to maximize visibility, and/or identify new ways to promote language access to its clients.

Oakland Parks and Recreation (OPR)

OPR collected the largest number of surveys (600). Apart from their downtown Oakland offices, OPR provides service at 38 different neighborhood locations, ranging from swimming classes to summer camps to boating. 93% of survey respondents rated OPR service quality as "excellent" or "good". More people indicated they have seen visible signs regarding their rights to bilingual services and the complaint procedures at OPR service locations. Although OPR did well in terms of its survey participation and the visibility of information related to language access, OPR is lagging in its hiring of bilingual staff for Public Contact Positions.

OPR employs part-time and seasonal employees to meet the nature of its service model. For instance, Carmen Flores Recreation Center had 14 Spanish-speaking employees working at the center in June 2017. Many of the employees are employed to provide a specific class or program, work that is very part time in nature. So, while 14 bilingual individuals may be providing service at the center at various times, calculating the availability of bilingual employees based on hours worked, the ratio of bilingual staffing is below the minimum threshold. HRM and the Equal Access Office will continue to encourage and assist OPR in its outreach and recruitment efforts for bilingual staff.

Oakland Public Works (OPW)

OPW's PCP employees pool consist of 40% bilingual Spanish or Chinese employees. The SeeClickFix online and Call Center system offers residents of Oakland a one-stop easy access to report problems and seek assistance. Among the four Public Service Representatives working at the Call Center, one can speak Spanish, and one can speak Chinese. The Call Center is equipped to handle calls from the LES community. Yet, data show that 98% of callers who contacted the Call Center speak English. The Call Center has not been able to attract LES callers. Problems that occur in LES communities, like fallen trees, pot holes and illegal dumping, may not have been reported and/or addressed properly. OPW may improve the utilization of its public services through promotional materials or public service announcements for the Call Center to better inform the public about the availability of bilingual service.

Planning & Building Department (PBD)

The Planning & Building Department has acquired an on-line Land Use and Permit-Tracking Automated System that provides Spanish and Chinese online platforms. This effort expanded the department's capacity to address inquiries and requests from LES communities on land use, permit application processes and related record tracking. For PBD, 27% of their PCPs are bilingual in either Spanish or Chinese, which makes bilingual staff readily available to provide service to the public. The department collected 573 surveys and recorded 643 contacts in a two-week period where 92% of clients rated service as "excellent" or "good." At the same time, 92% of the survey respondents reported that they spoke English either, "very well," or "well." From that we can glean that there may be few LES clients visiting the PBD service counters and more effort may need to be made to make community members aware of the availability of language access services.

Oakland Police Department (OPD)

Through continued outreach efforts, the Oakland Police Department (OPD) strives to continuously recruit for a diverse pool of employees. Current recruitment materials are provided in multiple languages. When the City was recruiting to fill the Police Chief position, OPD partnered with CAO and other city departments and conducted a number of community forums to solicit input and suggestions. Promotional materials for the meetings were provided in multiple languages and interpreters were provided for the forums conducted in neighborhoods with a high concentration of Limited English-Speaking (LES) persons.

Data collected in the EAO survey this year showed that only 2% of OPD survey respondents speak Chinese, which is low when compared to the 14% City-wide data on respondents who speak Chinese. OPD has recently re-established a Chinatown Resource Center and increased Police presence in Chinatown area. OPD is encouraged to further develop community relations with the Chinese speaking community to ensure awareness and utilization of available services by LES community members.

Public Ethics Commission (PEC)

The Public Ethics Commission has undergone changes from being a program under CAO to becoming an individual department during the reporting year. As an individual department, this is the first-time PEC submitted its own annual EAO compliance report. The PEC has updated all

vital document translations as well as recorded telephone messages. In the next twelve months, PEC is recommended to meet with EAO office to further review compliance requirements and conduct on-site trainings.

RECOMMENDATIONS & NEXT STEPS

The annual compliance and action reports over the years have served to both document the City's progress and call for continued improvement. Through the efforts of the Equal Access Program office and City departments, the City organization is becoming more linguistically diverse in serving residents, businesses, and visitors in the City of Oakland. Ever since the City established Administrative Instruction 145 as guide to City departments on the implementation of the Equal Access Ordinance, the City has made continuous improvements in multiple areas on improving language access to City services.

Although bilingual staffing ratios meet minimum requirements for Spanish, the City continues to fall below the minimum for bilingual employees in Mandarin or Cantonese citywide. Additionally, meeting the minimum threshold citywide is not enough to ensure equal access to City services for Limited-English Speaking persons. More than any other service, the availability of bilingual staff to help customers in the departments where public services are provided is critical. Toward that end, the City will be working this year to develop and implement outreach strategies to attract qualified bilingual candidates to apply for Public Contact Positions.

The intent of the EAO is to create a service environment where every customer received the same quality of services regardless of English language proficiency. Continuous development of awareness, community partnership, and recruitment of linguistically competent bilingual staff are still needed to improve access to service. Not only do we need bilingual employees here at City service locations, we, as a City, shall strive to include LES communities in all outreach effort for City program and services. In the coming year, the Equal Access Program office will continue to work with City departments on compliance review with an added focus on efforts and resources City departments devote on outreach to LES communities. In addition to basic compliance review activities, the EAO office will strategize on community partnership and promote language accessibility to City services.

FISCAL IMPACT

This is an informational report intended to provide an update on the implementation of the Equal Access to Services Ordinance. Acceptance of this report and its recommendations has no fiscal impacts or cost implications.

PUBLIC OUTREACH

No outreach was deemed necessary for the presentation of the information contained in this report beyond the standard City Council agenda noticing procedures.

COORDINATION

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

SUSTAINABLE OPPORTUNITIES

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

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

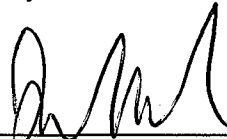
Social Equity: The Equal Access to Services Ordinance was enacted for providing equal access to City services to all Oakland residents, including those with limited proficiency in English. Providing this annual report supports the City's efforts to provide services to Oakland residents who have limited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

ACTION REQUESTED OF THE CITY COUNCIL

Staff Recommends That The City Council Receive this Informational Report Regarding the Annual Equal Access to Services Ordinance Compliance Report for Fiscal Year 2016-2017.

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

Respectfully submitted,



IAN APPELYARD
Director of Human Resources

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

Attachments:

- (A) US Census Data
- (B) Language Survey & Result
- (C) Interpretation Request Record
- (D) Translation Request Record
- (E) Public Contact Position Applicant Data
- (F) Language Selective Certification Hire
- (G) Departmental Annual Compliance Report