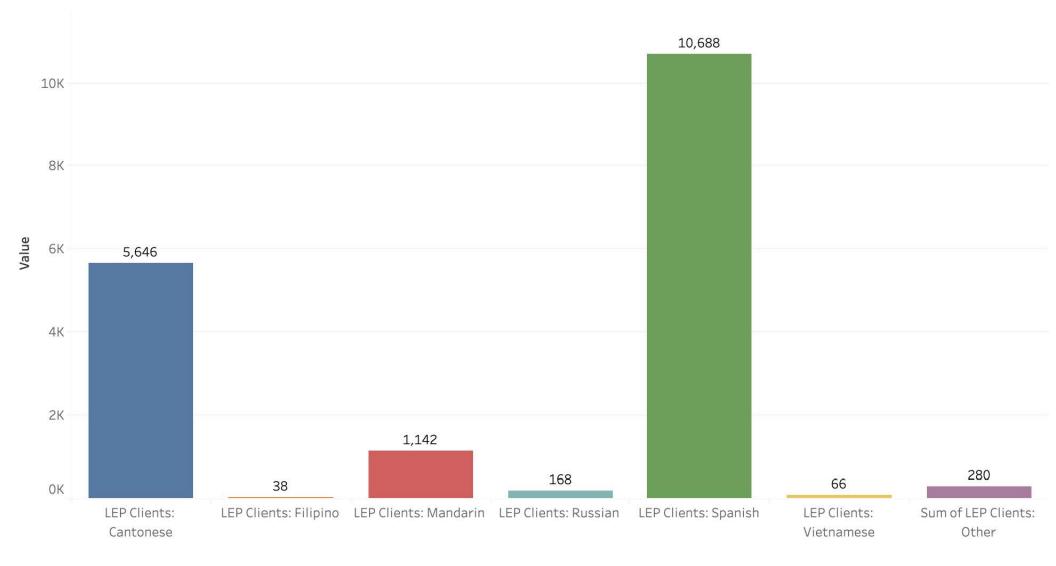
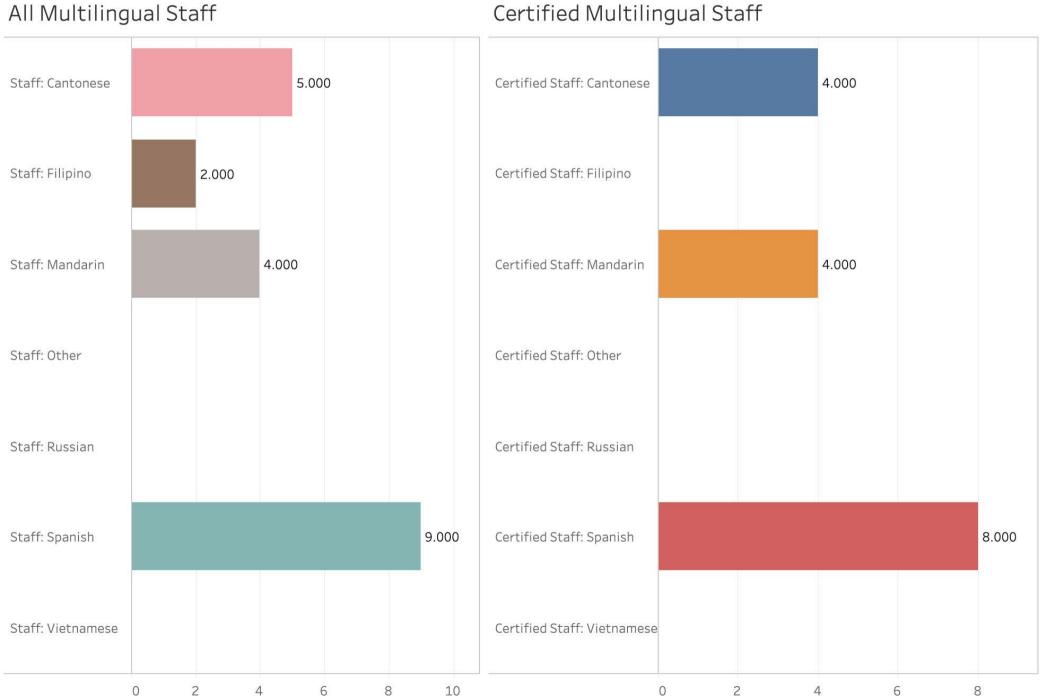
311 (Customer Service)

### LEP Clients Served

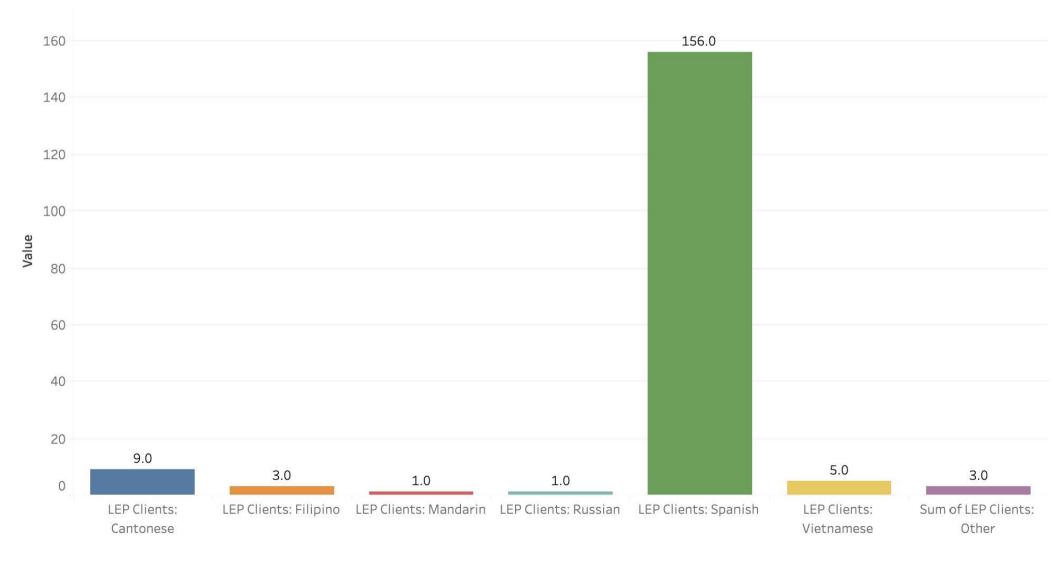


Translations	4		Telephonic Inter	pretati	ons		In-Person Interpretations	
Translations: Chinese		1.000	Phone Interpretations: Cantonese		5,646		In-Person Interpretations: Cantonese	
			Phone Interpretations: Filipino	38			In-Person Interpretations: Filipino	
Translations: Filipino		1.000	Phone Interpretations: Mandarin	1,142			In-Person Interpretations: Mandarin	
Translations: Russian		1.000	Phone Interpretations: Other	280			In-Person Interpretations: Other	
Translations: Spanish		1.000	Phone Interpretations: Russian	168			In-Person Interpretations: Russian	
		<u>a</u> .	Phone Interpretations: Spanish			10,688	In-Person Interpretations: Spanish	
Translations: Vietnamese			Phone Interpretations: Vietnamese	66			In-Person Interpretations: Vietnamese	
	0.0 0.5 1	L.O		0К 5	БК 10	K	U	0



Adult Probation (ADP)

### LEP Clients Served



Translations	Telephonic Inter	pretations	In-Person Interpretations		
Translations: Chinese	Phone Interpretations: Cantonese	55.0	In-Person Interpretations: Cantonese		
	Phone Interpretations: Filipino	0.0	In-Person Interpretations: Filipino		
Translations: Filipino	Phone Interpretations: Mandarin	13.0	In-Person Interpretations: Mandarin		
Translations: Russian	Phone Interpretations: Other	31.0	In-Person Interpretations: Other		
Translations: Spanish	Phone Interpretations: Russian	1.0	In-Person Interpretations: Russian		
	Phone Interpretations: Spanish	125.0	In-Person Interpretations: Spanish		
Translations: Vietnamese	Phone Interpretations: Vietnamese	11.0	In-Person Interpretations: Vietnamese		
· · · · · · · · · · · · · · · · · · ·	0	0 50 100 150	0 200 400 600 800		

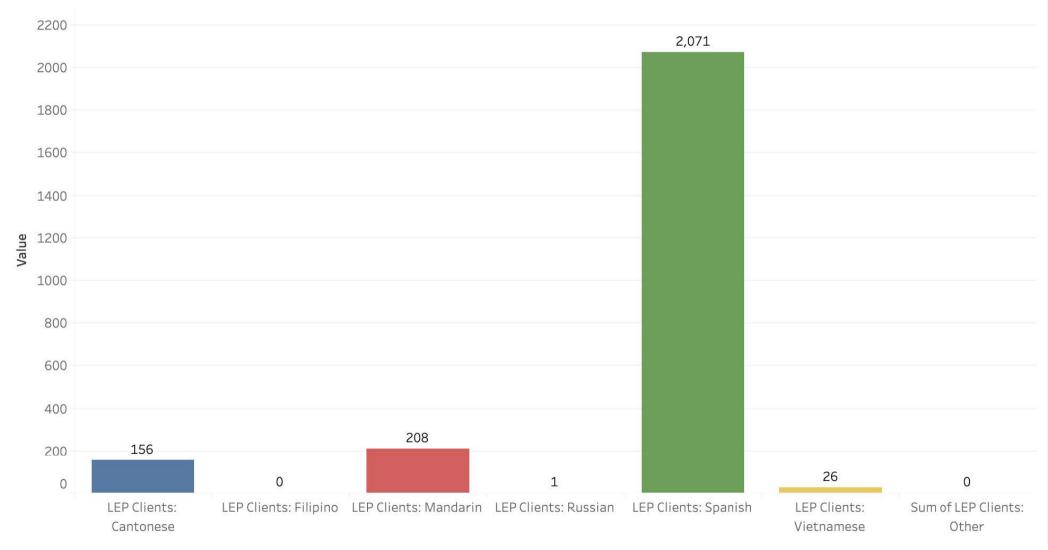
Adult Probation (ADP)

### All Multilingual Staff Staff: Cantonese 2.00 Certified Staff: Cantonese 1.00 Certified Staff: Filipino Staff: Filipino 2.00 1.00 Staff: Mandarin Certified Staff: Mandarin Staff: Other Certified Staff: Other Staff: Russian Certified Staff: Russian Staff: Spanish 21.00 Certified Staff: Spanish 11.00 Staff: Vietnamese Certified Staff: Vietnamese 0 5 10 15 20 25 0 2 4 6 8 10 12

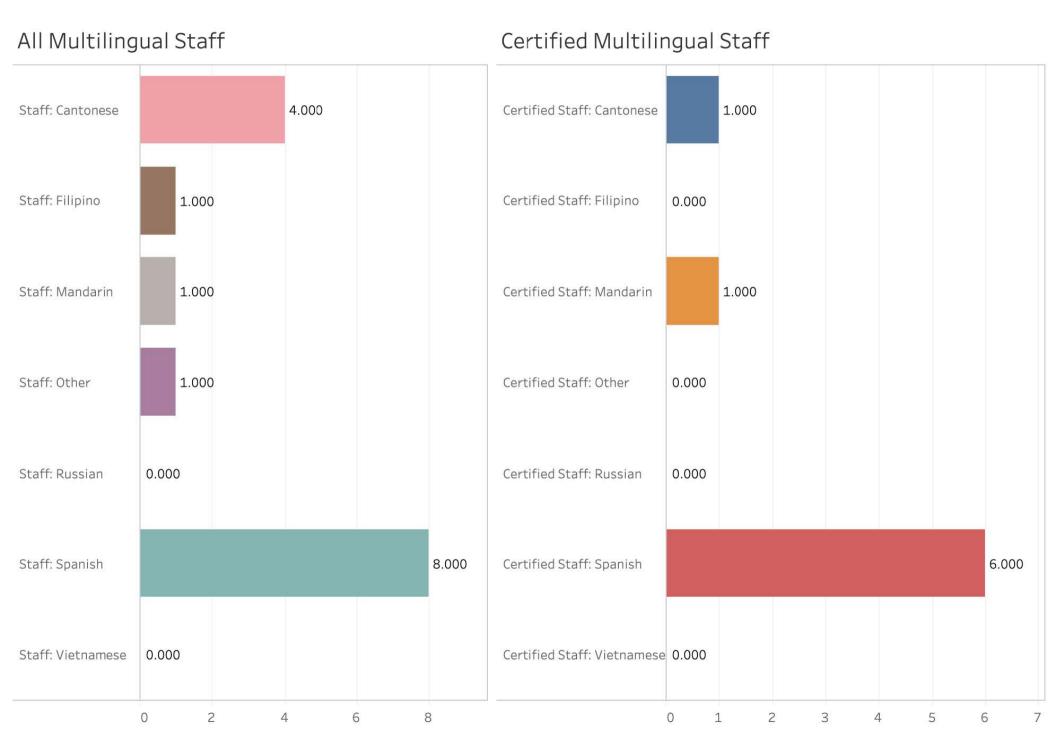
# Certified Multilingual Staff

Animal Care and Control

### LEP Clients Served

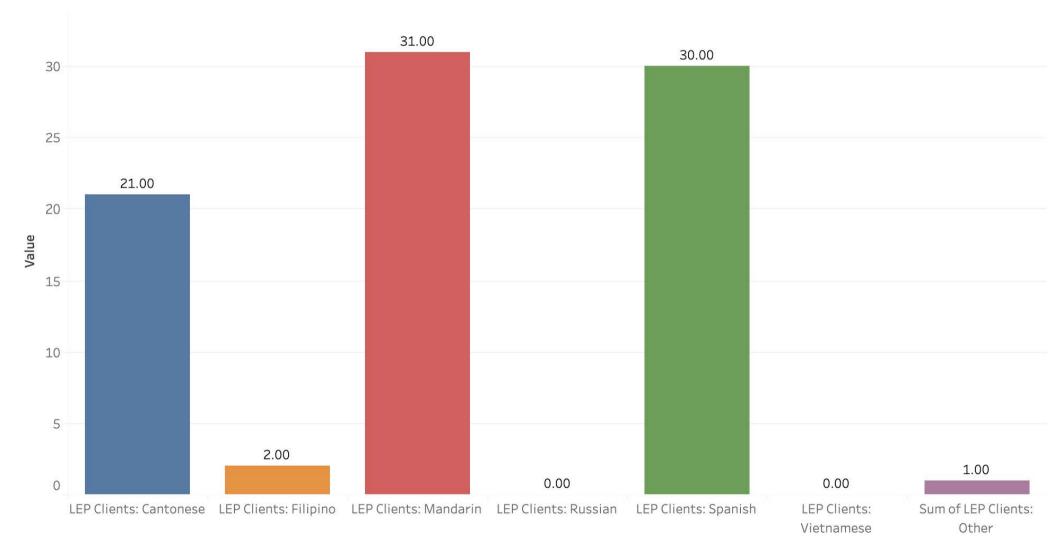


Translations				Telephonic Interpretations			In-Person Interpretations		
Translations: Chinese		6.00		Phone Interpretations: Cantonese	23			In-Person Interpretations: Cantonese	38
				Phone Interpretations: Filipino	0			In-Person Interpretations: Filipino	0
Translations: Filipino 0.00	0.00			Phone Interpretations: Mandarin	10			In-Person Interpretations: Mandarin	6
Translations: Russian	0.00			Phone Interpretations: Other	0			In-Person Interpretations: Other	0
Translations: Spanish			10.00	Phone Interpretations: Russian	0			In-Person Interpretations: Russian	2
				Phone Interpretations: Spanish			1,235	In-Person Interpretations: Spanish	1,128
Translations: Vietnamese	0.00			Phone Interpretations: Vietnamese	1			In-Person Interpretations: Vietnamese	18
0     5     10     0     500     1000     1500									

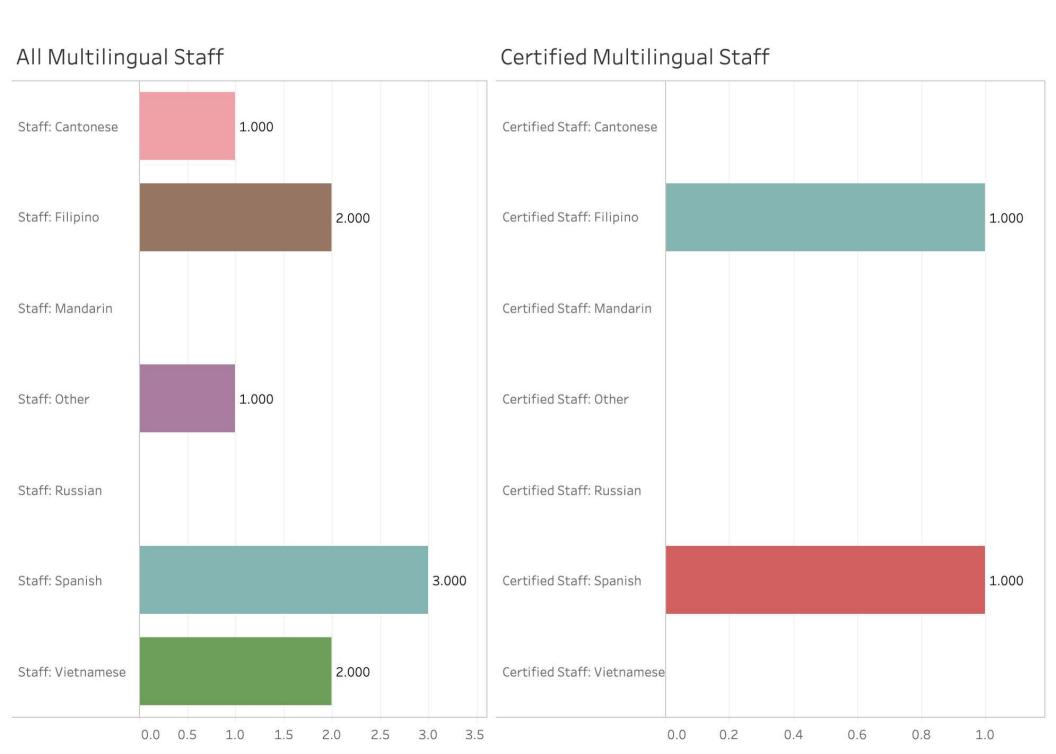


Arts Commission

### LEP Clients Served



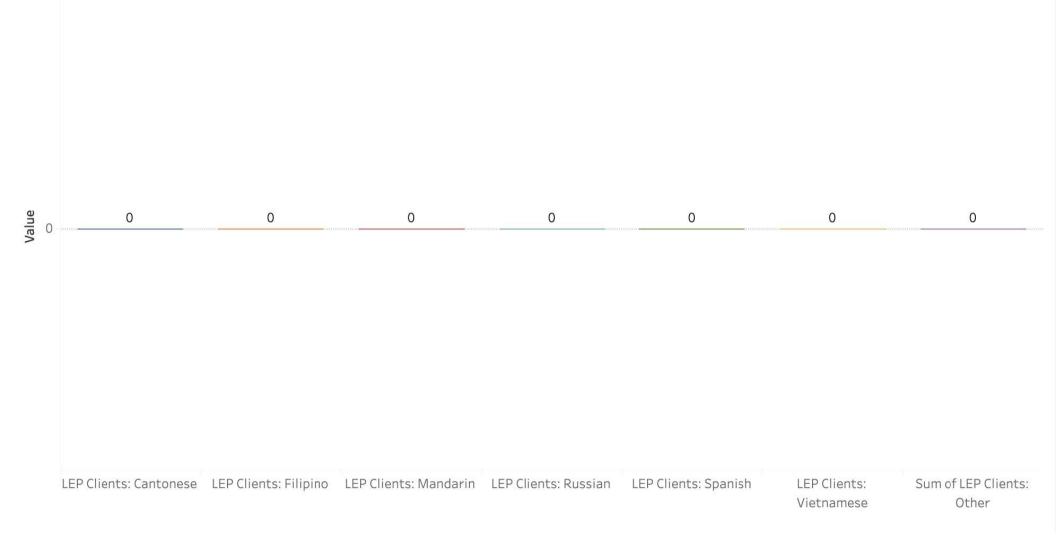
Translations			Telephonic Inter	pretations		In-Person Interp	retations
Translations: Chinese		20.00	Phone Interpretations: Cantonese	0.000		In-Person Interpretations: Cantonese	
			Phone Interpretations: Filipino	0.000		In-Person Interpretations: Filipino	
Translations: Filipino	4.00		Phone Interpretations: Mandarin		3.000	In-Person Interpretations: Mandarin	
Translations: Russian			Phone Interpretations: Other	1.000		In-Person Interpretations: Other	
Translations: Spanish		23.00	Phone Interpretations: Russian	0.000		In-Person Interpretations: Russian	
			Phone Interpretations: Spanish		3.000	In-Person Interpretations: Spanish	2.000
Translations: Vietnamese			Phone Interpretations: Vietnamese	0.000		In-Person Interpretations: Vietnamese	
	0 10 2	0 30		0 1 2	3		0 1 2 3





Asian Art Museum

### LEP Clients Served



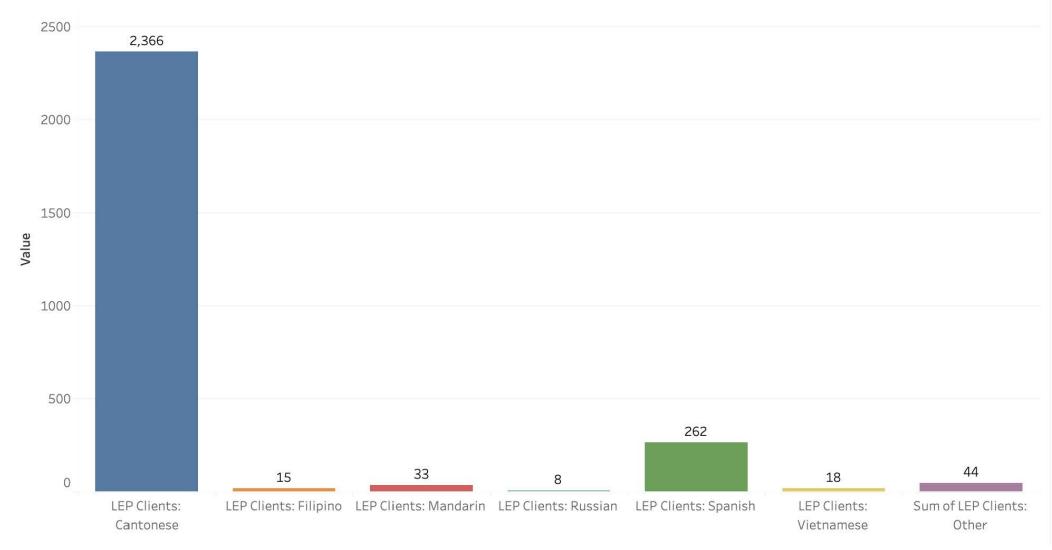
Translations		Telephonic Interpretation	ons	In-Person Interp	In-Person Interpretations		
Translations: Chinese	10.000	Phone Interpretations: Cantonese	Ο	In-Person Interpretations: Cantonese	3.00		
		Phone Interpretations: Filipino	Ο	In-Person Interpretations: Filipino			
Translations: Filipino		Phone Interpretations: Mandarin	0	In-Person Interpretations: Mandarin	61.00		
Translations: Russian		Phone Interpretations: Other	ο	In-Person Interpretations: Other	27.00		
Translations: Spanish	4.000	Phone Interpretations: Russian	ο	In-Person Interpretations: Russian			
		Phone Interpretations: Spanish	ο	In-Person Interpretations: Spanish	16.00		
Translations: Vietnamese		Phone Interpretations: Vietnamese	ο	In-Person Interpretations: Vietnamese			
	0 5 10 1	L5	0		0 20 40 60 80		

### All Multilingual Staff Staff: Cantonese 2.00 Certified Staff: Cantonese Staff: Filipino 2.00 Certified Staff: Filipino Staff: Mandarin Certified Staff: Mandarin 4.00 Staff: Other 27.00 Certified Staff: Other Staff: Russian 1.00 Certified Staff: Russian Staff: Spanish 4.00 Certified Staff: Spanish Certified Staff: Vietnamese Staff: Vietnamese 1.00 15 20 25 30 0 5 10 0

# Certified Multilingual Staff

Assessor Recorder (ASR)

## LEP Clients Served



Translations		Telephonic Interpretations			In-Person Interpretations		
Translations: Chinese	54.00	Phone Interpretations: Cantonese		222.0	In-Person Interpretations: Cantonese	5.000	
		Phone Interpretations: Filipino	1.0		In-Person Interpretations: Filipino	1.000	
Translations: Filipino	45.00	Phone Interpretations: Mandarin	33.0		In-Person Interpretations: Mandarin		
Translations: Russian	17.00	Phone Interpretations: Other	6.0		In-Person Interpretations: Other		
Translations: Spanish	53.00	Phone Interpretations: Russian	3.0		In-Person Interpretations: Russian		
		Phone Interpretations: Spanish	115.0		In-Person Interpretations: Spanish	3.000	
Translations: Vietnamese	19.00	Phone Interpretations: Vietnamese	4.0		In-Person Interpretations: Vietnamese		
0 20 40 60 0 100 200 0 2 4 6							

Assessor Recorder (ASR)

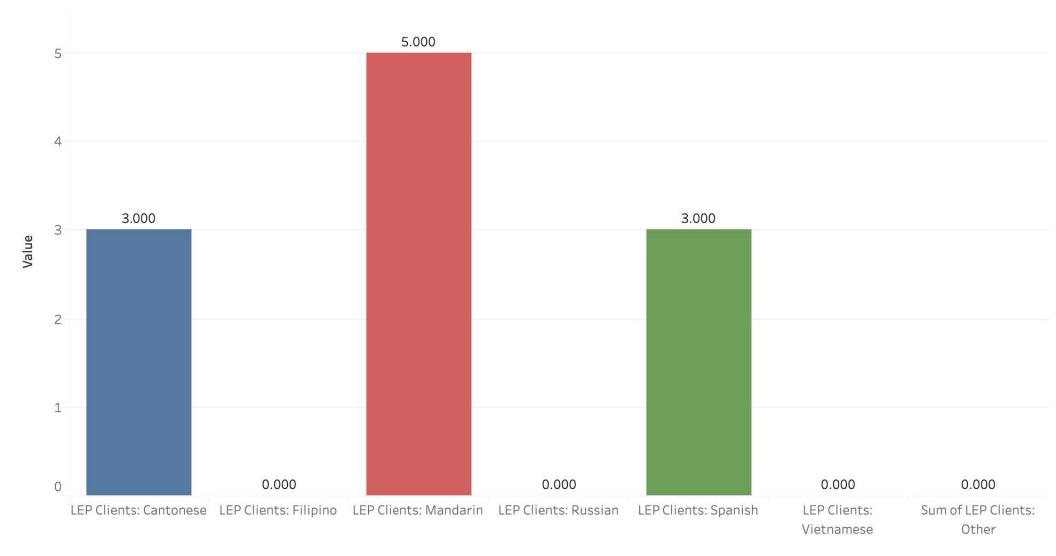
# All Multilingual Staff

# Certified Multilingual Staff

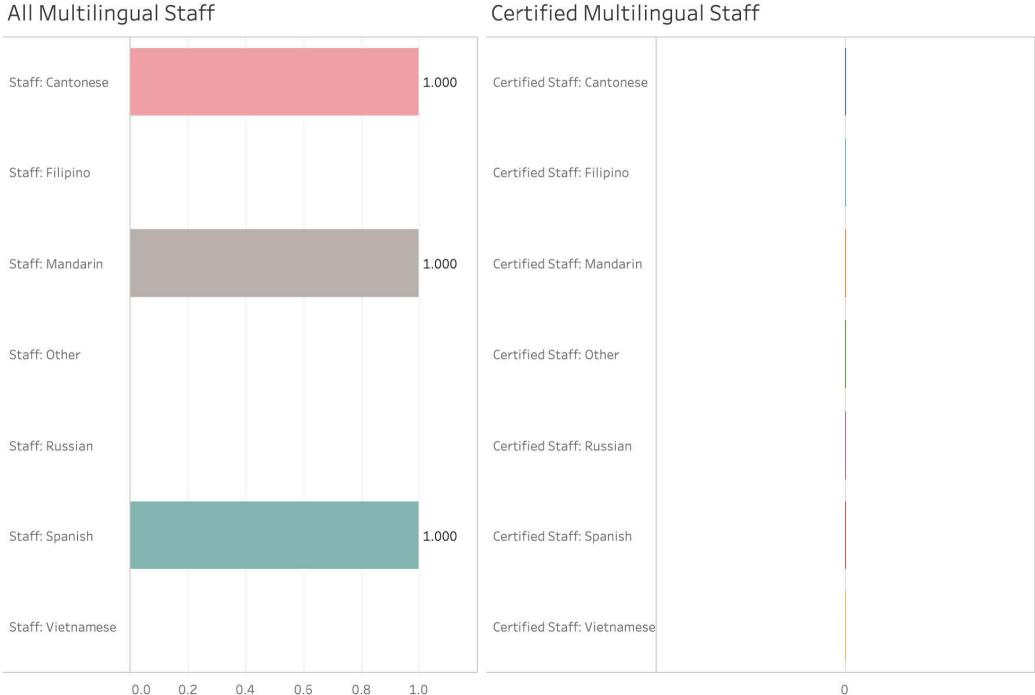
Staff: Cantonese		Certified Staff: Cantonese		1.000	
Staff: Filipino		Certified Staff: Filipino		1.000	
Staff: Mandarin		Certified Staff: Mandarin			
Staff: Other		Certified Staff: Other			
Staff: Russian		Certified Staff: Russian			
Staff: Spanish		Certified Staff: Spanish			2.000
Staff: Vietnamese		Certified Staff: Vietnamese			
	0		0.0 0.5	1.0	1.5 2.0

Appeals, Board of

## LEP Clients Served



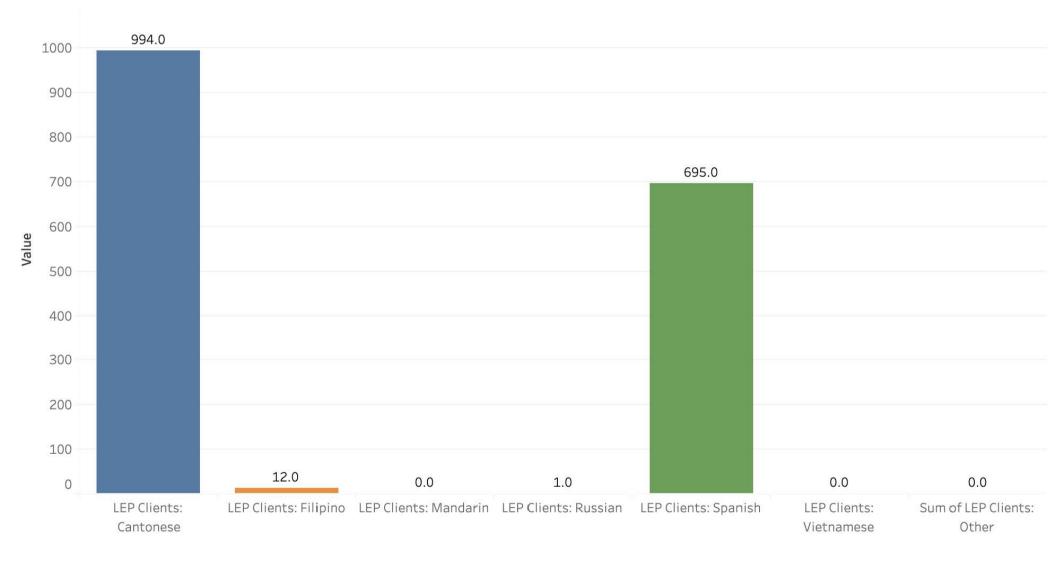
Translations		Telephonic Inter	rpretation	S		In-Person Interpretations		
Translations: Chinese		Phone Interpretations: Cantonese	0.000			In-Person Interpretations: Cantonese		1.000
Translations: Filipino		Phone Interpretations: Filipino	0.000			In-Person Interpretations: Filipino		
		Phone Interpretations: Mandarin			3.000	In-Person Interpretations: Mandarin		1.000
Translations: Russian		Phone Interpretations: Other	0.000			In-Person Interpretations: Other		
Translations: Spanish		Phone Interpretations: Russian	0.000			In-Person Interpretations: Russian		
		Phone Interpretations: Spanish		2.000		In-Person Interpretations: Spanish		
Translations: Vietnamese		Phone Interpretations: Vietnamese	0.000			In-Person Interpretations: Vietnamese		
	0		0 1	2	3		0.0 0.5	1.0 1.5



# Certified Multilingual Staff

Board of Supervisors (Clerk)

## LEP Clients Served



Translations		Telephonic Inter	pretations	In-Person Interp	In-Person Interpretations	
Translations: Chinese	9.000	Phone Interpretations: Cantonese	289	.0 In-Person Interpretations: Cantonese	705.0	
		Phone Interpretations: Filipino	3.0	In-Person Interpretations: Filipino	9.0	
Translations: Filipino	5.000	Phone Interpretations: Mandarin	0.0	In-Person Interpretations: Mandarin		
Translations: Russian		Phone Interpretations: Other	0.0	In-Person Interpretations: Other		
Translations: Spanish	5.000	Phone Interpretations: Russian	1.0	In-Person Interpretations: Russian		
		Phone Interpretations: Spanish	174.0	In-Person Interpretations: Spanish	521.0	
Translations: Vietnamese		Phone Interpretations: Vietnamese	0.0	In-Person Interpretations: Vietnamese		
0       5       10       0       100       200       300       0       500       1000						

Board of Supervisors (Clerk)

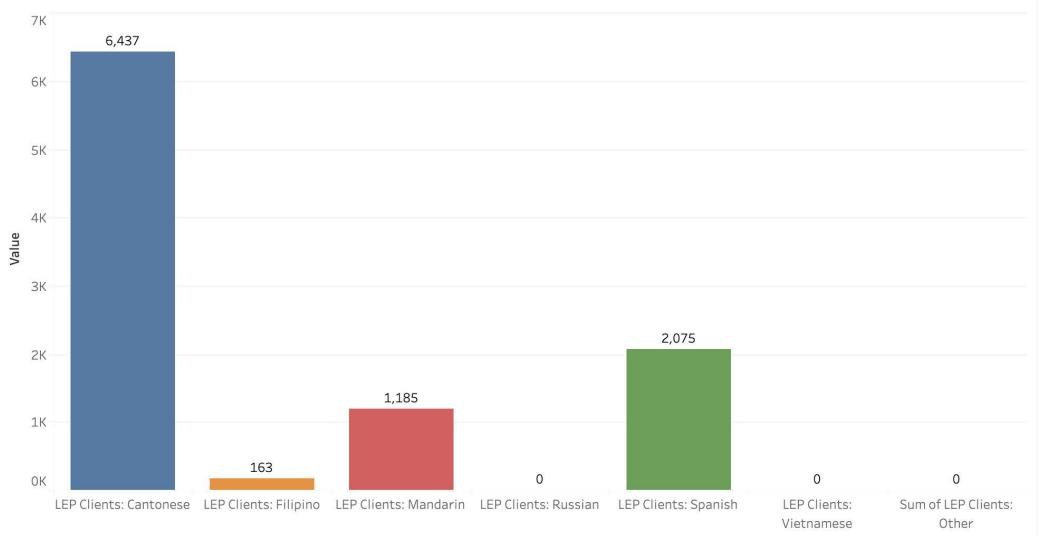
### All Multilingual Staff Staff: Cantonese Certified Staff: Cantonese 2.000 2.000 Staff: Filipino Certified Staff: Filipino Certified Staff: Mandarin Staff: Mandarin Staff: Other Certified Staff: Other Certified Staff: Russian Staff: Russian Staff: Spanish 2.000 Certified Staff: Spanish 2.000 Staff: Vietnamese Certified Staff: Vietnamese 1.0 2.0 0.0 0.0 0.5 1.5 0.5 1.0 1.5 2.0

# Certified Multilingual Staff

Translations		Telephonic Interpretations			In-Person Interpretations	
Translations: Chinese	10.00	Phone Interpretations: Cantonese		3,134	In-Person Interpretations: Cantonese	3,303
		Phone Interpretations: Filipino	73		In-Person Interpretations: Filipino	90
Translations: Filipino	10.00	Phone Interpretations: Mandarin	530		In-Person Interpretations: Mandarin	655
Translations: Russian		Phone Interpretations: Other	0		In-Person Interpretations: Other	
Translations: Spanish	10.00	Phone Interpretations: Russian	0		In-Person Interpretations: Russian	
		Phone Interpretations: Spanish	1,210		In-Person Interpretations: Spanish	865
Translations: Vietnamese		Phone Interpretations: Vietnamese	0		In-Person Interpretations: Vietnamese	
	0 5 10	C	0K 1K 2K 3	К 4К		ОК 2К 4К

Building Inspection (DBI)

### LEP Clients Served

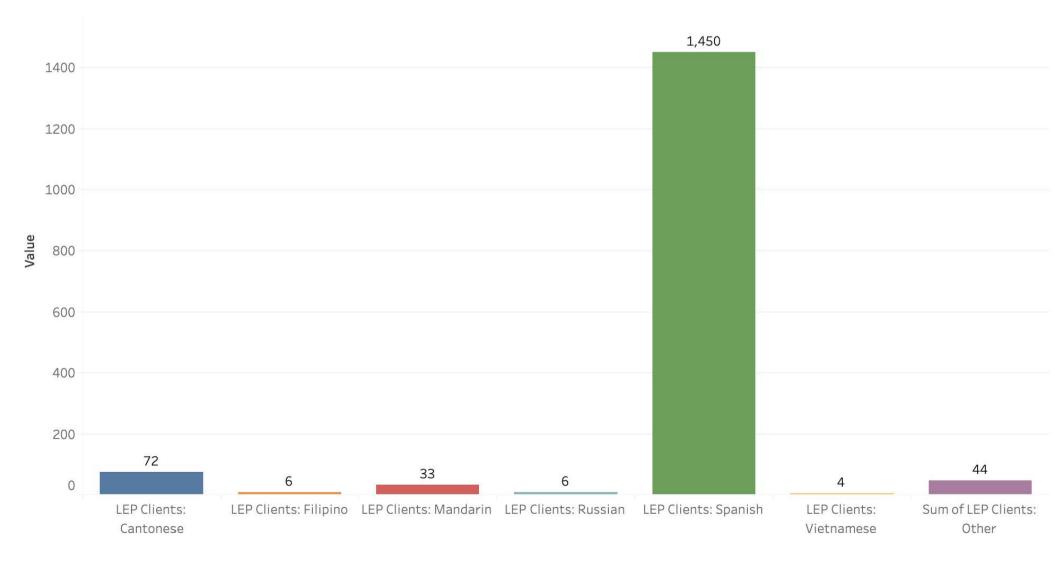


### All Multilingual Staff Staff: Cantonese 13.00 Certified Staff: Cantonese 13.00 Certified Staff: Filipino Staff: Filipino 1.00 1.00 Staff: Mandarin 8.00 Certified Staff: Mandarin 8.00 Staff: Other Certified Staff: Other Staff: Russian Certified Staff: Russian Staff: Spanish 6.00 Certified Staff: Spanish 6.00 Staff: Vietnamese Certified Staff: Vietnamese 0 2 4 6 8 10 12 14 0 2 4 6 8 10 12 14

# Certified Multilingual Staff

Child Support Services

# LEP Clients Served



.

Translations		Telephonic Inter	Telephonic Interpretations			retations
Translations: Chinese	27.00	Phone Interpretations: Cantonese	8.0		In-Person Interpretations: Cantonese	64
		Phone Interpretations: Filipino	0.0		In-Person Interpretations: Filipino	6
Translations: Filipino 0.0	0.00	Phone Interpretations: Mandarin	33.0		In-Person Interpretations: Mandarin	0
Translations: Russian	11.00	Phone Interpretations: Other	44.0		In-Person Interpretations: Other	0
Translations: Spanish	50.00	Phone Interpretations: Russian	6.0		In-Person Interpretations: Russian	0
		Phone Interpretations: Spanish	1	171.0	In-Person Interpretations: Spanish	1,279
Translations: Vietnamese	11.00	Phone Interpretations: Vietnamese	4.0		In-Person Interpretations: Vietnamese	0
	0 20 40 60		0 100	200		0 500 1000 1500

### All Multilingual Staff Certified Staff: Cantonese Staff: Cantonese 2.000 2.000 Certified Staff: Filipino Staff: Filipino 2.000 2.000 Staff: Mandarin 0.000 Certified Staff: Mandarin 0.000 Staff: Other 0.000 Certified Staff: Other 0.000 Staff: Russian 0.000 Certified Staff: Russian 0.000 Staff: Spanish 8.000 Certified Staff: Spanish 8.000 Staff: Vietnamese 0.000 Certified Staff: Vietnamese 0.000 0 2 4 6 8 0 2 4 6 8

# Certified Multilingual Staff

Children and Families Commission

### LEP Clients Served

LEP Clients: Cantonese LEP Clients: Filipino LEP Clients: Mandarin LEP Clients: Russian LEP Clients: Spanish LEP Clients: Sum of LEP Clients:

Vietnamese

um of LEP Clients Other

Children and Families Commission

Translations		Telephonic Interpretation	In-Person Interpretations		
Translations: Chinese	0	Phone Interpretations: Cantonese	0	In-Person Interpretations: Cantonese	0
	0	Phone Interpretations: Filipino	0	In-Person Interpretations: Filipino	0
Translations: Filipino		Phone Interpretations: Mandarin	0	In-Person Interpretations: Mandarin	0
Translations: Russian	0	Phone Interpretations: Other	ο	In-Person Interpretations: Other	0
Translations: Spanish	0	Phone Interpretations: Russian	0	In-Person Interpretations: Russian	0
		Phone Interpretations: Spanish	0	In-Person Interpretations: Spanish	0
Translations: Vietnamese	0	Phone Interpretations: Vietnamese	0	In-Person Interpretations: Vietnamese	0

0

0

Children and Families Commission

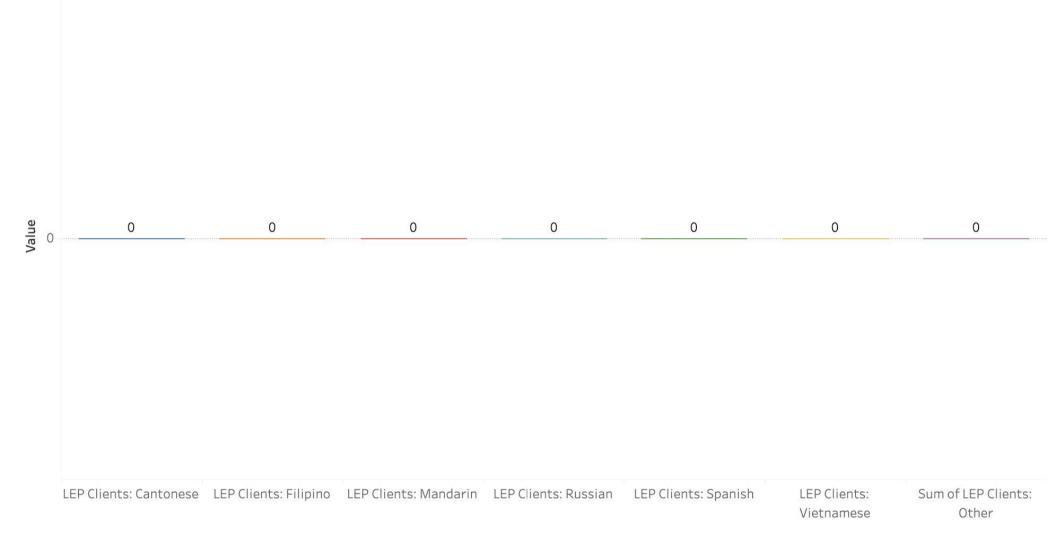
# All Multilingual Staff

# Certified Multilingual Staff

Staff: Cantonese		Certified Staff: Cantonese	1.000
Start Cantonese		Certined Starr: Cantonese	1.000
Staff: Filipino		Certified Staff: Filipino	
Staff: Mandarin		Certified Staff: Mandarin	1.000
		14 - 4000 - 40000 - 5000 - 941 - 2	
Staff: Other		Certified Staff: Other	
Staff: Russian		Certified Staff: Russian	
Staff: Spanish		Certified Staff: Spanish	3.000
Staff: Vietnamese		Certified Staff: Vietnamese	e
	0		0.0 0.5 1.0 1.5 2.0 2.5 3.0 3.5

Children, Youth and Their Families (Department of)

### LEP Clients Served



Children, Youth and Their Families (Department of)

Translations		Telephonic Interpretations		In-Person Interpretations	
Translations: Chinese	18.00	Phone Interpretations: Cantonese	0	In-Person Interpretations: Cantonese	
		Phone Interpretations: Filipino	0	In-Person Interpretations: Filipino	
Translations: Filipino	14.00	Phone Interpretations: Mandarin	0	In-Person Interpretations: Mandarin	
Translations: Russian	6.00	Phone Interpretations: Other	0	In-Person Interpretations: Other	
Translations: Spanish	17.00	Phone Interpretations: Russian	0	In-Person Interpretations: Russian	
		Phone Interpretations: Spanish	0	In-Person Interpretations: Spanish	30.00
Translations: Vietnamese	6.00	Phone Interpretations: Vietnamese	0	In-Person Interpretations: Vietnamese	
	0 10 20		0	C	20 40

Children, Youth and Their Families (Department of)

### All Multilingual Staff Staff: Cantonese 3.000 Certified Staff: Cantonese Certified Staff: Filipino Staff: Filipino 3.000 Staff: Mandarin 1.000 Certified Staff: Mandarin Staff: Other Certified Staff: Other Staff: Russian 0.000 Certified Staff: Russian Staff: Spanish 7.000 Certified Staff: Spanish Staff: Vietnamese 0.000 Certified Staff: Vietnamese 0 2 4 6 8 0

# Certified Multilingual Staff

City Hall Events

## LEP Clients Served



 LEP Clients: Cantonese
 LEP Clients: Filipino
 LEP Clients: Mandarin
 LEP Clients: Russian
 LEP Clients: Spanish
 LEP Clients:
 Sum of LEP Clients:

 Vietnamese
 Other

.

Translations	Telephonic Interpretations	In-Person Interpretations
Translations: Chinese	Phone Interpretations: Cantonese	In-Person Interpretations: Cantonese
	Phone Interpretations: Filipino	In-Person Interpretations: Filipino
Translations: Filipino	Phone Interpretations: Mandarin	In-Person Interpretations: Mandarin
Translations: Russian	Phone Interpretations: Other	In-Person Interpretations: Other
Translations: Spanish	Phone Interpretations: Russian	In-Person Interpretations: Russian
	Phone Interpretations: Spanish	In-Person Interpretations: Spanish
Translations: Vietnamese	Phone Interpretations: Vietnamese	In-Person Interpretations: Vietnamese

0

0

City Hall Events

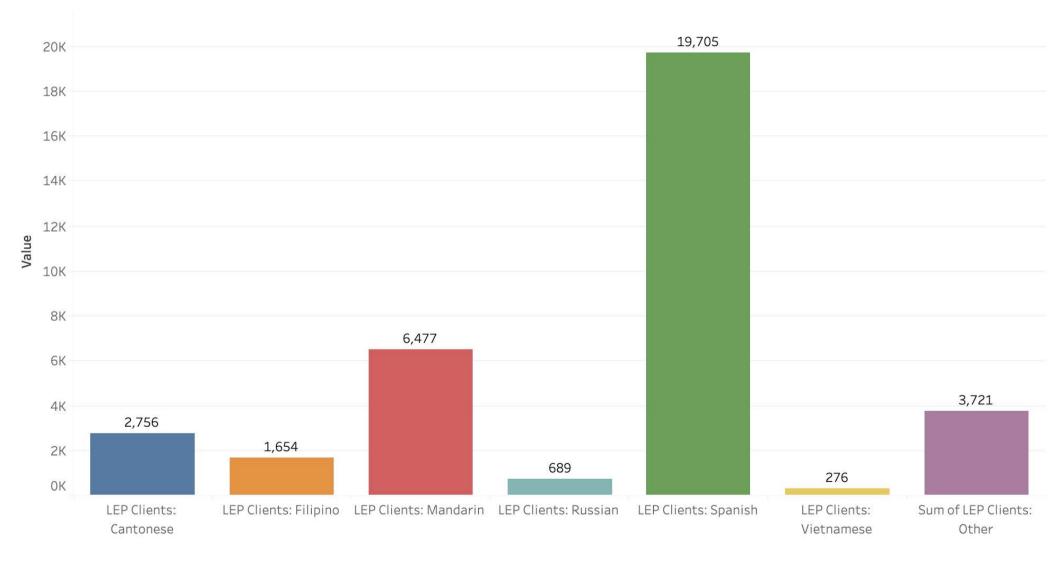
# All Multilingual Staff

# Certified Multilingual Staff

Staff: Cantonese	Certified Staff: Cantonese
Staff: Filipino	Certified Staff: Filipino
Staff: Mandarin	Certified Staff: Mandarin
Staff: Other	Certified Staff: Other
Staff: Russian	Certified Staff: Russian
Staff: Spanish	Certified Staff: Spanish
Staff: Vietnamese	Certified Staff: Vietnamese

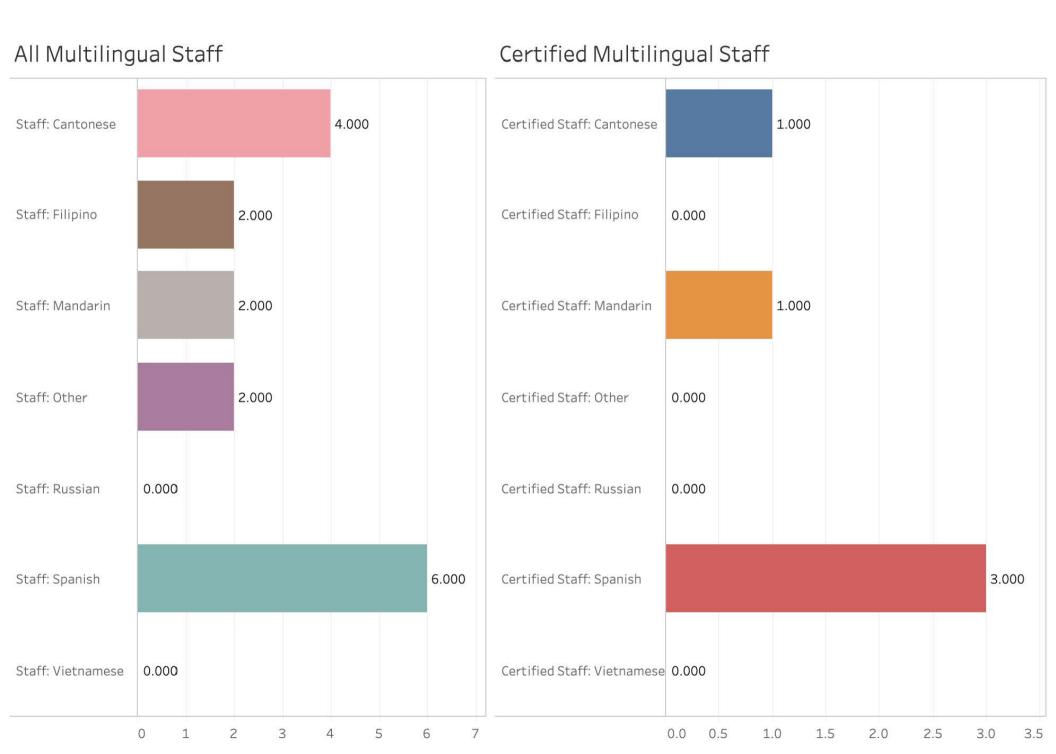
County Clerk

## LEP Clients Served



Translations			Telephonic Inter	rpretations	In-Person Interpretations
Translations: Chinese		15.00	Phone Interpretations: Cantonese	1.000	In-Person Interpretations: Cantonese
			Phone Interpretations: Filipino	0.000	In-Person Interpretations: Filipino
Translations: Filipino		11.00	Phone Interpretations: Mandarin	3.000	In-Person Interpretations: Mandarin
Translations: Russian	1.00		Phone Interpretations: Other	1.000	In-Person Interpretations: Other
Translations: Spanish		16.00	Phone Interpretations: Russian	5.0	000 In-Person Interpretations: Russian
			Phone Interpretations: Spanish	5.0	.000 In-Person Interpretations: Spanish
Translations: Vietnamese	1.00		Phone Interpretations: Vietnamese	0.000	In-Person Interpretations: Vietnamese
	0	10 20		0 2 4	6 0

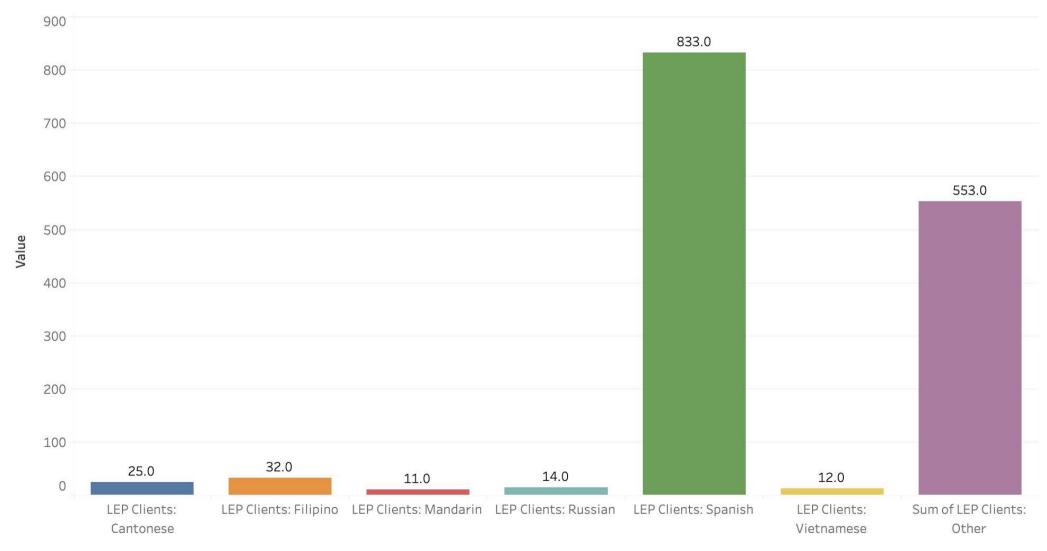
County Clerk



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Department of Homelessness and Supportive Housing

## LEP Clients Served



v

Department of Homelessness and Supportive Housing

Translations		Telephonic Inter	pretations		In-Person Interpretations	
Translations: Chinese	21.00	Phone Interpretations: Cantonese	0.000		In-Person Interpretations: Cantonese	
		Phone Interpretations: Filipino	0.000		In-Person Interpretations: Filipino	
Translations: Filipino	18.00	Phone Interpretations: Mandarin	0.000		In-Person Interpretations: Mandarin	
Translations: Russian	4.00	Phone Interpretations: Other	0.000		In-Person Interpretations: Other	
Translations: Spanish	31.00	Phone Interpretations: Russian	2.000		In-Person Interpretations: Russian	2.00
		Phone Interpretations: Spanish		3.000	In-Person Interpretations: Spanish	
Translations: Vietnamese	1.00	Phone Interpretations: Vietnamese	0.000		In-Person Interpretations: Vietnamese	
	0 10 20 30 40		0 1 2	3	0 5 10	15

Department of Homelessness and Supportive Housing

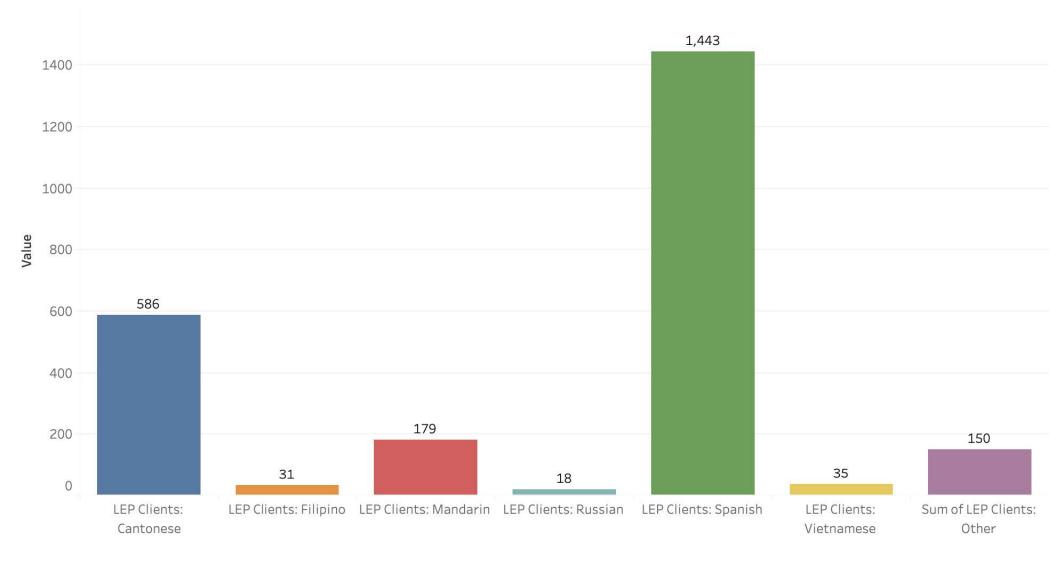
# All Multilingual Staff

# Certified Multilingual Staff

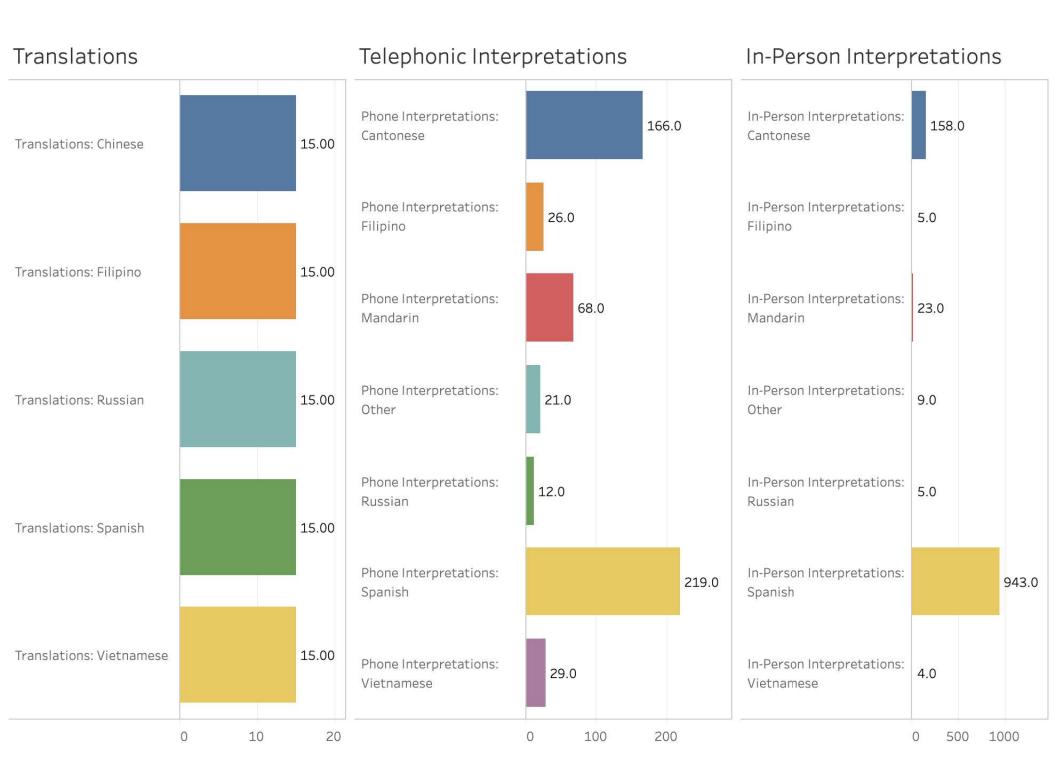
Staff: Cantonese						Certified Staff: Cantonese					
Staff: Filipino						Certified Staff: Filipino					
Staff: Mandarin						Certified Staff: Mandarin					
Staff: Other						Certified Staff: Other					
Staff: Russian						Certified Staff: Russian					
Staff: Spanish					8.000	Certified Staff: Spanish					8.000
Staff: Vietnamese						Certified Staff: Vietnamese	2				
	0	2	4	6	8		0	2	4	6	8

District Attorney's Office (DAT)

## LEP Clients Served



District Attorney's Office (DAT)



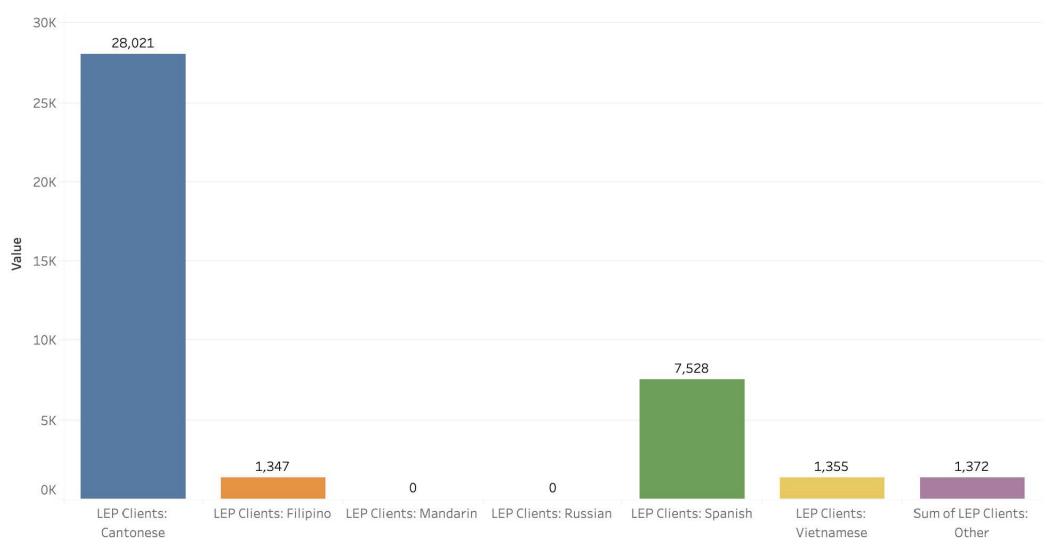
District Attorney's Office (DAT)

### All Multilingual Staff Staff: Cantonese 5.00 Certified Staff: Cantonese 3.00 Staff: Filipino Certified Staff: Filipino Staff: Mandarin 3.00 Certified Staff: Mandarin 2.00 Certified Staff: Other Staff: Other 18.00 6.00 Certified Staff: Russian Staff: Russian 4.00 Staff: Spanish 25.00 Certified Staff: Spanish 18.00 3.00 Certified Staff: Vietnamese Staff: Vietnamese 1.00 20 0 5 10 15 25 30 0 5 10 15 20

# Certified Multilingual Staff

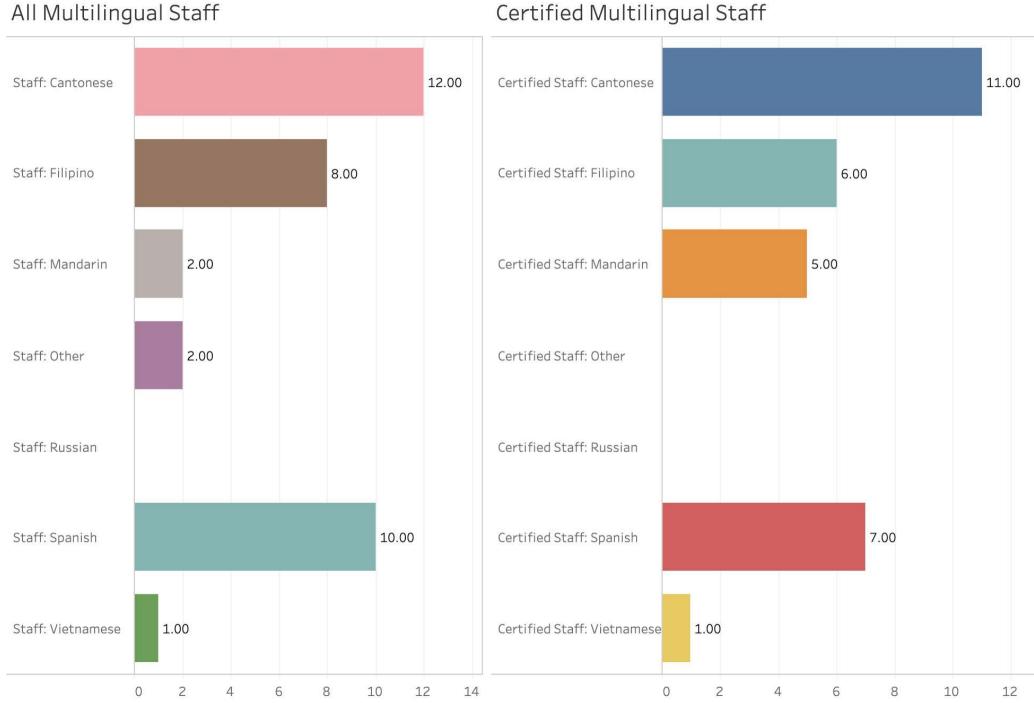
Elections

## LEP Clients Served



Translations		Telephonic Inter	pretations	In-Person Interpretations
Translations: Chinese	135.0	Phone Interpretations: Cantonese	1,419	In-Person Interpretations: 43.00
		Phone Interpretations: Filipino	262	In-Person Interpretations: Filipino
Translations: Filipino	134.0	Phone Interpretations: Mandarin	0	In-Person Interpretations: 20.00 Mandarin
Translations: Russian	1.0	Phone Interpretations: Other	27	In-Person Interpretations: Other 3.00
Translations: Spanish	135.0	Phone Interpretations: Russian	19	In-Person Interpretations: Russian
		Phone Interpretations: Spanish	688	In-Person Interpretations: 84.00
Translations: Vietnamese	13.0	Phone Interpretations: Vietnamese	13	In-Person Interpretations: Vietnamese
	0 50 100 150	1 <del></del>	0 500 1000 1500	0 50 100

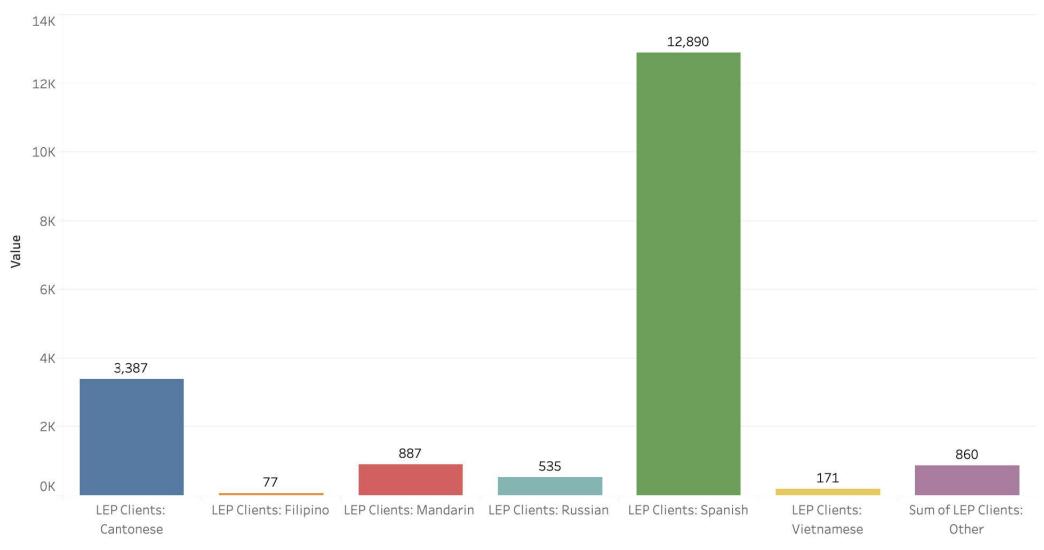
Elections



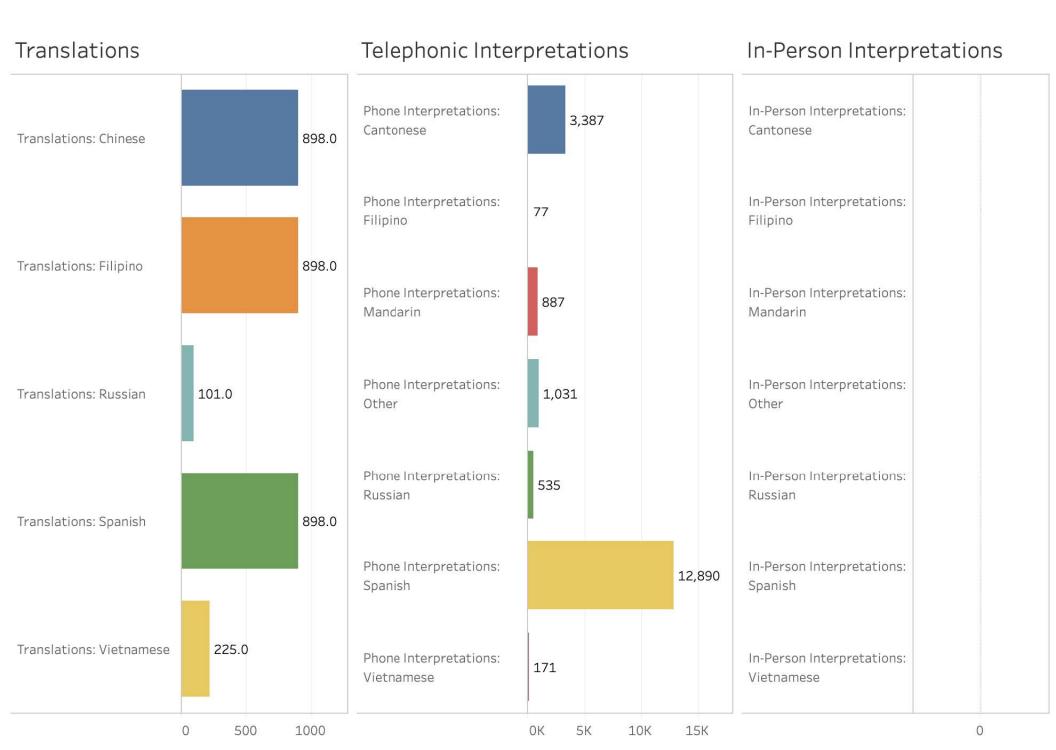
## Certified Multilingual Staff

Emergency Management - 911

## LEP Clients Served

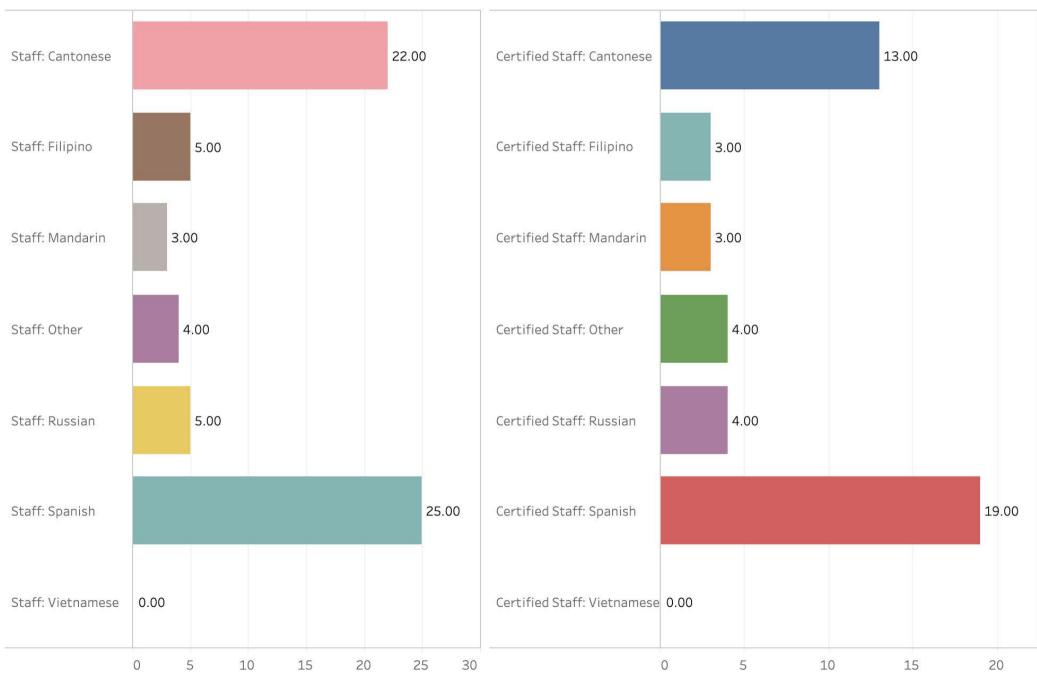


Emergency Management - 911



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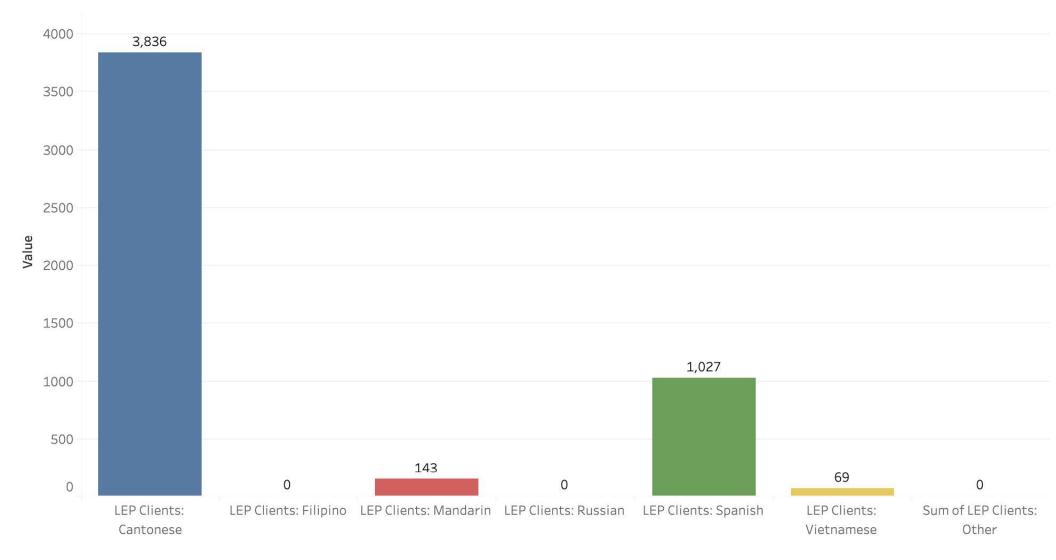
All Multilingual Staff



## Certified Multilingual Staff

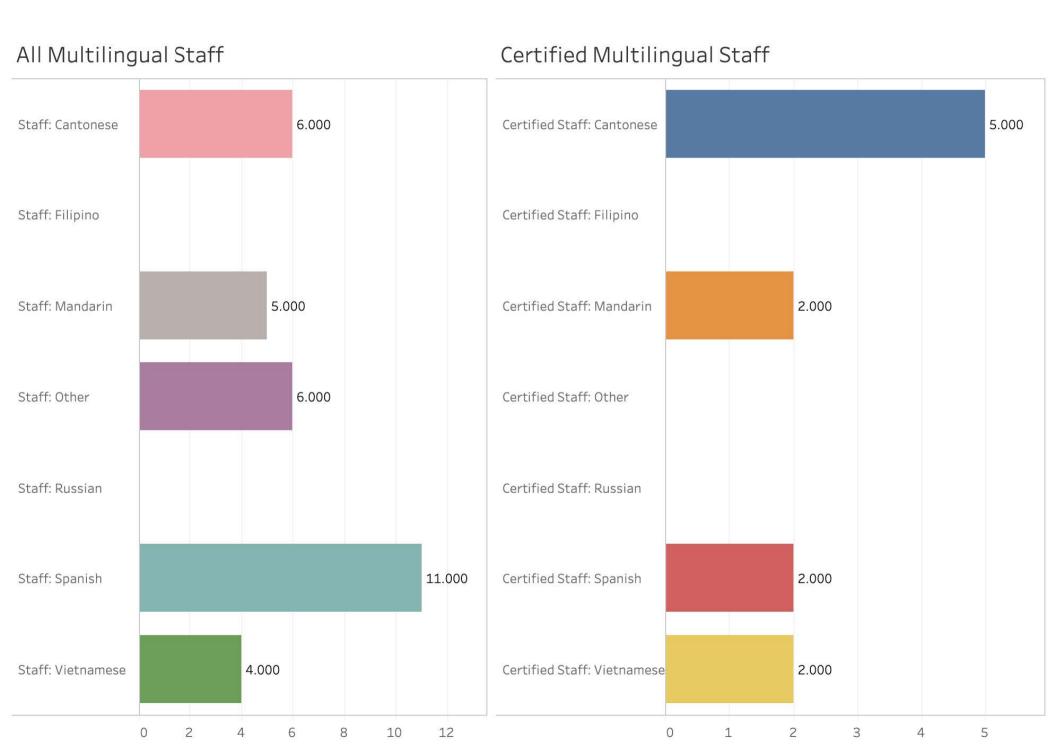
Environment (ENV)

## LEP Clients Served



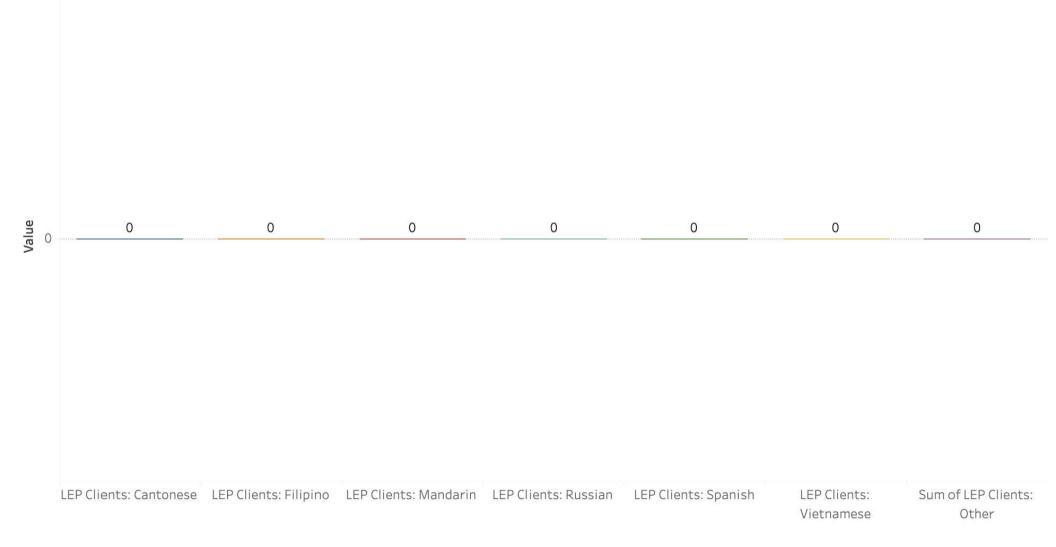
Translations			Telephonic Inter	pretations		In-Person Interp	retations
Translations: Chinese		22.00	Phone Interpretations: Cantonese		12.00	In-Person Interpretations: Cantonese	3,836
			Phone Interpretations: Filipino	0.00		In-Person Interpretations: Filipino	
Translations: Filipino			Phone Interpretations: Mandarin	0.00		In-Person Interpretations: Mandarin	143
Translations: Russian	1.00		Phone Interpretations: Other	0.00		In-Person Interpretations: Other	
Translations: Spanish		22.00	Phone Interpretations: Russian	0.00		In-Person Interpretations: Russian	
			Phone Interpretations: Spanish		13.00	In-Person Interpretations: Spanish	1,027
Translations: Vietnamese	1.00		Phone Interpretations: Vietnamese	0.00		In-Person Interpretations: Vietnamese	69
	0 10 2	0 30		0 5 10	0 15		ОК 2К 4К

Environment (ENV)



Ethics Commission

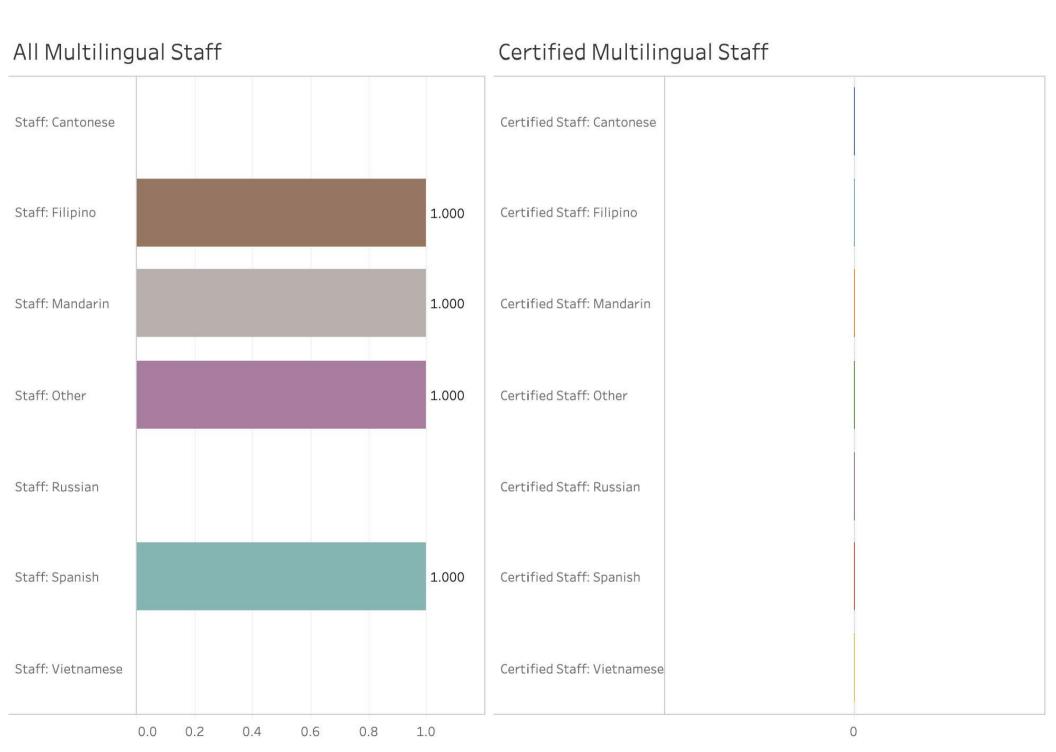
## LEP Clients Served



Translations	Telephonic Interpretations	6	In-Person Interpretations	
Translations: Chinese	Phone Interpretations: Cantonese	0	In-Person Interpretations: Cantonese	
	Phone Interpretations: Filipino	0	In-Person Interpretations: Filipino	
Translations: Filipino	Phone Interpretations: Mandarin	0	In-Person Interpretations: Mandarin	
Translations: Russian	Phone Interpretations: Other	0	In-Person Interpretations: Other	
Translations: Spanish	Phone Interpretations: Russian	0	In-Person Interpretations: Russian	
	Phone Interpretations: Spanish	0	In-Person Interpretations: Spanish	
Translations: Vietnamese	Phone Interpretations: Vietnamese	0	In-Person Interpretations: Vietnamese	

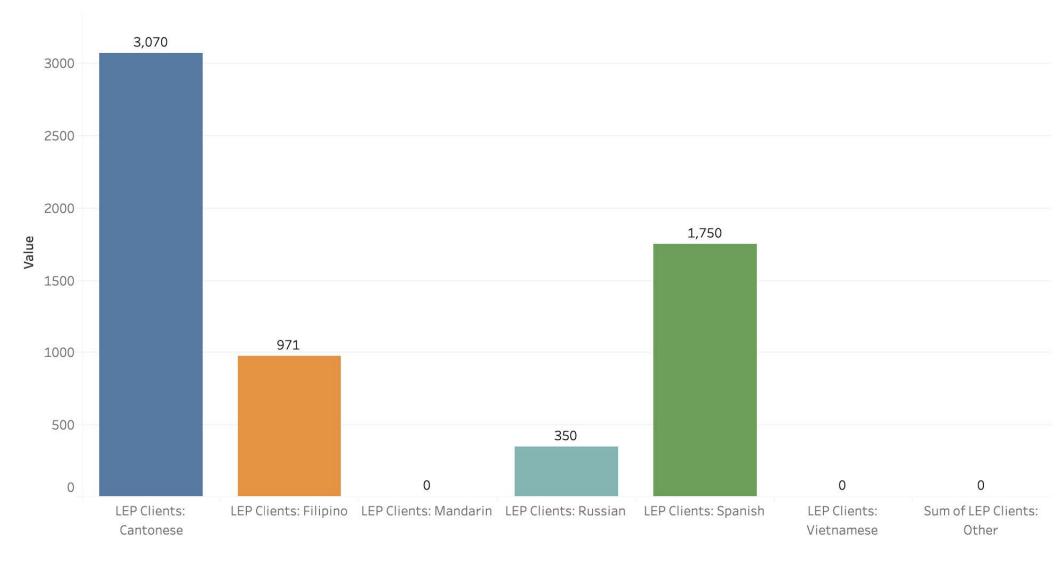
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Fine Arts Museums of San Francisco

## LEP Clients Served



Fine Arts Museums of San Francisco

Translations		Telephonic Interpreta	tions	In-Person Interpretations
Translations: Chinese	5.000	Phone Interpretations: Cantonese	0	In-Person Interpretations: Cantonese
		Phone Interpretations: Filipino	0	In-Person Interpretations: Filipino
Translations: Filipino	5.000	Phone Interpretations: Mandarin	o	In-Person Interpretations: Mandarin
Translations: Russian	3.000	Phone Interpretations: Other	o	In-Person Interpretations: Other
Translations: Spanish	12.000	Phone Interpretations: Russian	ο	In-Person Interpretations: Russian
		Phone Interpretations: Spanish	0	In-Person Interpretations: Spanish
Translations: Vietnamese		Phone Interpretations: Vietnamese	0	In-Person Interpretations: Vietnamese
	0 5 10 15		0	0 2 4 6 8

Fine Arts Museums of San Francisco

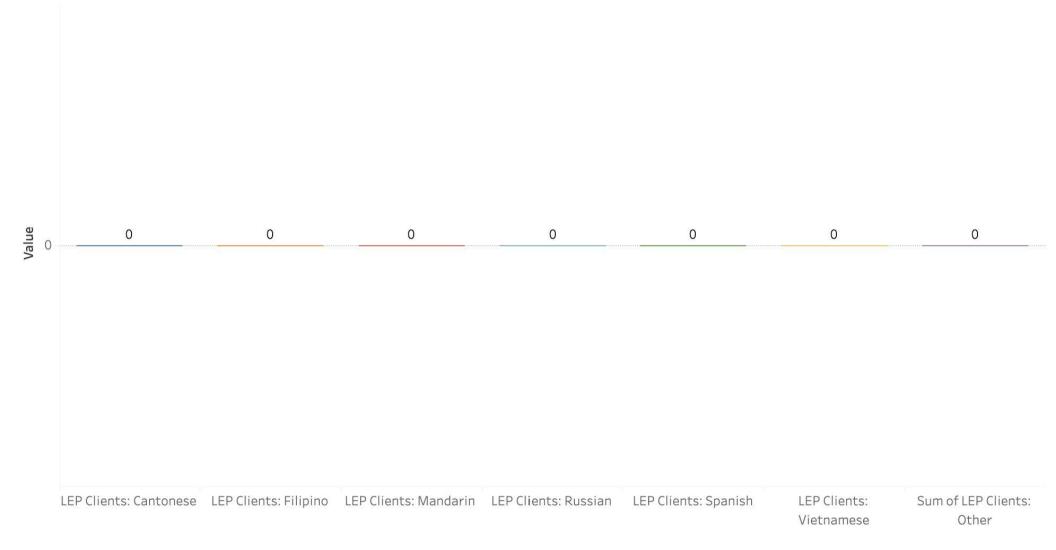
# All Multilingual Staff

# Certified Multilingual Staff

Staff: Cantonese	Certified Staff: Cantonese
Staff: Filipino	Certified Staff: Filipino
Staff: Mandarin	Certified Staff: Mandarin
Staff: Other	Certified Staff: Other
Staff: Russian	Certified Staff: Russian
Staff: Spanish	Certified Staff: Spanish
Staff: Vietnamese	Certified Staff: Vietnamese

Fire Department (FIR)

## LEP Clients Served



Translations	Telephonic Inter	pretations	In-Person Interpretations
Translations: Chinese	Phone Interpretations: Cantonese	343.	D In-Person Interpretations: Cantonese
	Phone Interpretations: Filipino	0.0	In-Person Interpretations: Filipino
Translations: Filipino	Phone Interpretations: Mandarin	20.0	In-Person Interpretations: Mandarin
Translations: Russian	Phone Interpretations: Other	81.0	In-Person Interpretations: Other
Translations: Spanish	Phone Interpretations: Russian	171.0	In-Person Interpretations: Russian
	Phone Interpretations: Spanish	157.0	In-Person Interpretations: Spanish
Translations: Vietnamese	Phone Interpretations: Vietnamese	9.0	In-Person Interpretations: Vietnamese
	0	0 100 200 300 400	) 0

Fire Department (FIR)

# All Multilingual Staff

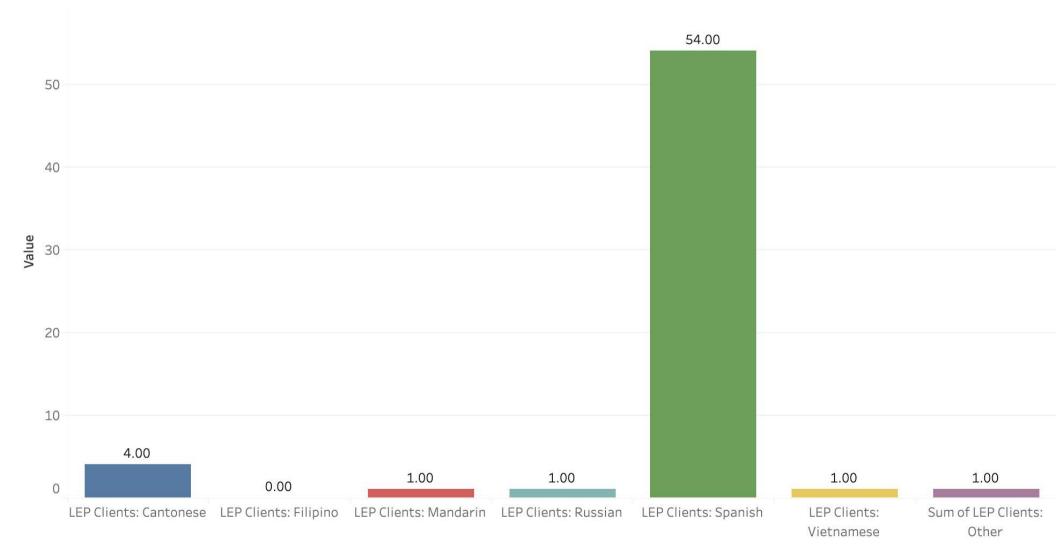
# Certified Multilingual Staff

Staff: Cantonese	Certified Staff: Cantonese
Staff: Filipino	Certified Staff: Filipino
Staff: Mandarin	Certified Staff: Mandarin
Staff: Other	Certified Staff: Other
Staff: Russian	Certified Staff: Russian
Staff: Spanish	Certified Staff: Spanish
Staff: Vietnamese	Certified Staff: Vietnamese

.

Human Rights Commission

## LEP Clients Served



Translations			Telephonic Interpretations			In-Person Interpretations		
Translations: Chinese		4.000	Phone Interpretations: Cantonese	6.00		In-Person Interpretations: Cantonese	1.00	
			Phone Interpretations: Filipino	0.00		In-Person Interpretations: Filipino	0.00	
Translations: Filipino		4.000	Phone Interpretations: Mandarin	3.00		In-Person Interpretations: Mandarin	0.00	
Translations: Russian			Phone Interpretations: Other	1.00		In-Person Interpretations: Other	0.00	
Translations: Spanish	1.000		Phone Interpretations: Russian	1.00		In-Person Interpretations: Russian	0.00	
			Phone Interpretations: Spanish		58.00	In-Person Interpretations: Spanish		54.00
Translations: Vietnamese	1.000		Phone Interpretations: Vietnamese	1.00		In-Person Interpretations: Vietnamese	0.00	
0 2 4 0 20 40 60 0 20 40 60 80								

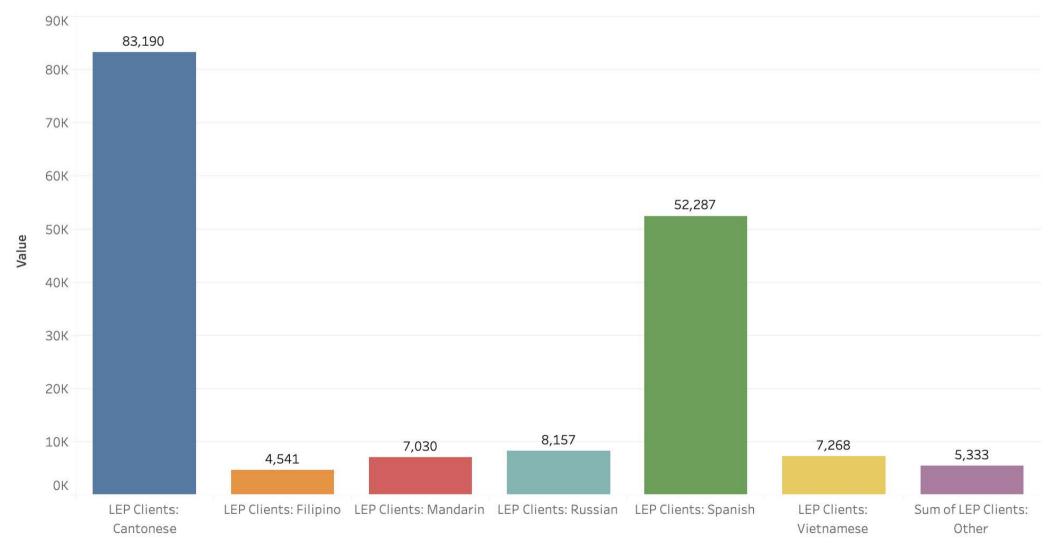
Human Rights Commission

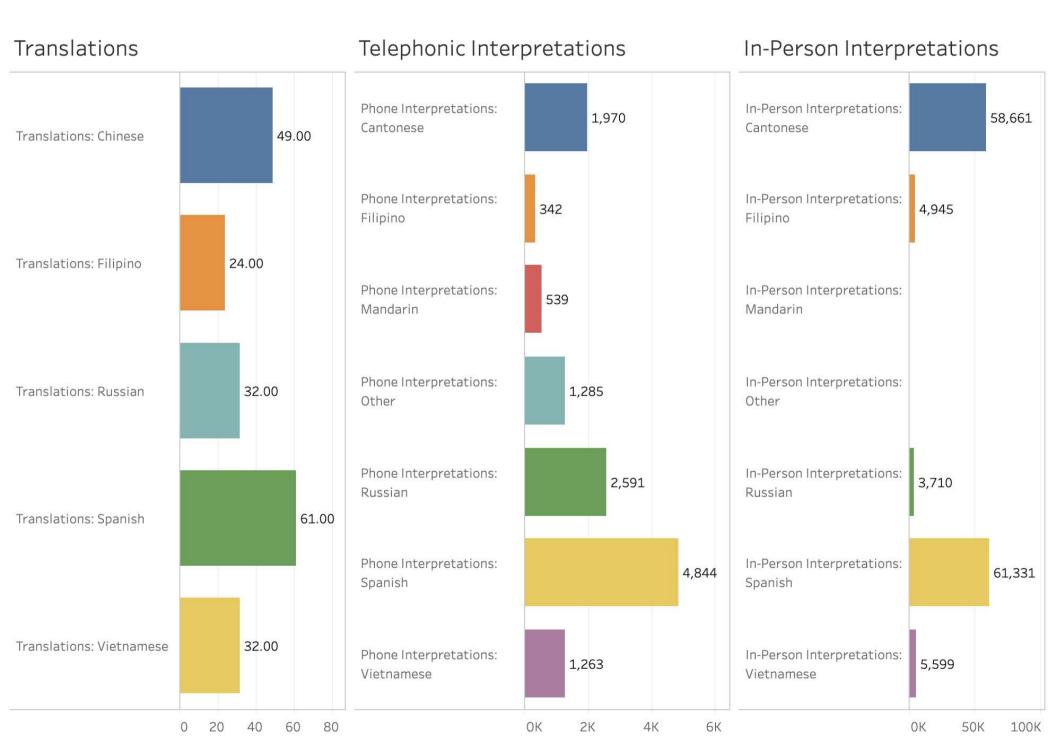
### All Multilingual Staff Certified Multilingual Staff Staff: Cantonese 1.000 Certified Staff: Cantonese 0 Staff: Filipino 0.000 Certified Staff: Filipino 0 Certified Staff: Mandarin Staff: Mandarin 1.000 0 5.000 Certified Staff: Other Staff: Other 0 Staff: Russian 0.000 Certified Staff: Russian 0 5.000 Staff: Spanish Certified Staff: Spanish 0 Staff: Vietnamese 1.000 Certified Staff: Vietnamese 0 2 3 4 5 6 0 1 0

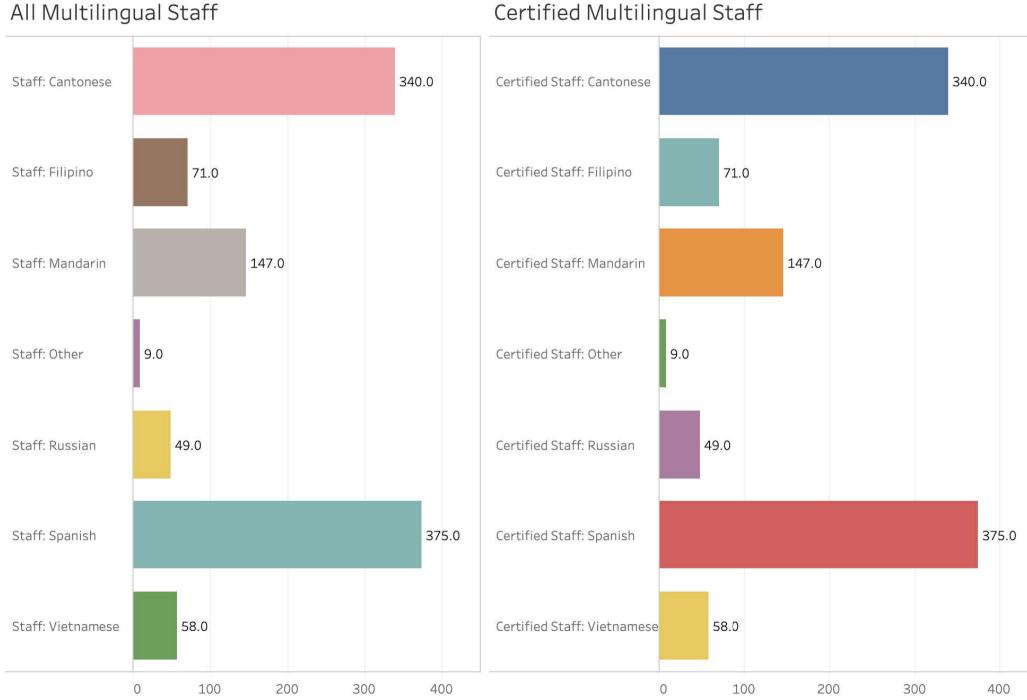
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Human Services Agency (HSA)

## LEP Clients Served



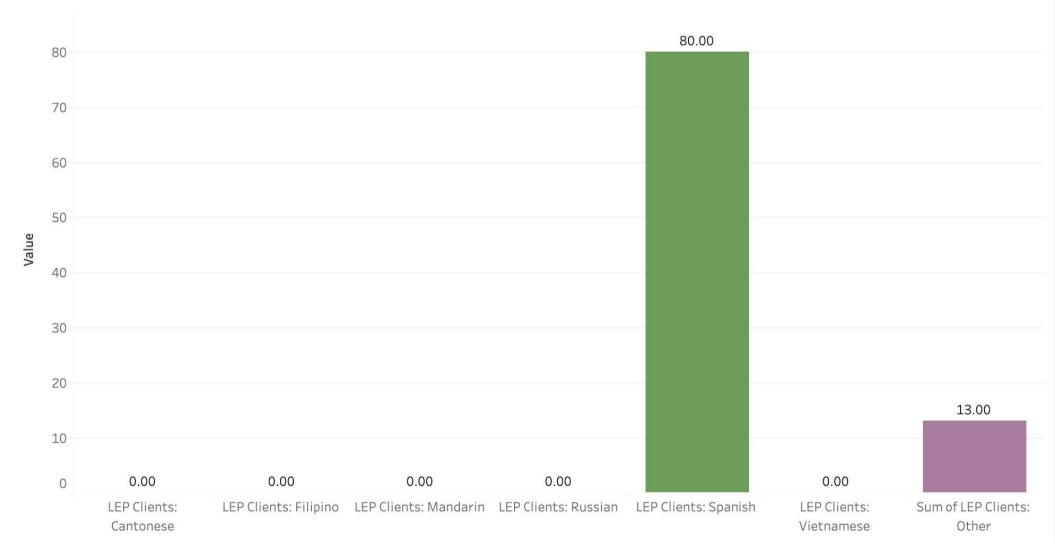




## Certified Multilingual Staff

Juvenile Probation (JUV)

### LEP Clients Served



Translations	Telephonic Inter	pretations	In-Person Interpretations
Translations: Chinese	Phone Interpretations: Cantonese	11.0	In-Person Interpretations: Cantonese
	Phone Interpretations: Filipino	8.0	In-Person Interpretations: Filipino
Translations: Filipino	Phone Interpretations: Mandarin	7.0	In-Person Interpretations: Mandarin
Translations: Russian	Phone Interpretations: Other	62.0	In-Person Interpretations: Other
Translations: Spanish	Phone Interpretations: Russian	1.0	In-Person Interpretations: Russian
	Phone Interpretations: Spanish	239.	0 In-Person Interpretations: Spanish
Translations: Vietnamese	Phone Interpretations: Vietnamese	6.0	In-Person Interpretations: Vietnamese
0		0 100 200 3	300 0

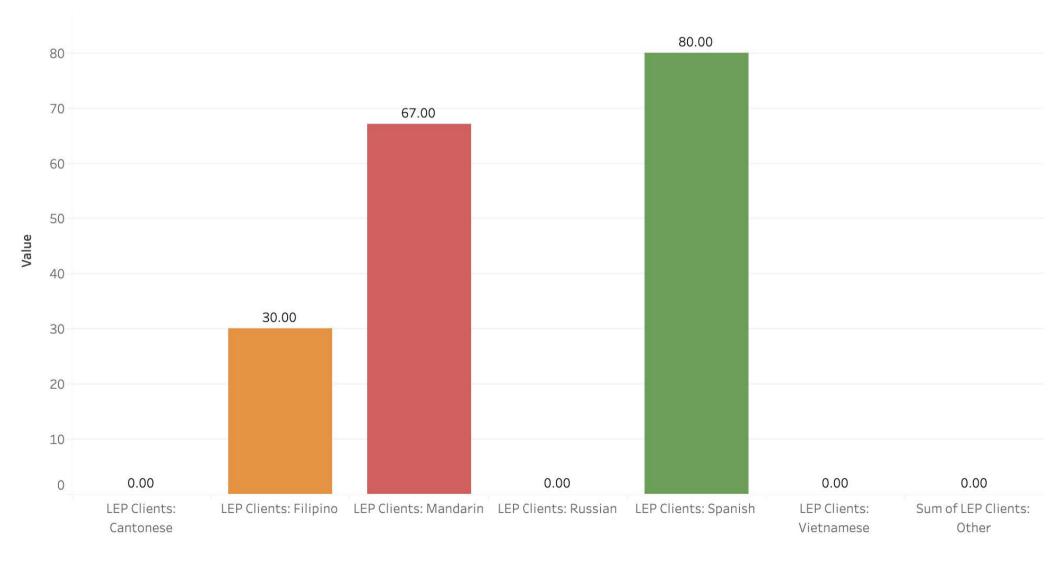
# All Multilingual Staff

# Certified Multilingual Staff

				AV 1.								
Staff: Cantonese			Certified Staff: Cantonese									
Staff: Filipino			Certified Staff: Filipino									
Staff: Mandarin			Certified Staff: Mandarin									
Staff: Other			Certified Staff: Other									
Staff: Russian			Certified Staff: Russian									
Staff: Spanish			Certified Staff: Spanish		_						14.0	00
Staff: Vietnamese			Certified Staff: Vietnamese	2								
	0	)		0 2	2	4	6	8	10	12	14	16

Mayor's Office

### LEP Clients Served



Translations		Telephonic Inter	pretation	S	In-Person Interp	retations
Translations: Chinese	5.000	Phone Interpretations: Cantonese	0.00		In-Person Interpretations: Cantonese	
		Phone Interpretations: Filipino	2.00		In-Person Interpretations: Filipino	
Translations: Filipino	3.000	Phone Interpretations: Mandarin		17.00	In-Person Interpretations: Mandarin	4.000
Translations: Russian		Phone Interpretations: Other	0.00		In-Person Interpretations: Other	
Translations: Spanish	4.000	Phone Interpretations: Russian	0.00		In-Person Interpretations: Russian	
		Phone Interpretations: Spanish		18.00	In-Person Interpretations: Spanish	10.000
Translations: Vietnamese		Phone Interpretations: Vietnamese	0.00		In-Person Interpretations: Vietnamese	
	0 2 4 6		0 10	) 20		0 5 10 15

Mayor's Office

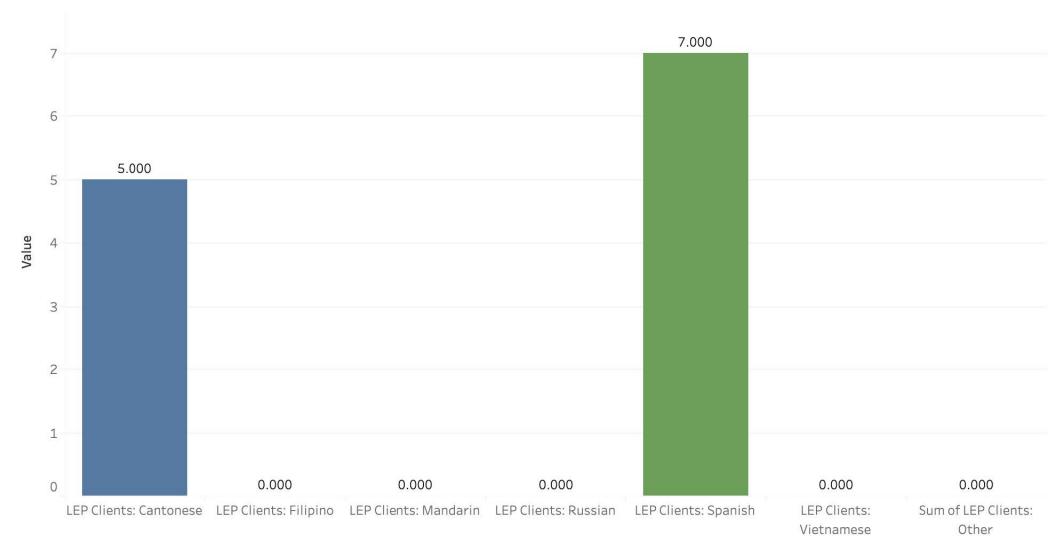
# All Multilingual Staff

# Certified Multilingual Staff

Staff: Cantonese	Certified Staff: Cantonese
Staff: Filipino	Certified Staff: Filipino
Staff: Mandarin	Certified Staff: Mandarin
Staff: Other	Certified Staff: Other
Staff: Russian	Certified Staff: Russian
Staff: Spanish	Certified Staff: Spanish
Staff: Vietnamese	Certified Staff: Vietnamese

Mayor's Office on Disability

### LEP Clients Served



De	part	tme	nt
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Translations	Telephonic Inter	pretations	In-Person Interpretations
Translations: Chinese	Phone Interpretations: Cantonese	5.000	In-Person Interpretations: Cantonese
	Phone Interpretations: Filipino	0.000	In-Person Interpretations: Filipino
Translations: Filipino	Phone Interpretations: Mandarin	0.000	In-Person Interpretations: Mandarin
Translations: Russian	Phone Interpretations: Other	0.000	In-Person Interpretations: Other
Translations: Spanish	Phone Interpretations: Russian	0.000	In-Person Interpretations: Russian
	Phone Interpretations: Spanish	7.000	In-Person Interpretations: Spanish
Translations: Vietnamese	Phone Interpretations: Vietnamese	0.000	In-Person Interpretations: Vietnamese
0		0 2 4 6 8	0

Mayor's Office on Disability

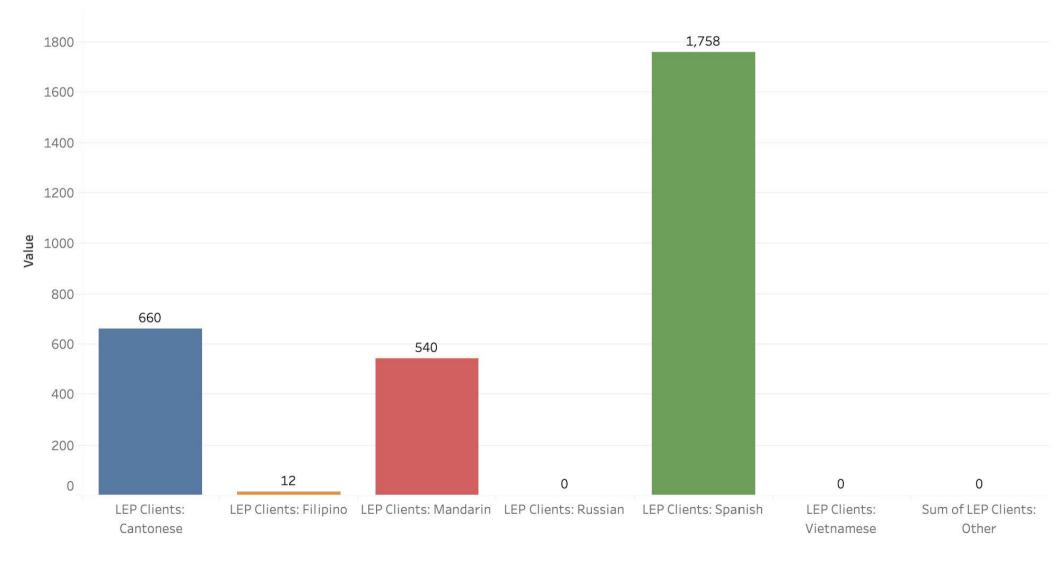
# All Multilingual Staff

# Certified Multilingual Staff

				· ·				
Staff: Cantonese				Certified Staff: Cantonese				
Staff: Filipino				Certified Staff: Filipino				
Staff: Mandarin				Certified Staff: Mandarin				
Staff: Other			3.000	Certified Staff: Other				1.000
Staff: Russian				Certified Staff: Russian				
Staff: Spanish				Certified Staff: Spanish				
Staff: Vietnamese				Certified Staff: Vietnamese	2			
	0.0 0.5 1.0	1.5 2.0	2.5 3.0 3.5		0.0 0.2	0.4	0.6 0.8	1.0

Mayor's Office of Housing and Community Development

# LEP Clients Served



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Mayor's Office of Housing and Community Development

Translations		Telephonic Inter	pretations	In-Person Interpretations
Translations: Chinese	75.00	Phone Interpretations: Cantonese	98.00	In-Person Interpretations: Cantonese
		Phone Interpretations: Filipino	0.00	In-Person Interpretations: Filipino
Translations: Filipino	75.00	Phone Interpretations: Mandarin	41.00	In-Person Interpretations: Mandarin
Translations: Russian		Phone Interpretations: Other	8.00	In-Person Interpretations: Other
Translations: Spanish	75.00	Phone Interpretations: Russian	4.00	In-Person Interpretations: Russian
		Phone Interpretations: Spanish	19.00	In-Person Interpretations: 360.0 Spanish
Translations: Vietnamese		Phone Interpretations: Vietnamese	9.00	In-Person Interpretations: Vietnamese
	0 50 100		0 50 100	0 200 400

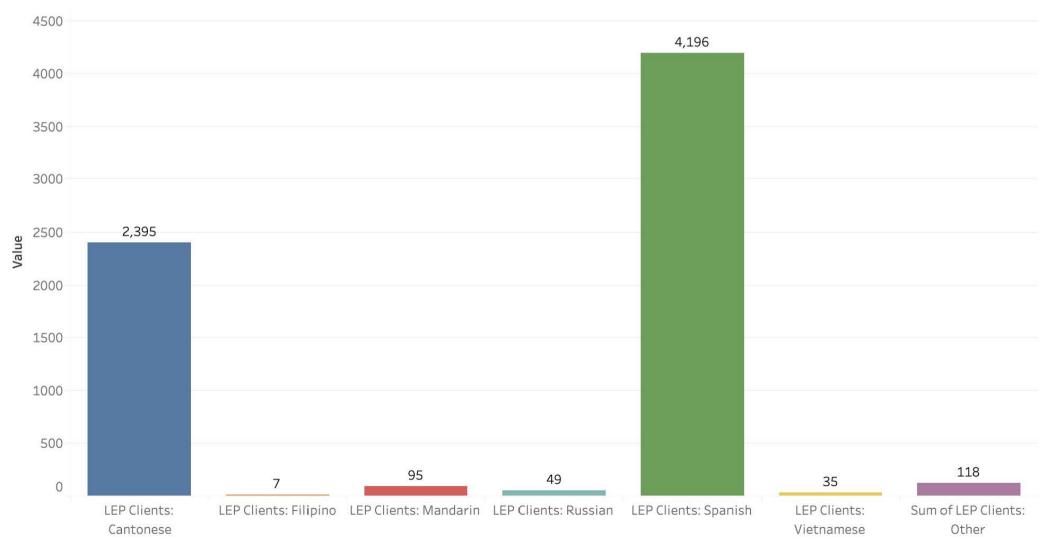
Mayor's Office of Housing and Community Development

### All Multilingual Staff Staff: Cantonese 7.00 Certified Staff: Cantonese Staff: Filipino 3.00 Certified Staff: Filipino 4.00 Certified Staff: Mandarin Staff: Mandarin Staff: Other 2.00 Certified Staff: Other Certified Staff: Russian Staff: Russian Staff: Spanish 12.00 Certified Staff: Spanish 1.000 Staff: Vietnamese Certified Staff: Vietnamese 0 2 4 6 8 10 12 14 0.0 0.2 0.4 0.6 0.8 1.0

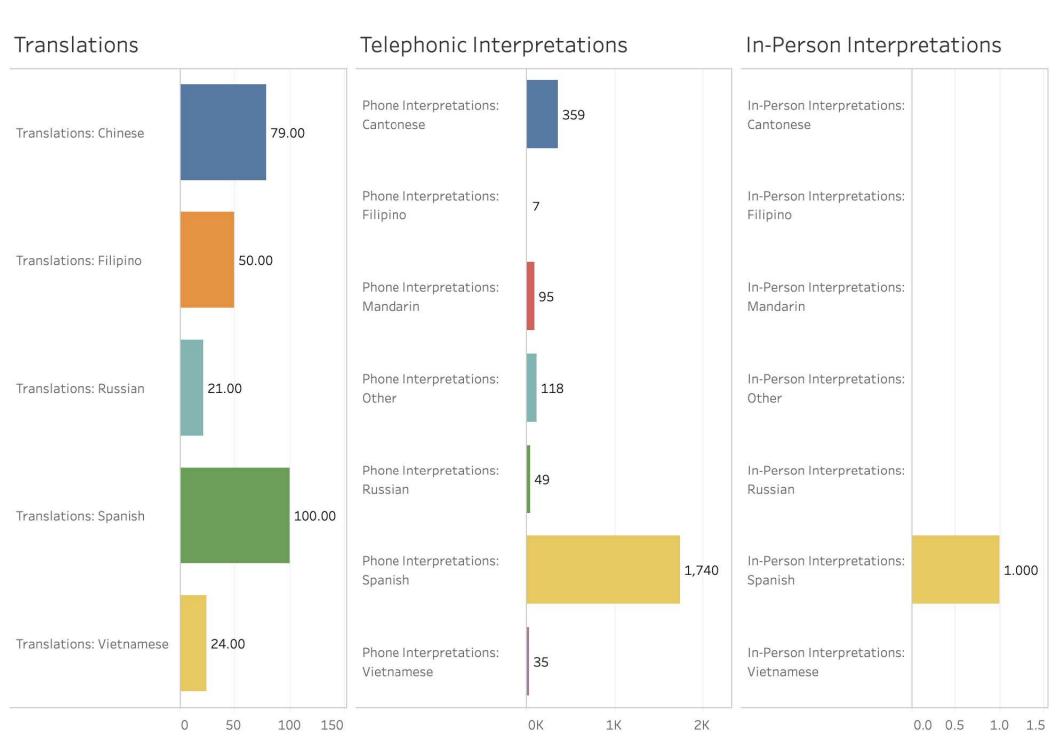
# Certified Multilingual Staff

Municipal Transportation Agency (MTA)

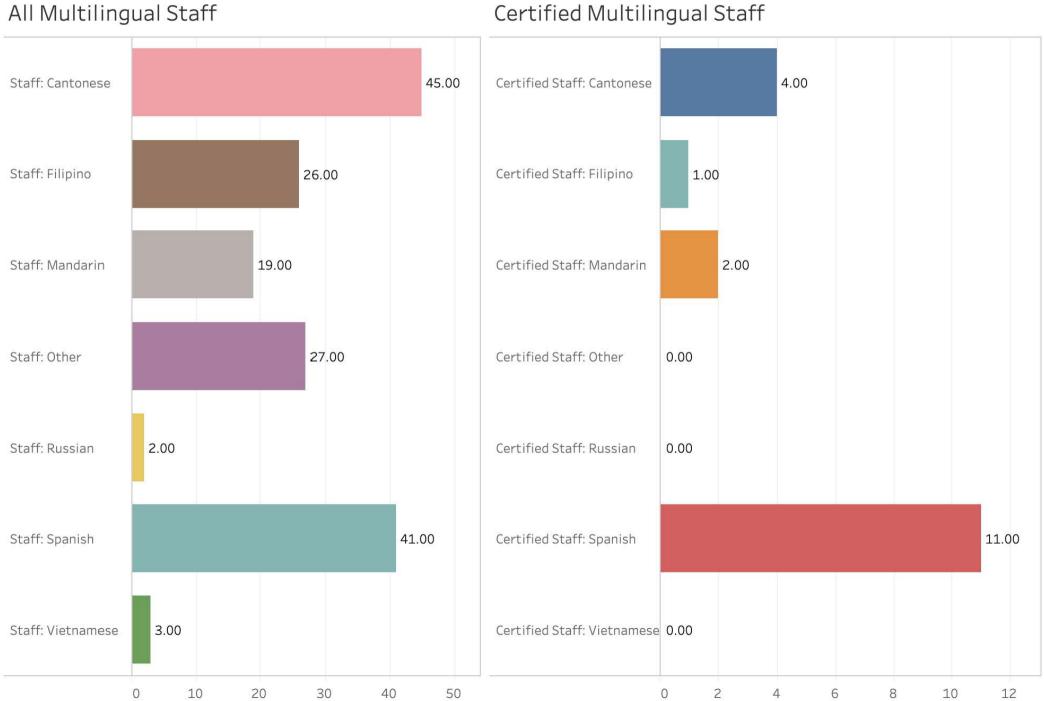
## LEP Clients Served



Municipal Transportation Agency (MTA)



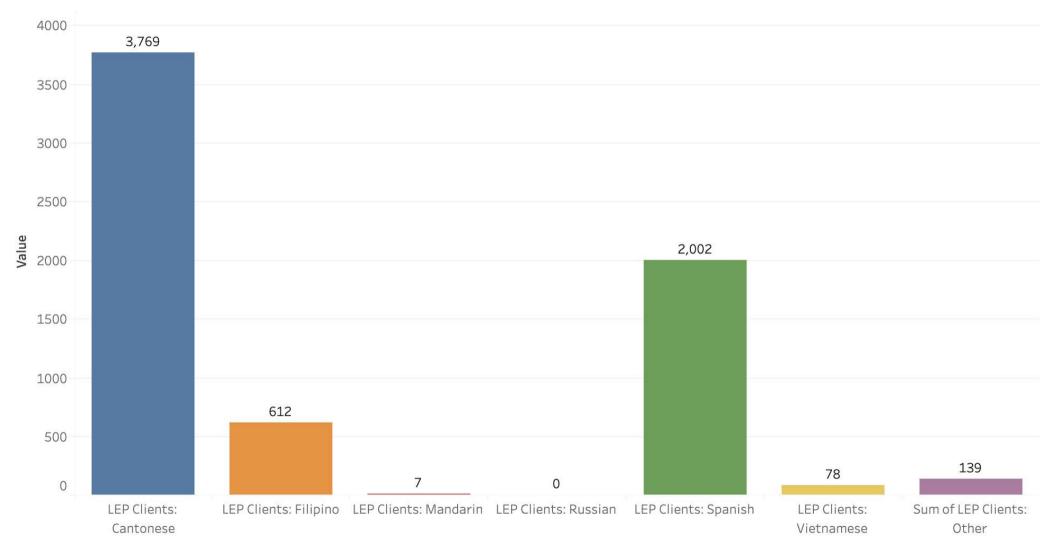
Municipal Transportation Agency (MTA)



### Certified Multilingual Staff

Civic Engagement and Immigrant Affairs (Office of)

### LEP Clients Served

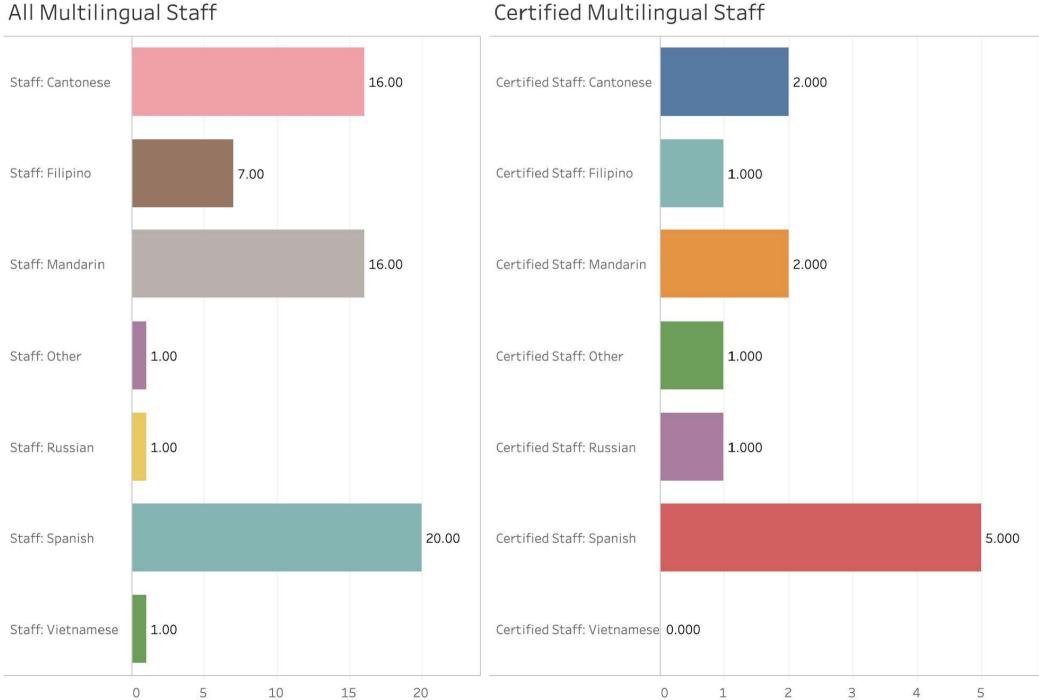


Civic Engagement and Immigrant Affairs (Office of)

Translations			Telephonic Inter	pretatio	ns		In-Person Interpretations		
Translations: Chinese		152.0	Phone Interpretations: Cantonese	10.00			In-Person Interpretations: Cantonese		16.00
			Phone Interpretations: Filipino	8.00			In-Person Interpretations: Filipino	3.00	
Translations: Filipino		142.0	Phone Interpretations: Mandarin	1.00			In-Person Interpretations: Mandarin		16.00
Translations: Russian	31.0		Phone Interpretations: Other	0.00			In-Person Interpretations: Other	0.00	
Translations: Spanish		146.0	Phone Interpretations: Russian	0.00			In-Person Interpretations: Russian	0.00	
			Phone Interpretations: Spanish			96.00	In-Person Interpretations: Spanish		28.00
Translations: Vietnamese	0.0		Phone Interpretations: Vietnamese	0.00			In-Person Interpretations: Vietnamese	0.00	
	0 100	200		0 5	0 1	100		0 10	20 30 40

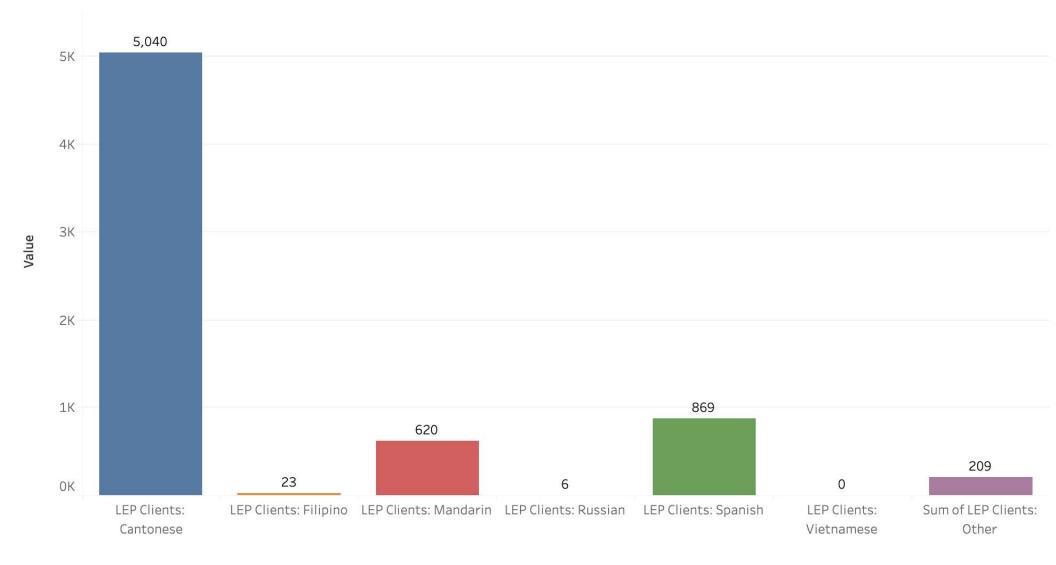
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Civic Engagement and Immigrant Affairs (Office of)



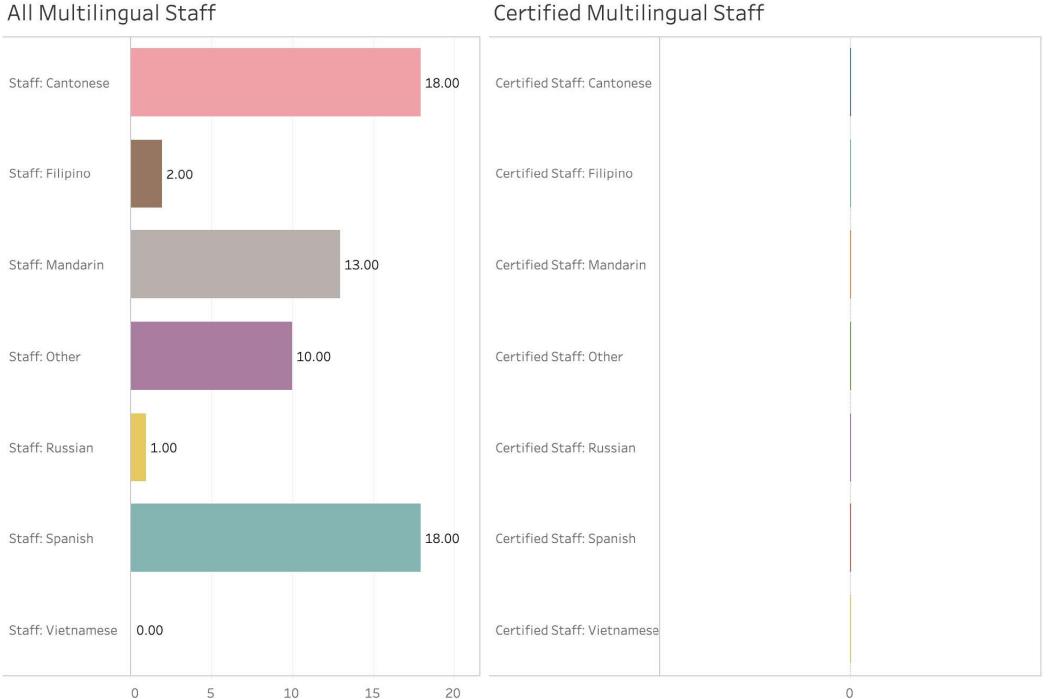
### Certified Multilingual Staff

### LEP Clients Served



Office of Economic & Workforce Development (OEWD)

Translations		Telephonic Inter	pretations	In-Person Interpretations		
Translations: Chinese	105.00	Phone Interpretations: Cantonese	2,087	In-Person Interpretations: Cantonese		
		Phone Interpretations: Filipino	19	In-Person Interpretations: Filipino 4		
Translations: Filipino	89.00	Phone Interpretations: Mandarin	288	In-Person Interpretations: Mandarin		
Translations: Russian	78.00	Phone Interpretations: Other	35	In-Person Interpretations: Other		
Translations: Spanish	103.00	Phone Interpretations: Russian	5	In-Person Interpretations: Russian		
		Phone Interpretations: Spanish	603	In-Person Interpretations: Spanish		
Translations: Vietnamese	49.00	Phone Interpretations: Vietnamese	0	In-Person Interpretations: Vietnamese		
	0 50 100 150		ОК 1К 2К	0К 2К 4К		

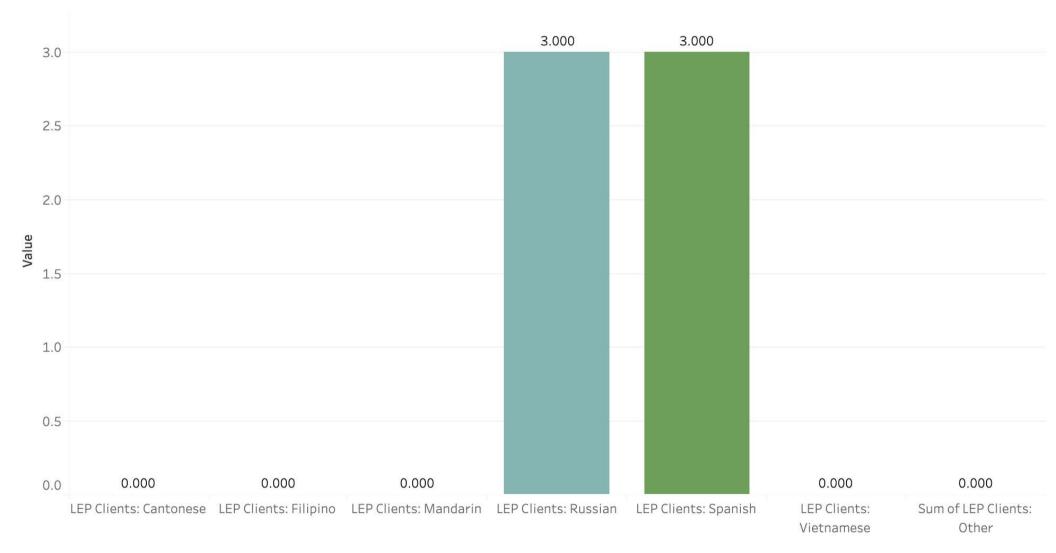


## Certified Multilingual Staff

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Office of Cannabis

### LEP Clients Served



Translations			Telephonic Interp	retations	In-Person Interpretations		
Translations: Chinese		1.000	Phone Interpretations: Cantonese	ο	In-Person Interpretations: Cantonese		
			Phone Interpretations: Filipino	0	In-Person Interpretations: Filipino		
Translations: Filipino		1.000	Phone Interpretations: Mandarin	0	In-Person Interpretations: Mandarin		
Translations: Russian			Phone Interpretations: Other	Ο	In-Person Interpretations: Other		
Translations: Spanish		1.000	Phone Interpretations: Russian	0	In-Person Interpretations: Russian		
			Phone Interpretations: Spanish	ο	In-Person Interpretations: Spanish	1.000	
Translations: Vietnamese			Phone Interpretations: Vietnamese	0	In-Person Interpretations: Vietnamese		
	00 05	1.0		0		00 05 10 15	

0.0 0.5 1.0 1.5

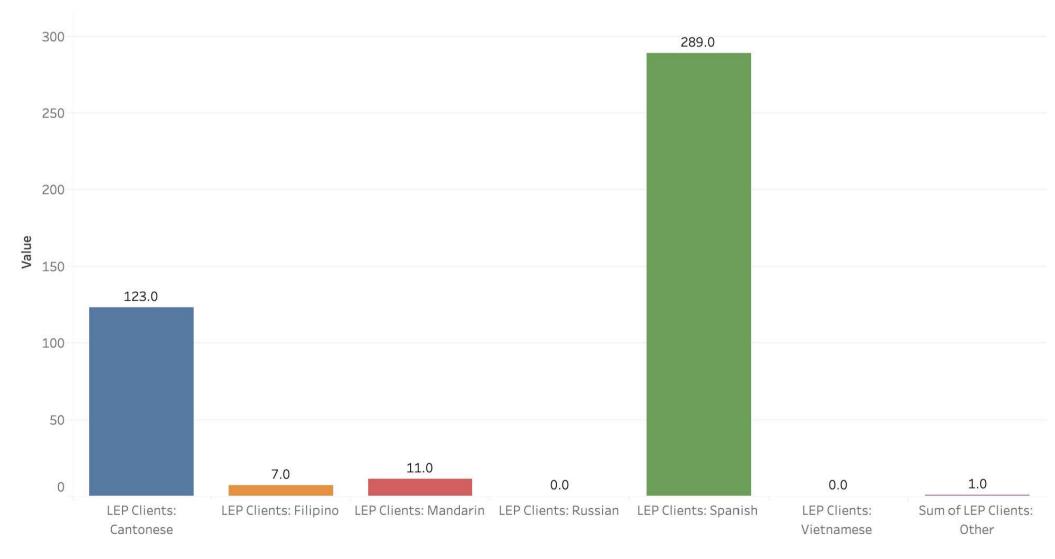
Office of Cannabis

### All Multilingual Staff Staff: Cantonese Certified Staff: Cantonese 1.000 Staff: Filipino Certified Staff: Filipino Certified Staff: Mandarin Staff: Mandarin 1.000 Certified Staff: Other Staff: Other Staff: Russian 1.000 Certified Staff: Russian Staff: Spanish 1.000 Certified Staff: Spanish Staff: Vietnamese Certified Staff: Vietnamese 0.0 0.2 0.4 0.6 0.8 1.0 0.0 0.2 0.4 0.6 0.8 1.0

# Certified Multilingual Staff

Labor Standards Enforcement, Office of

### LEP Clients Served



Labor Standards Enforcement, Office of

Translations			Telephonic Inter	pretations		In-Person Interpret	tations
Translations: Chinese		35.00	Phone Interpretations: Cantonese	0.000		In-Person Interpretations: Cantonese	
			Phone Interpretations: Filipino	0.000		In-Person Interpretations: Filipino	
Translations: Filipino	3	34.00	Phone Interpretations: Mandarin	0.000		In-Person Interpretations: Mandarin	
Translations: Russian	6.00		Phone Interpretations: Other		1.000	In-Person Interpretations: Other	
Translations: Spanish	з	34.00	Phone Interpretations: Russian	0.000		In-Person Interpretations: Russian	
			Phone Interpretations: Spanish	0.000		In-Person Interpretations: Spanish	
Translations: Vietnamese	9.00		Phone Interpretations: Vietnamese	0.000		In-Person Interpretations: Vietnamese	
	0 20	40		0.0 0.5 1	0		0

Labor Standards Enforcement, Office of

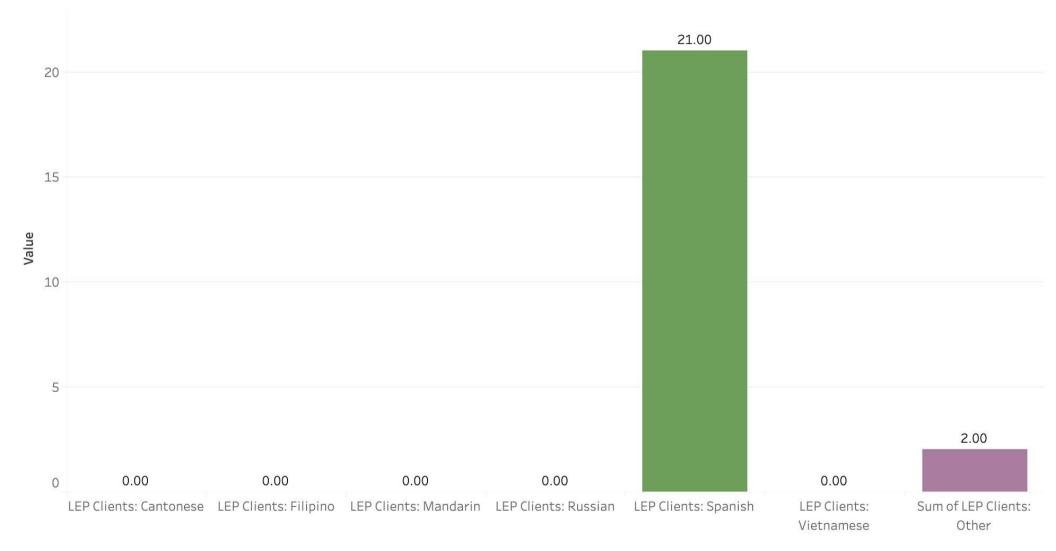
# All Multilingual Staff

# Certified Multilingual Staff

Staff: Cantonese		Certified Staff: Cantonese						5.000
Staff: Filipino		Certified Staff: Filipino		1.000				
Staff: Mandarin		Certified Staff: Mandarin						
Staff: Other		Certified Staff: Other						
Staff: Russian		Certified Staff: Russian						
Staff: Spanish		Certified Staff: Spanish					4.000	
Staff: Vietnamese		Certified Staff: Vietnamese	9					
	C		0 1	2	2 3	3 4	1 5	5

Office of Transgender Initiatives

### LEP Clients Served



Office of Transgender Initiatives

Translations	Telephonic Interpretation	Telephonic Interpretations		
Translations: Chinese	Phone Interpretations: Cantonese	0	In-Person Interpretations: Cantonese	
	Phone Interpretations: Filipino	0	In-Person Interpretations: Filipino	
Translations: Filipino	Phone Interpretations: Mandarin	0	In-Person Interpretations: Mandarin	
Translations: Russian	Phone Interpretations: Other	0	In-Person Interpretations: Other	
Translations: Spanish 5.0	Phone Interpretations: Russian	0	In-Person Interpretations: Russian	
	Phone Interpretations: Spanish	0	In-Person Interpretations: 55.00 Spanish	
Translations: Vietnamese	Phone Interpretations: Vietnamese	0	In-Person Interpretations: Vietnamese	
0 2 4 6		0	0 20 40 60 80	

Office of Transgender Initiatives

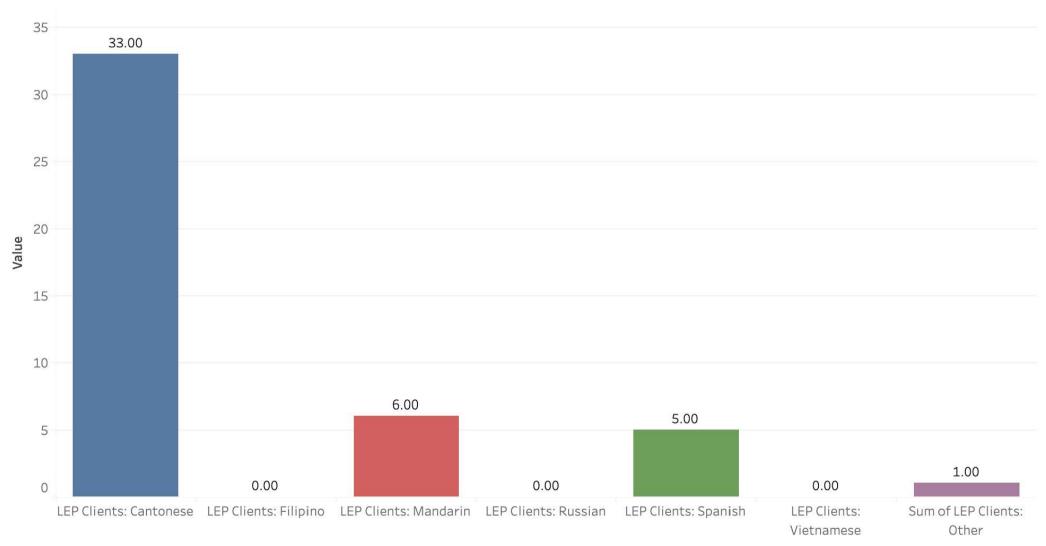
# All Multilingual Staff

# Certified Multilingual Staff

Staff: Cantonese				Certified Staff: Cantonese		
Staff: Filipino				Certified Staff: Filipino		
Staff: Mandarin				Certified Staff: Mandarin		
Staff: Other		1.000		Certified Staff: Other		
Staff: Russian				Certified Staff: Russian		
Staff: Spanish			2.000	Certified Staff: Spanish		
Staff: Vietnamese				Certified Staff: Vietnamese		
	0.0 0.5 1	0 1.5 2	2.0		C	C

Planning Department (CPC)

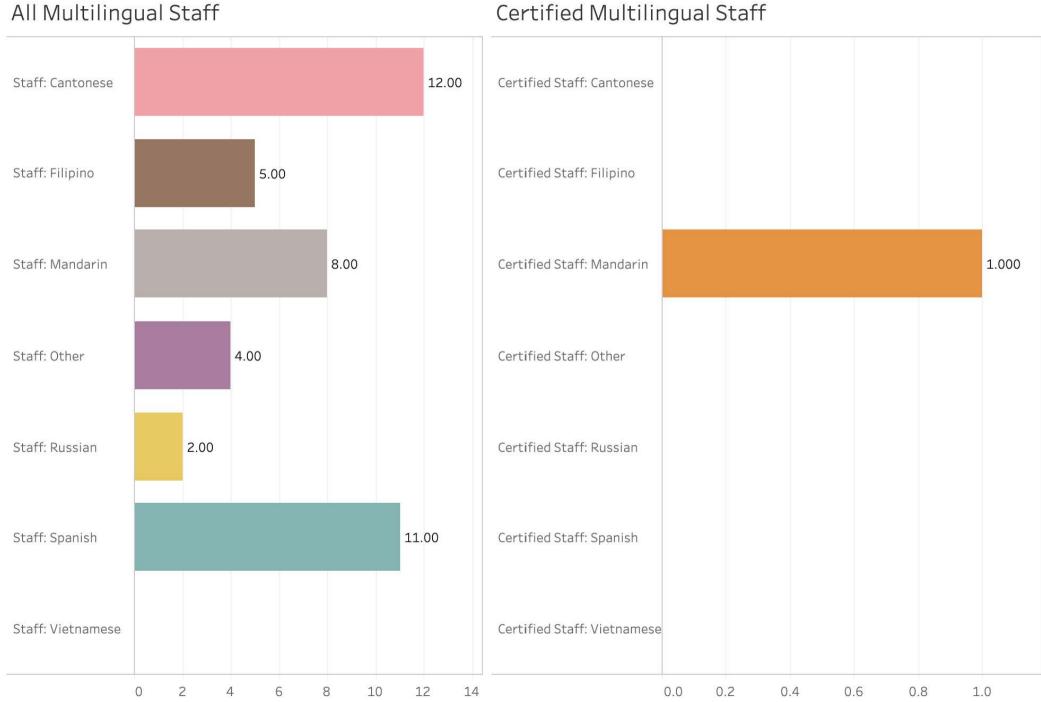
### LEP Clients Served



T

Translations		Telephonic Inter	pretations	In-Person Interpretations			
Translations: Chinese	anslations: Chinese 15.000		33.00	D In-Person Interpretations: Cantonese			
		Phone Interpretations: Filipino	0.00	In-Person Interpretations: Filipino			
Translations: Filipino	10.000	Phone Interpretations: Mandarin	6.00	In-Person Interpretations: Mandarin			
Translations: Russian		Phone Interpretations: Other	1.00	In-Person Interpretations: Other			
Translations: Spanish	15.000	Phone Interpretations: Russian	0.00	In-Person Interpretations: Russian			
		Phone Interpretations: Spanish	5.00	In-Person Interpretations: Spanish			
Translations: Vietnamese		Phone Interpretations: Vietnamese	0.00	In-Person Interpretations: Vietnamese			
C	) 10 20		0 10 20 30 40	0			

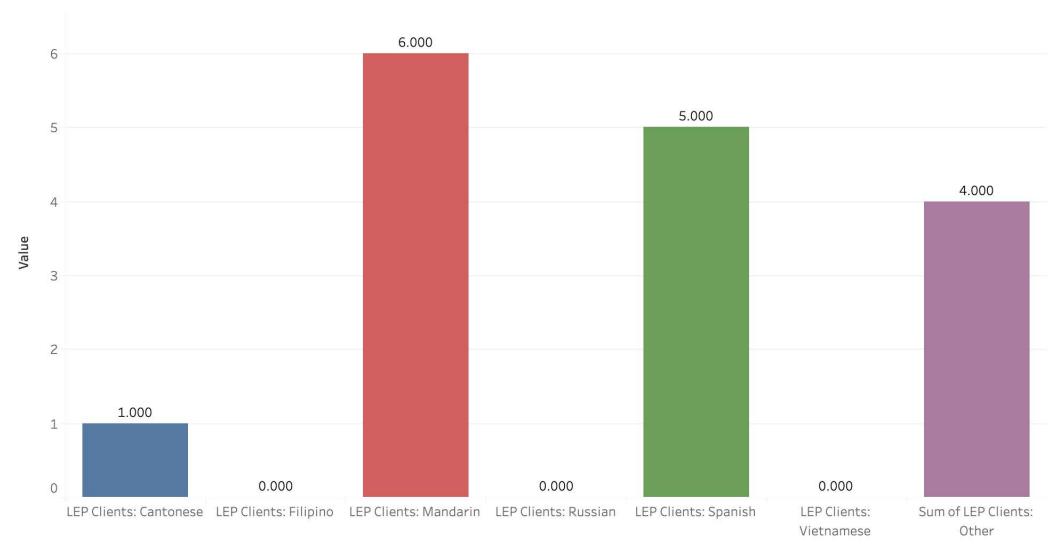
Planning Department (CPC)



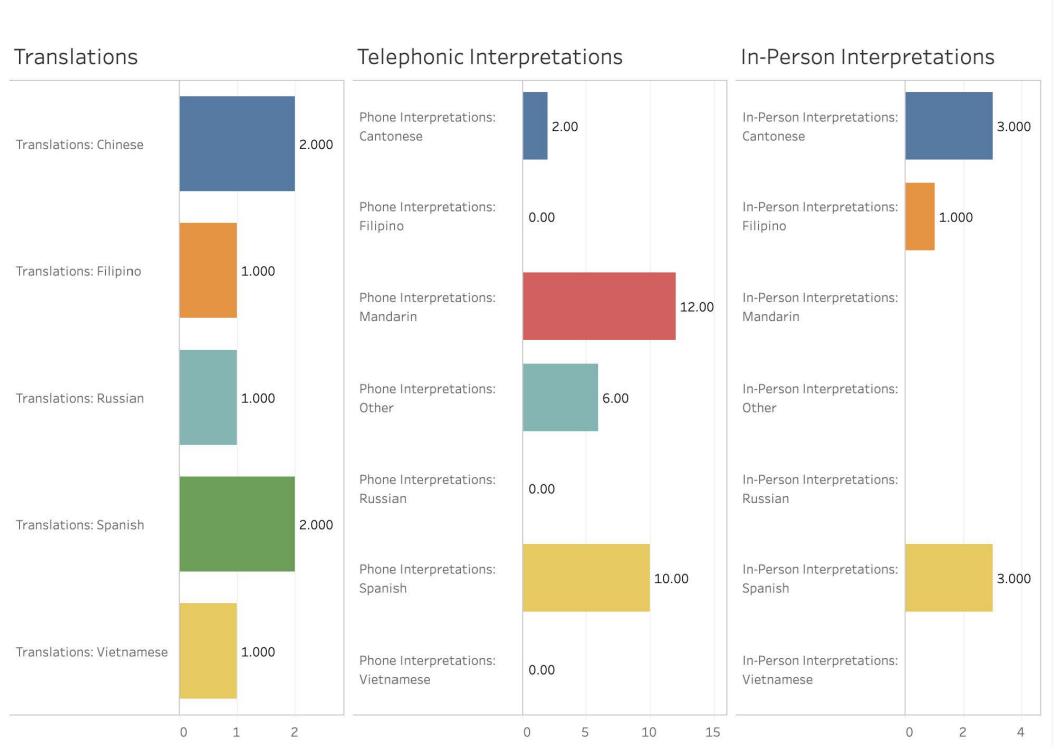
## Certified Multilingual Staff

Police Accountability, Department of

### LEP Clients Served



Police Accountability, Department of



Police Accountability, Department of

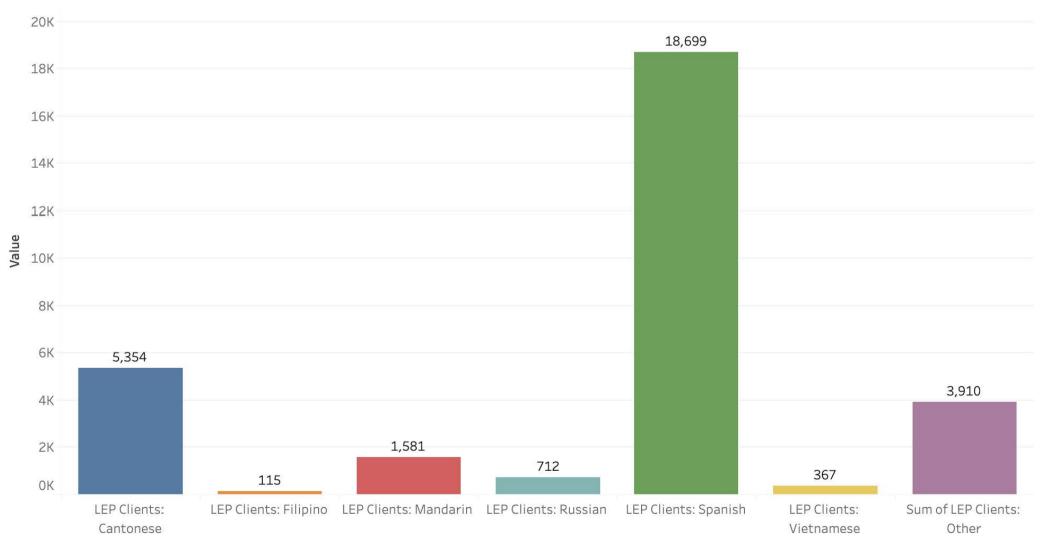
# All Multilingual Staff

# Certified Multilingual Staff

Staff: Cantonese							Certified Staff: Cantonese						1.000
Staff: Filipino							Certified Staff: Filipino						1.000
Staff: Mandarin							Certified Staff: Mandarin						
Staff: Other							Certified Staff: Other						
Staff: Russian							Certified Staff: Russian						
Staff: Spanish						1.000	Certified Staff: Spanish						1.000
Staff: Vietnamese							Certified Staff: Vietnamese	9					
	0.0	0.2	0.4	0.6	0.8	1.0		0.0	0.2	0.4	0.6	0.8	1.0

Police Department (POL)

### LEP Clients Served

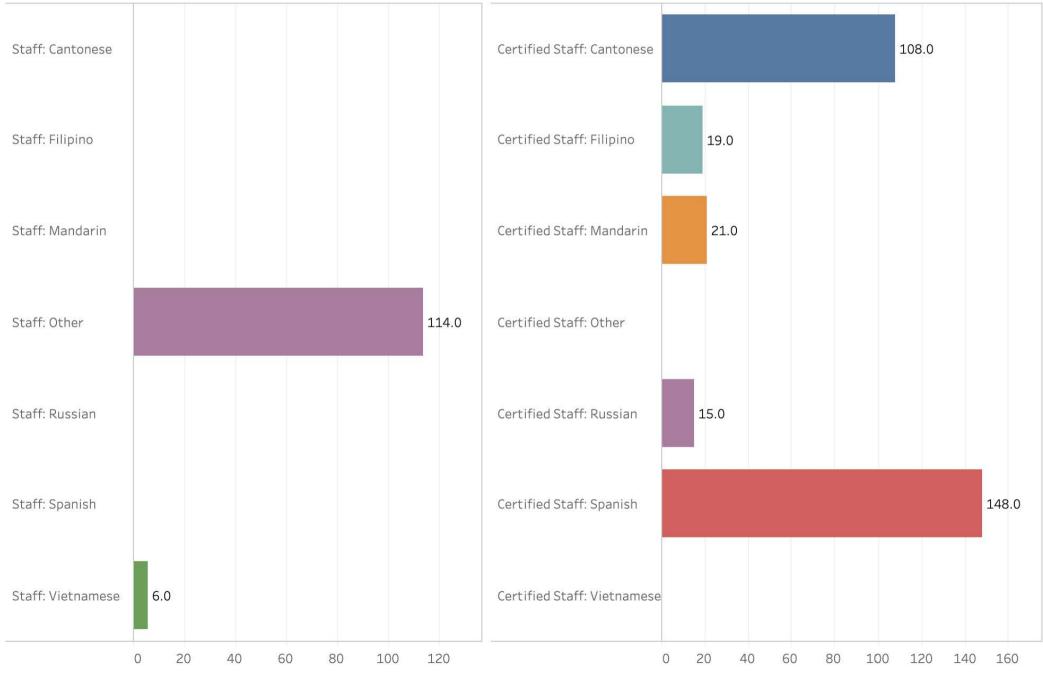


Translations			Telephonic Inter	pretations		In-Person Interp	retations
Translations: Chinese		10.00	Phone Interpretations: Cantonese	1,105		In-Person Interpretations: Cantonese	51.0
			Phone Interpretations: Filipino	27		In-Person Interpretations: Filipino	31.0
Translations: Filipino		10.00	Phone Interpretations: Mandarin	494		In-Person Interpretations: Mandarin	15.0
Translations: Russian		10.00	Phone Interpretations: Other	754		In-Person Interpretations: Other	268.0
Translations: Spanish		10.00	Phone Interpretations: Russian	118		In-Person Interpretations: Russian	21.0
			Phone Interpretations: Spanish		2,861	In-Person Interpretations: Spanish	501.0
Translations: Vietnamese			Phone Interpretations: Vietnamese	138		In-Person Interpretations: Vietnamese	61.0
	0 5 2	LO		ОК 1К 2К	ЗК		0 200 400 600

Police Department (POL)

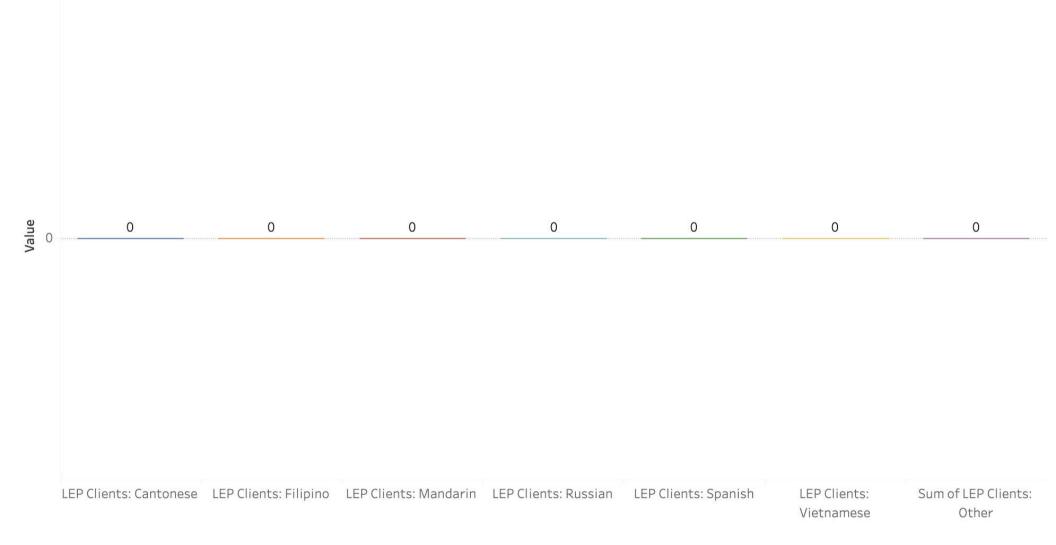
# All Multilingual Staff

### Certified Multilingual Staff



Port of San Francisco

### LEP Clients Served



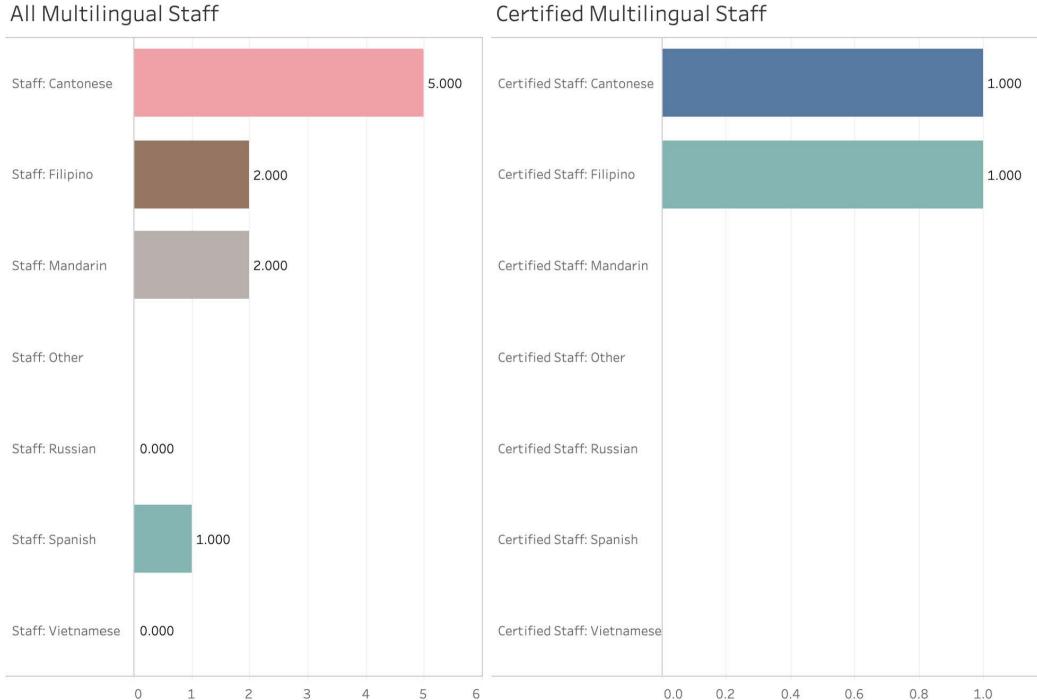
Translations	Telephonic Interpretations	In-Person Interpretations	
Translations: Chinese	Phone Interpretations: Cantonese	0	In-Person Interpretations: Cantonese
	Phone Interpretations: Filipino	0	In-Person Interpretations: Filipino
Translations: Filipino	Phone Interpretations: Mandarin	0	In-Person Interpretations: Mandarin
Translations: Russian	Phone Interpretations: Other	0	In-Person Interpretations: Other
Translations: Spanish	Phone Interpretations: Russian	0	In-Person Interpretations: Russian
	Phone Interpretations: Spanish	0	In-Person Interpretations: Spanish
Translations: Vietnamese	Phone Interpretations: Vietnamese	0	In-Person Interpretations: Vietnamese

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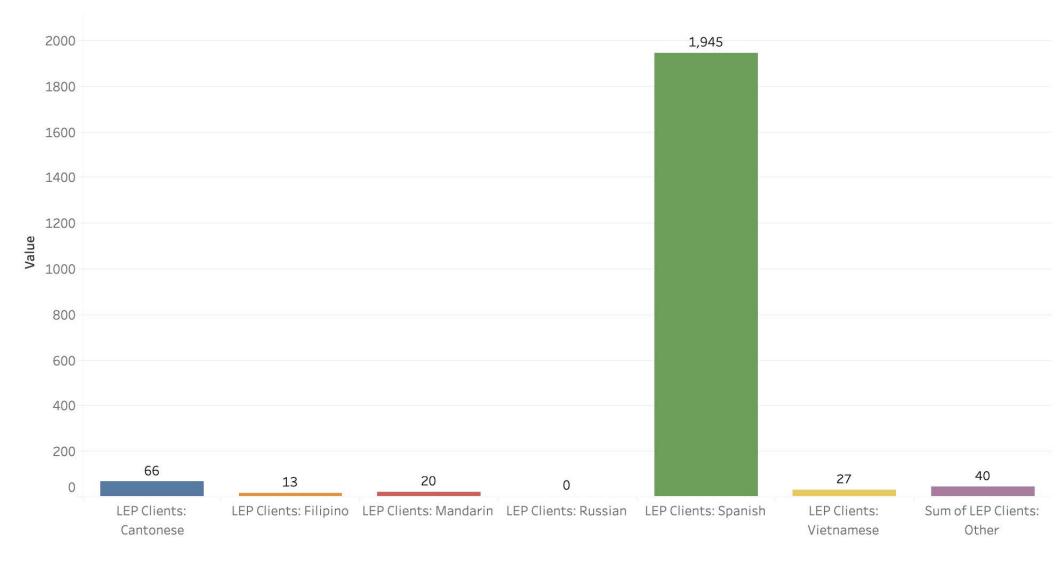
0



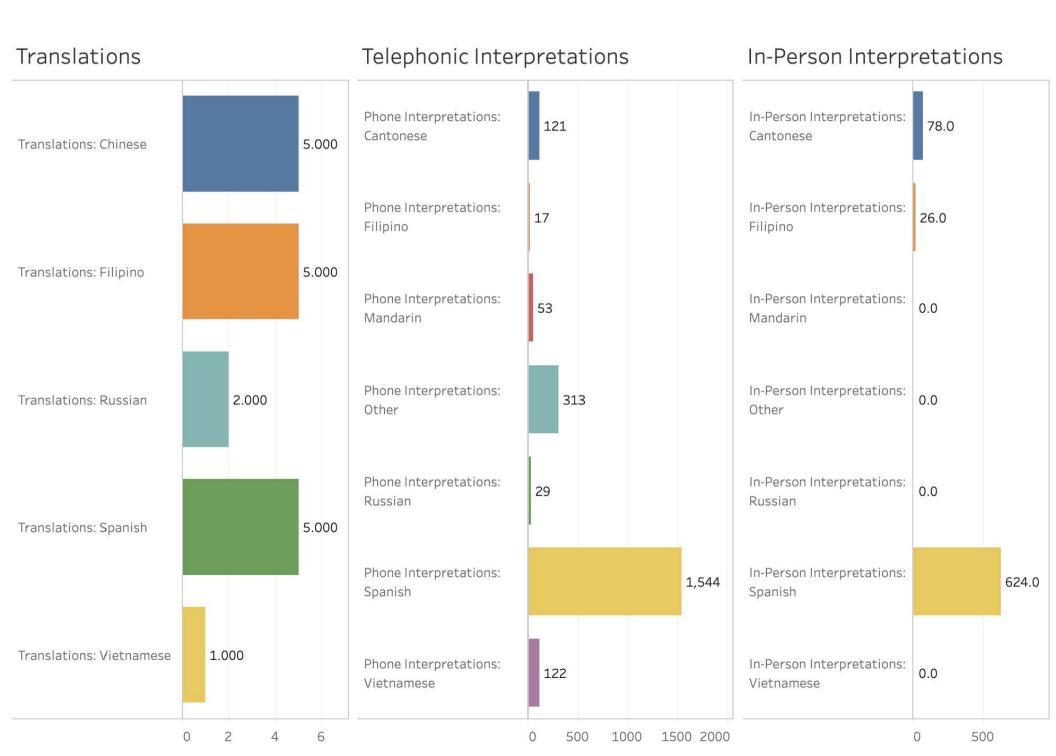
### Certified Multilingual Staff

Public Defender's Office (PDR)

### LEP Clients Served



Public Defender's Office (PDR)



Public Defender's Office (PDR)

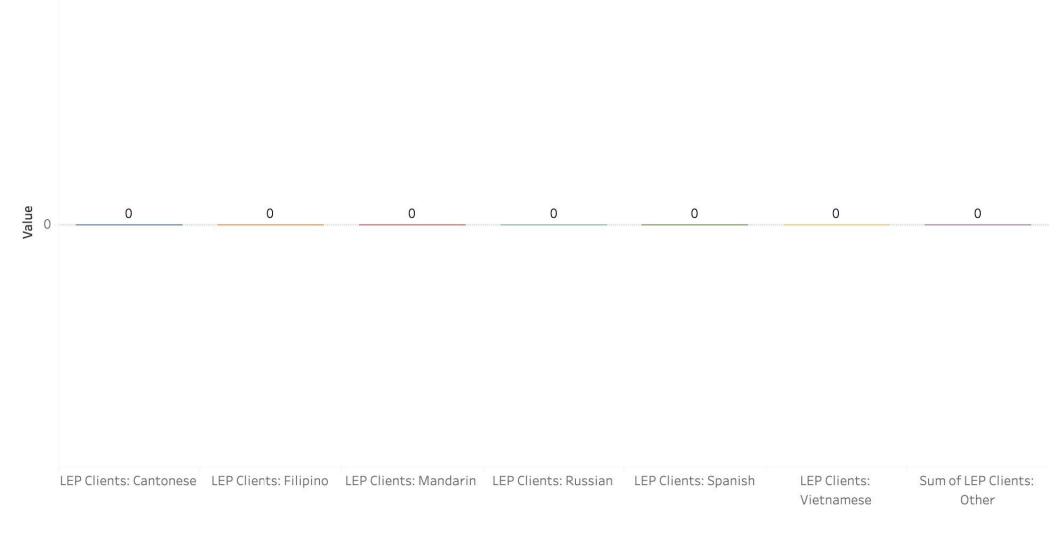
# All Multilingual Staff Certifi

### Certified Multilingual Staff

Staff: Cantonese	Certified Staff: Cantonese 1.00
Staff: Filipino	Certified Staff: Filipino 4.00
Staff: Mandarin	Certified Staff: Mandarin 0.00
Staff: Other	Certified Staff: Other 4.00
Staff: Russian	Certified Staff: Russian 1.00
Staff: Spanish	Certified Staff: Spanish 15.00
Staff: Vietnamese	Certified Staff: Vietnamese 0.00
	0 2 4 6 8 10 12 14 16

Public Health (DPH)

### LEP Clients Served



Translations			Telephonic Inter	pretations		In-Person Interpretations	
Translations: Chinese		121.0	Phone Interpretations: Cantonese	60,256		In-Person Interpretations: Cantonese	
			Phone Interpretations: Filipino	3,347		In-Person Interpretations: Filipino	
Translations: Filipino	42.0		Phone Interpretations: Mandarin	8,567		In-Person Interpretations: Mandarin	
Translations: Russian	26.0		Phone Interpretations: Other	19,224		In-Person Interpretations: Other	
Translations: Spanish		161.0	Phone Interpretations: Russian	7,637		In-Person Interpretations: Russian	
			Phone Interpretations: Spanish	16	57,271	In-Person Interpretations: Spanish	
Translations: Vietnamese	26.0		Phone Interpretations: Vietnamese	10,201		In-Person Interpretations: Vietnamese	
5	0 100	0 200		ОК 100К 2	200K	0	

Depar	tment
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Public Health (DPH)

### All Multilingual Staff

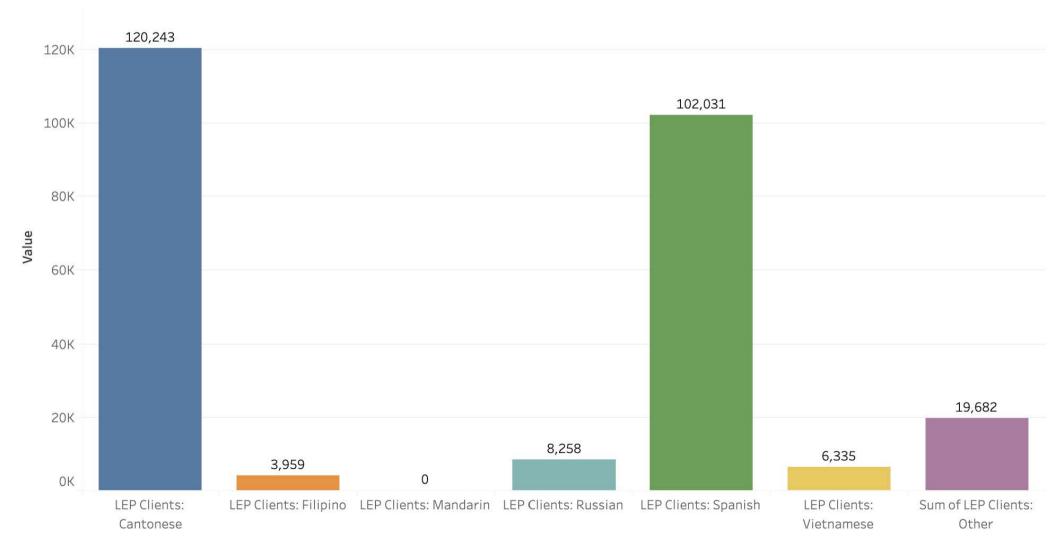
### Certified Multilingual Staff

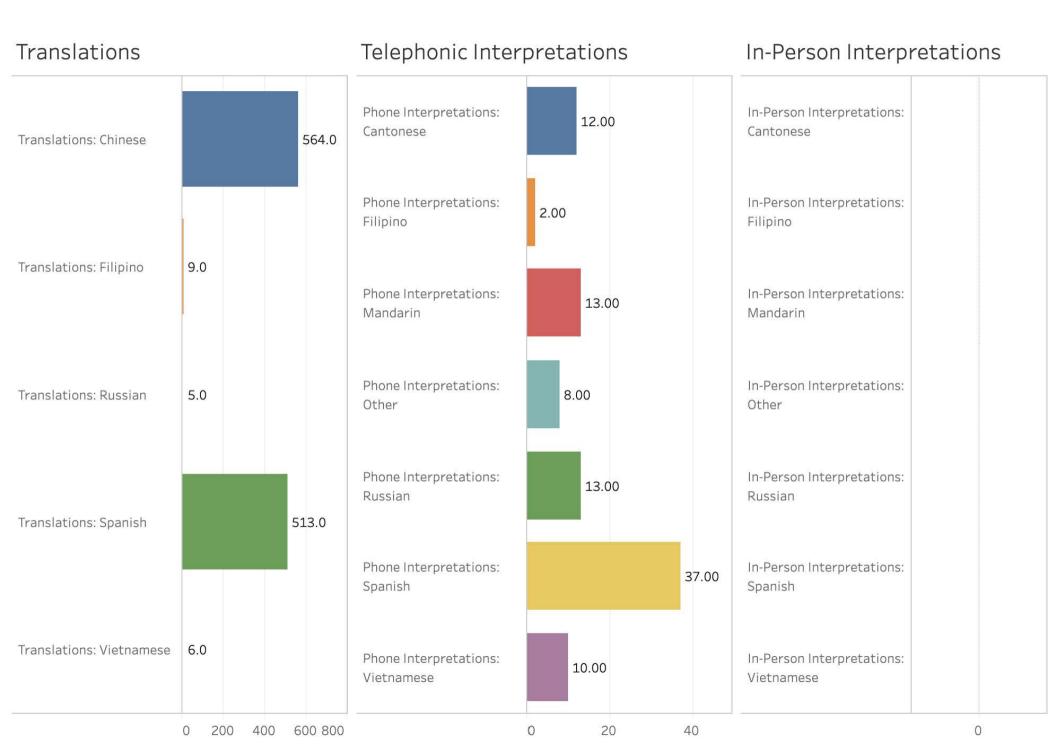
Staff: Cantonese	Certified Staff: Cantonese
Staff: Filipino	Certified Staff: Filipino
Staff: Mandarin	Certified Staff: Mandarin
Staff: Other	Certified Staff: Other
Staff: Russian	Certified Staff: Russian
Staff: Spanish	Certified Staff: Spanish
Staff: Vietnamese	Certified Staff: Vietnamese

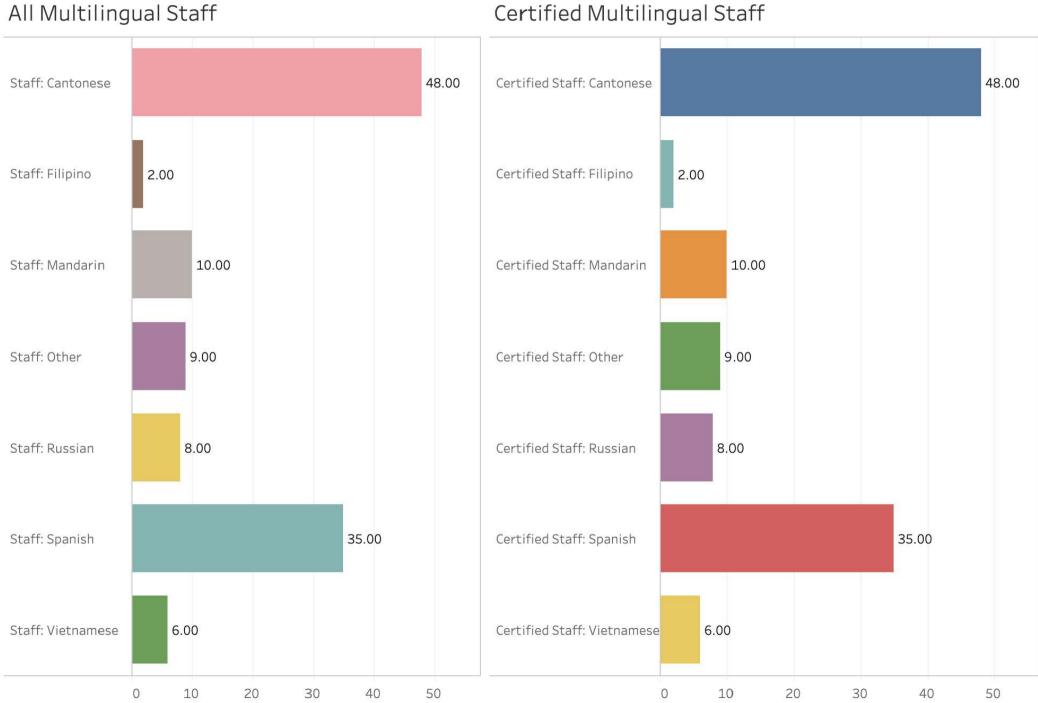
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Public Library (LIB)

### LEP Clients Served



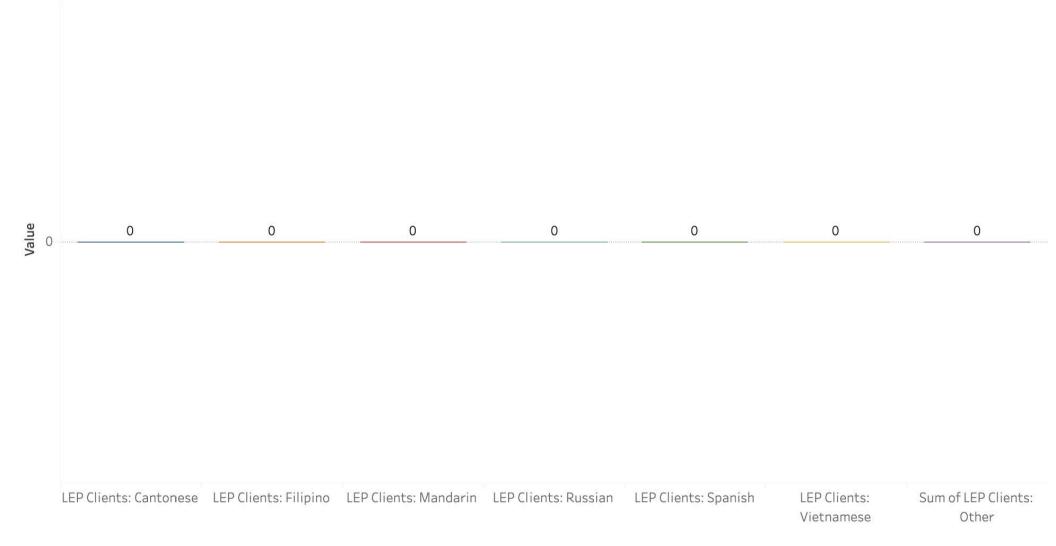




### Certified Multilingual Staff

Public Works (DPW)

### LEP Clients Served



Translations			Telephonic Inter	pretatio	ons		In-Person Interp	retations	
Translations: Chinese		43.00	Phone Interpretations: Cantonese	15.0			In-Person Interpretations: Cantonese	10.4	000
			Phone Interpretations: Filipino	0.0			In-Person Interpretations: Filipino		
Translations: Filipino	2.00		Phone Interpretations: Mandarin	0.0			In-Person Interpretations: Mandarin		
Translations: Russian			Phone Interpretations: Other	0.0			In-Person Interpretations: Other		
Translations: Spanish	10.00		Phone Interpretations: Russian	0.0			In-Person Interpretations: Russian		
			Phone Interpretations: Spanish			208.0	In-Person Interpretations: Spanish	3.000	
Translations: Vietnamese	1.00		Phone Interpretations: Vietnamese	0.0			In-Person Interpretations: Vietnamese		
	0 20 40	0 60	1 <del></del>	0 10	0 20	0		0 5 10	15

Public Works (DPW)

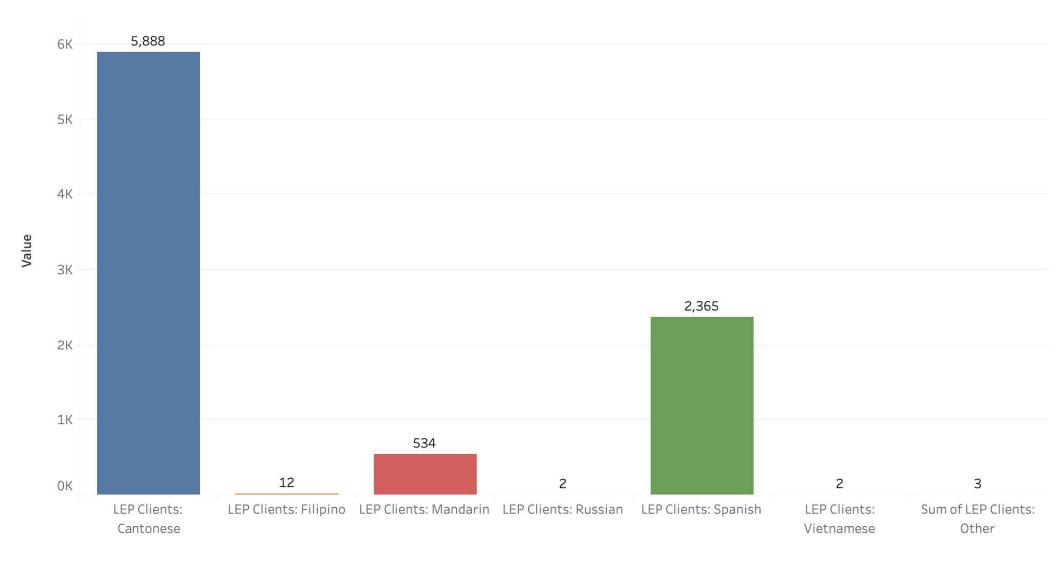
### All Multilingual Staff

### Certified Multilingual Staff

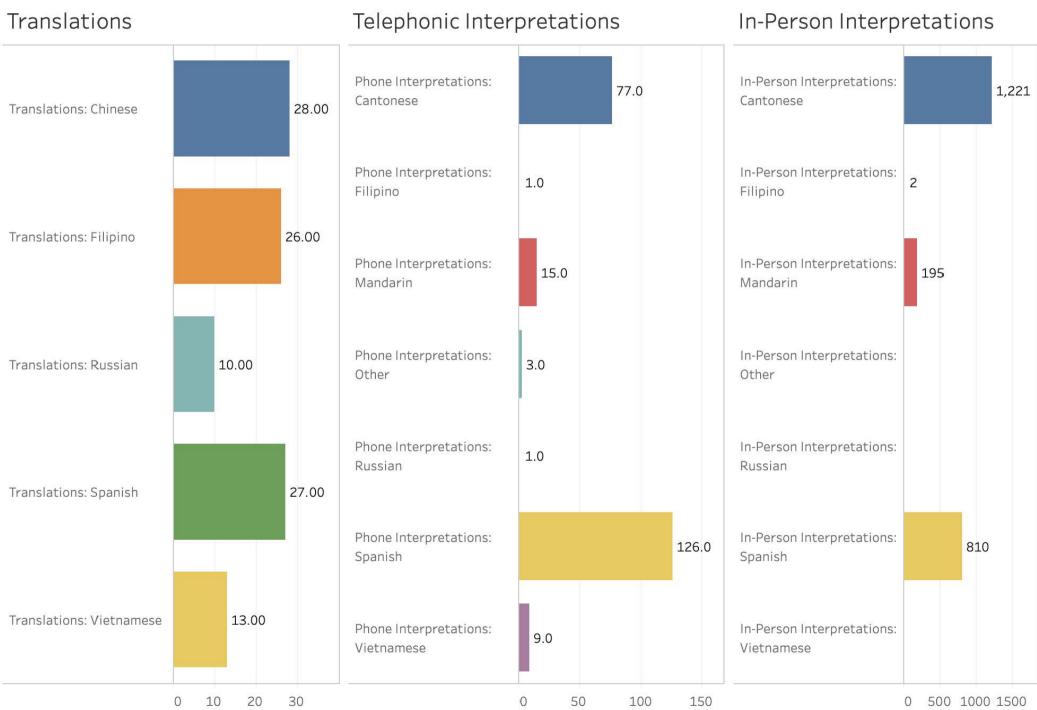
Staff: Cantonese		Certified Staff: Cantonese					2.000
Staff: Filipino		Certified Staff: Filipino					
Staff: Mandarin		Certified Staff: Mandarin					2.000
Staff: Other		Certified Staff: Other					
Staff: Russian		Certified Staff: Russian					
Staff: Spanish		Certified Staff: Spanish					2.000
Staff: Vietnamese		Certified Staff: Vietnames	e				
	0		0.0	0.5	1.0	1.5	2.0

Public Utilities Commission (PUC)

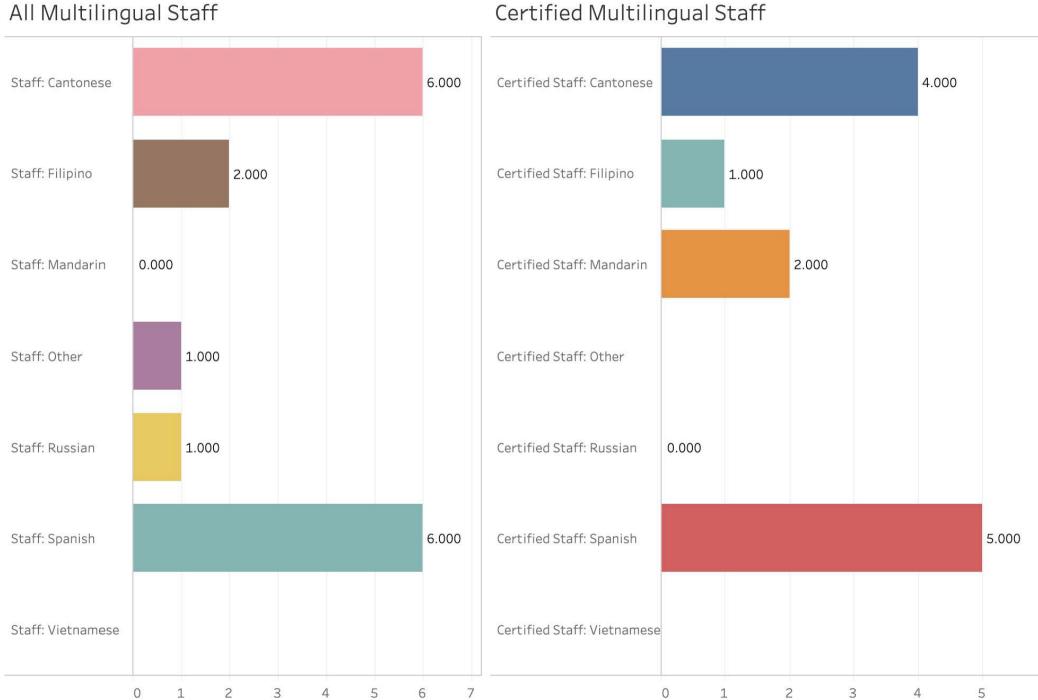
### LEP Clients Served



Public Utilities Commission (PUC)



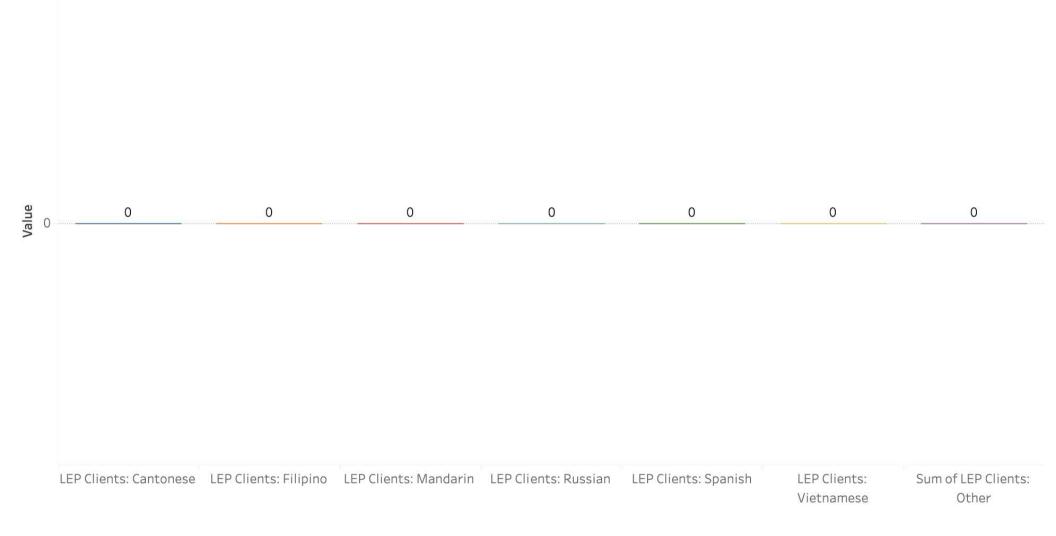
Public Utilities Commission (PUC)



### Certified Multilingual Staff

Real Estate Division

### LEP Clients Served



Translations		Telephonic Interpretatio	In-Person Interpretations		
Translations: Chinese	0	Phone Interpretations: Cantonese	0	In-Person Interpretations: Cantonese	0
		Phone Interpretations: Filipino	Ο	In-Person Interpretations: Filipino	0
Translations: Filipino	0	Phone Interpretations: Mandarin	0	In-Person Interpretations: Mandarin	0
Translations: Russian	0	Phone Interpretations: Other	0	In-Person Interpretations: Other	0
Translations: Spanish	0	Phone Interpretations: Russian	0	In-Person Interpretations: Russian	0
		Phone Interpretations: Spanish	0	In-Person Interpretations: Spanish	0
Translations: Vietnamese	0	Phone Interpretations: Vietnamese	0	In-Person Interpretations: Vietnamese	0

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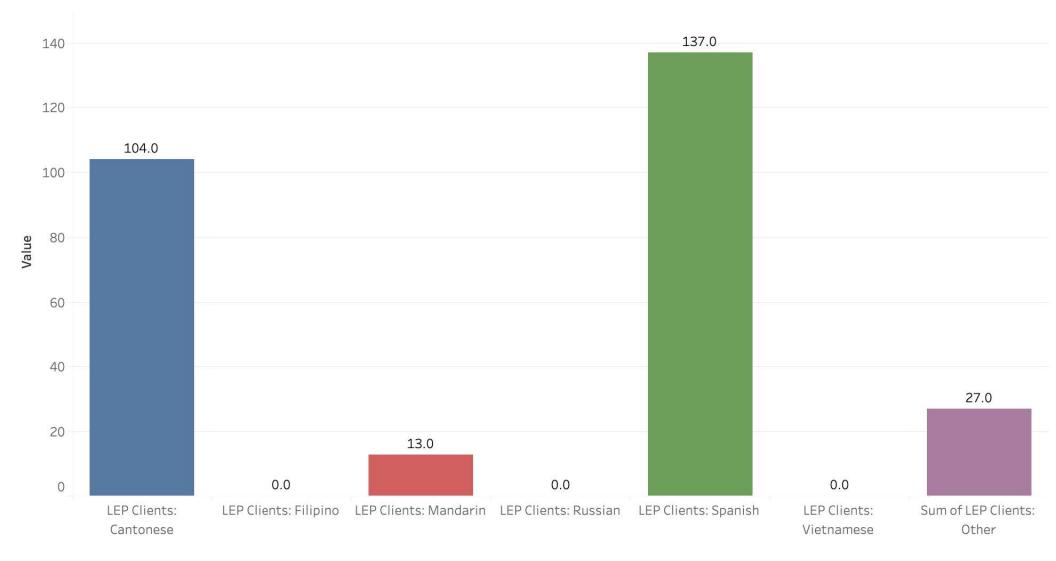
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## All Multilingual Staff

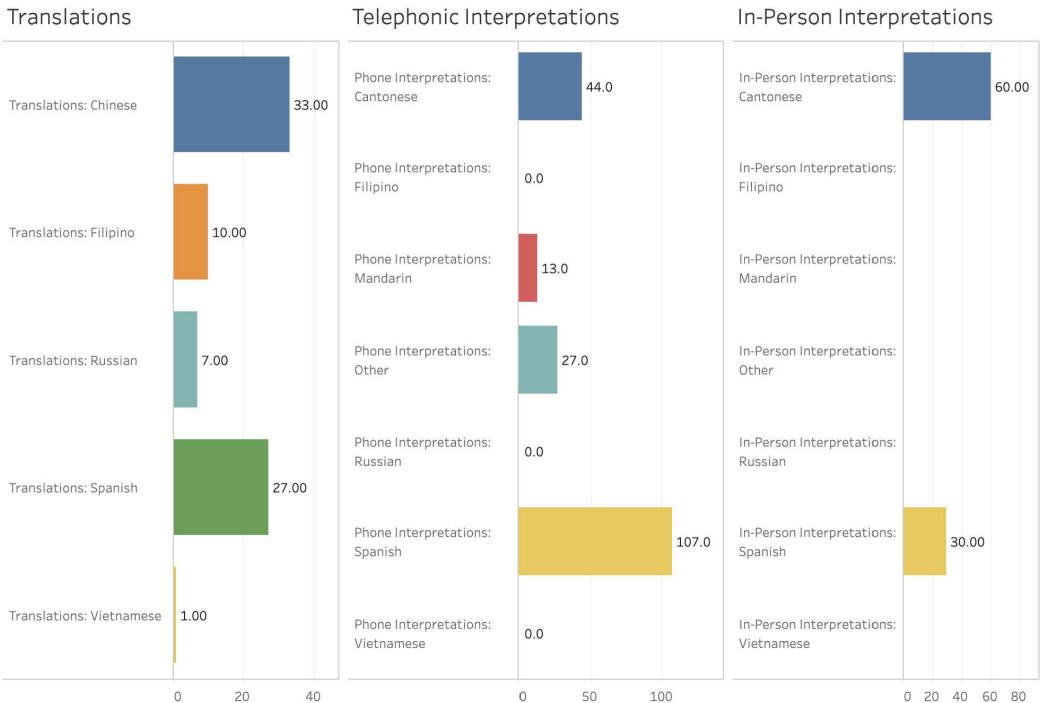


### Certified Multilingual Staff

### LEP Clients Served



Recreation and Parks (REC)



Recreation and Parks (REC)

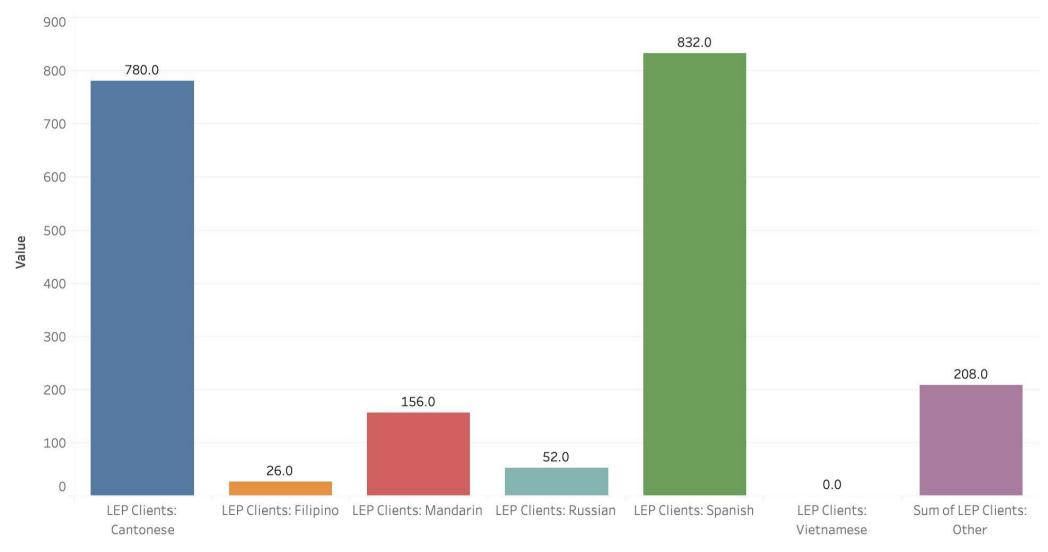
# All Multilingual Staff

## Certified Multilingual Staff

Staff: Cantonese		Certified Staff: Cantonese
Staff: Filipino		Certified Staff: Filipino
Staff: Mandarin		Certified Staff: Mandarin
Staff: Other		Certified Staff: Other
Staff: Russian		Certified Staff: Russian
Staff: Spanish		Certified Staff: Spanish 1.000
Staff: Vietnamese		Certified Staff: Vietnamese
	0	0.0 0.2 0.4 0.6 0.8 1.0

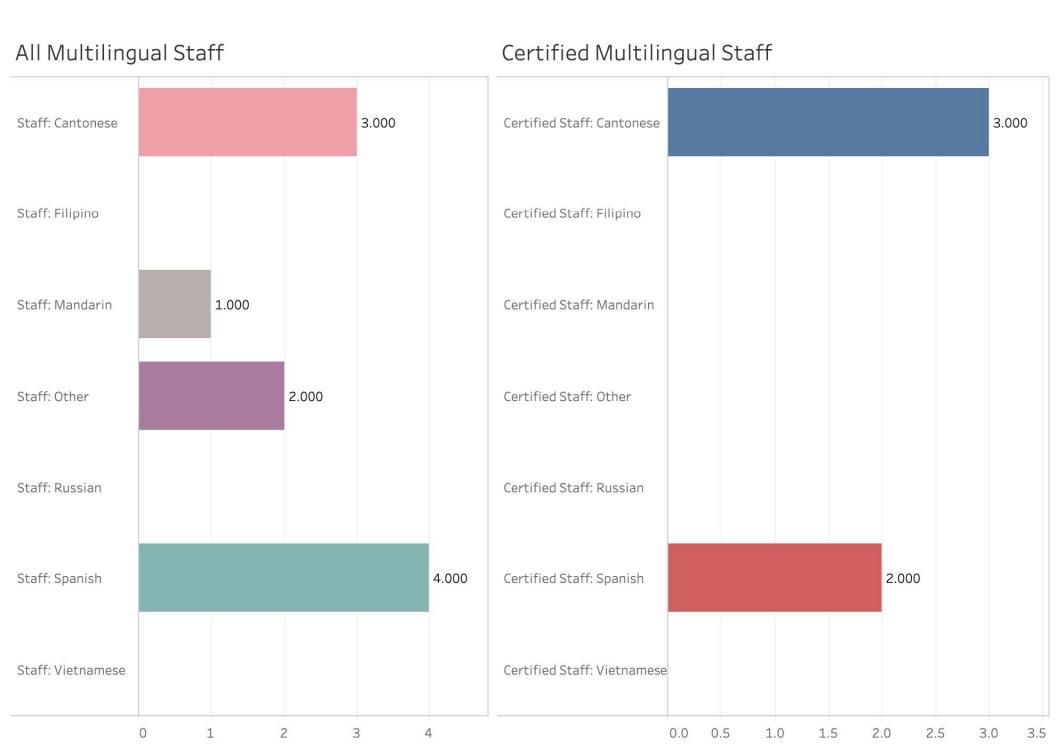
Rent Board (RNT)

### LEP Clients Served



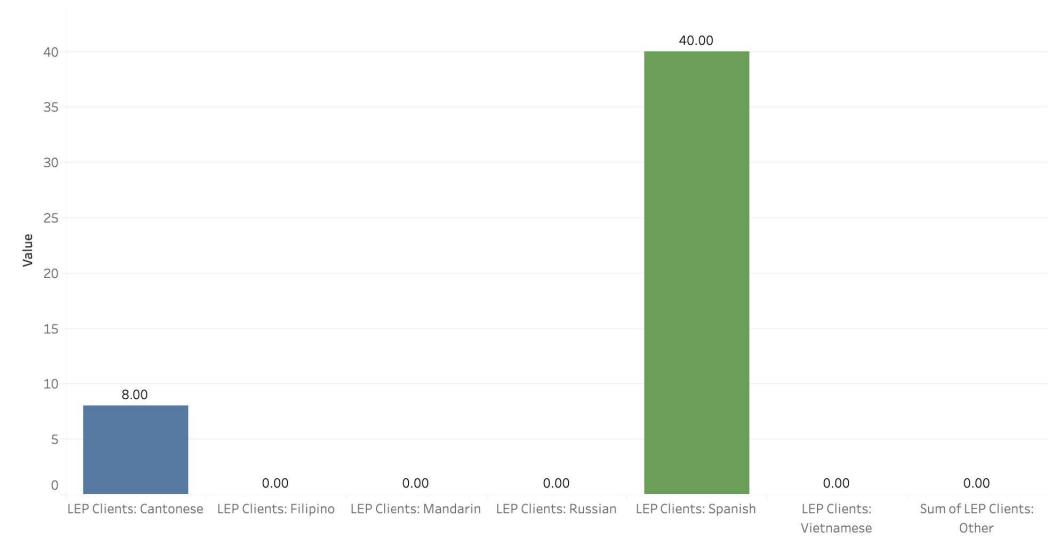
v

Translations	Telephonic Interpr	retations	In-Person Interpretations
Translations: Chinese	Phone Interpretations: Cantonese	6.000	In-Person Interpretations: Cantonese
	Phone Interpretations: Filipino	2.000	In-Person Interpretations: Filipino
Translations: Filipino	Phone Interpretations: Mandarin	4.000	In-Person Interpretations: Mandarin
Translations: Russian	Phone Interpretations: Other	3.000	In-Person Interpretations: Other
Translations: Spanish	Phone Interpretations: Russian	7.000	In-Person Interpretations: Russian
	Phone Interpretations: Spanish	4.000	In-Person Interpretations: Spanish
Translations: Vietnamese	Phone Interpretations: Vietnamese	4.000	In-Person Interpretations: Vietnamese
0	0	2 4 6 8	0



San Francisco Zoo (ZOO)

### LEP Clients Served



Translations	Telephonic Interpretations	In-Person Interpretations		
Translations: Chinese	Phone Interpretations: Cantonese	0	In-Person Interpretations: Cantonese	
	Phone Interpretations: Filipino	0	In-Person Interpretations: Filipino	
Translations: Filipino	Phone Interpretations: Mandarin	0	In-Person Interpretations: Mandarin	
Translations: Russian	Phone Interpretations: Other	0	In-Person Interpretations: Other	
Translations: Spanish	Phone Interpretations: Russian	0	In-Person Interpretations: Russian	
	Phone Interpretations: Spanish	0	In-Person Interpretations: 40.00	
Translations: Vietnamese	Phone Interpretations: Vietnamese	0	In-Person Interpretations: Vietnamese	

0

0 20 40 60

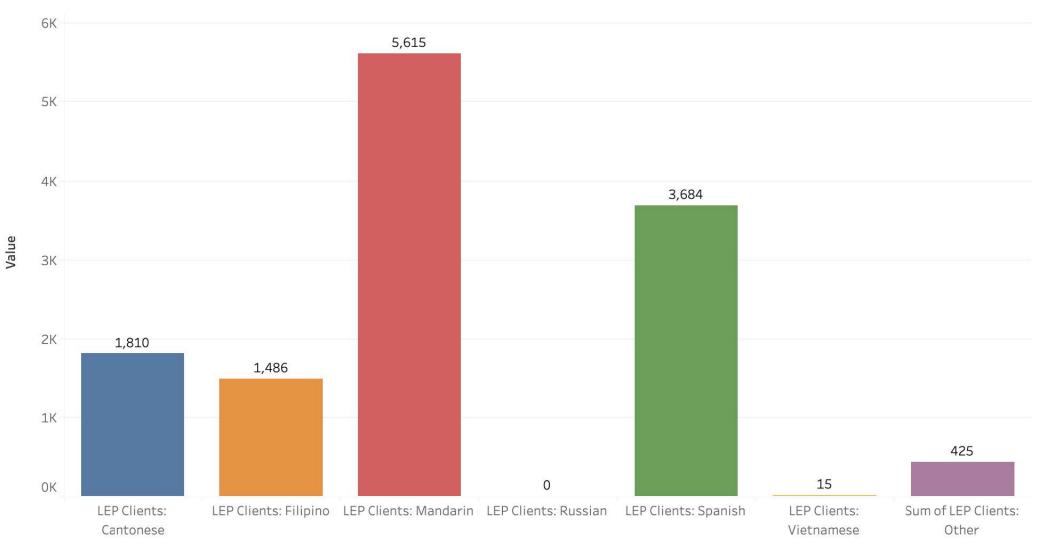
### All Multilingual Staff Staff: Cantonese 3.000 Certified Staff: Cantonese Certified Staff: Filipino Staff: Filipino Staff: Mandarin Certified Staff: Mandarin Staff: Other Certified Staff: Other Certified Staff: Russian Staff: Russian Staff: Spanish 2.000 Certified Staff: Spanish Staff: Vietnamese Certified Staff: Vietnamese 0.0 0.5 1.0 1.5 2.0 2.5 3.0 3.5

### Certified Multilingual Staff

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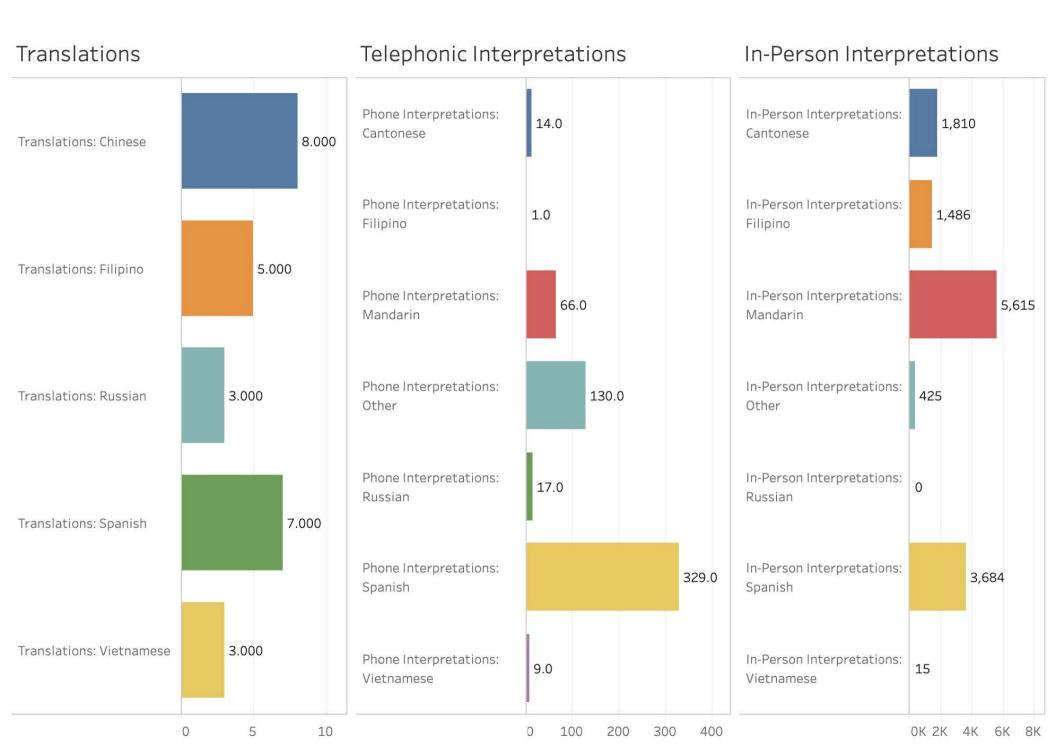
San Francisco International Airport (AIR)

### LEP Clients Served

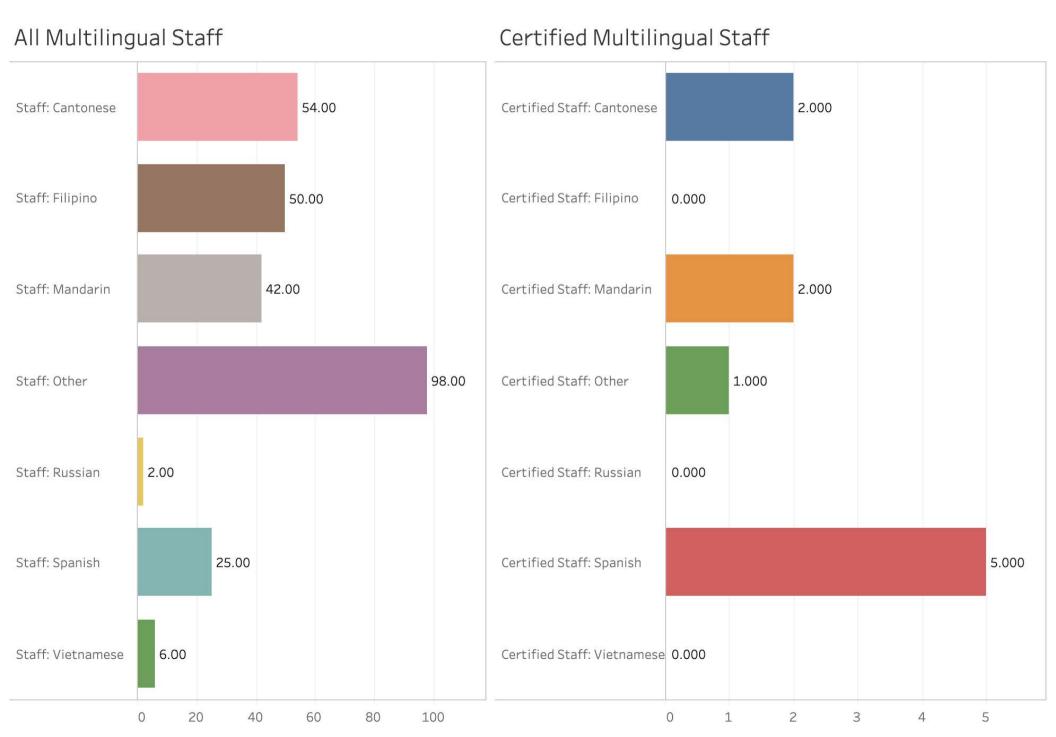


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San Francisco International Airport (AIR)

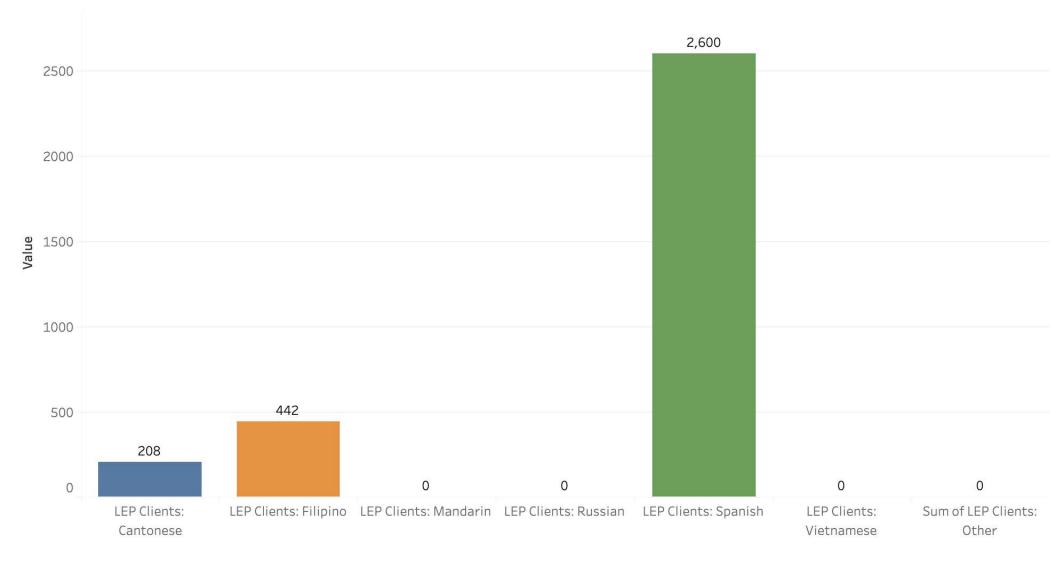


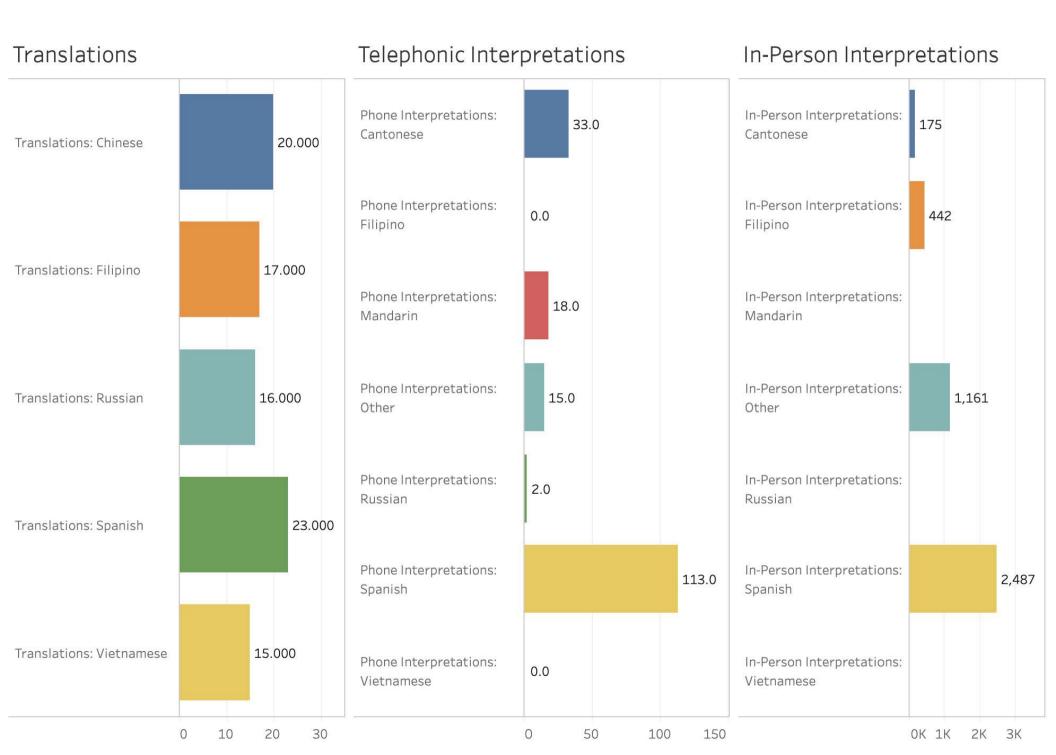
San Francisco International Airport (AIR)

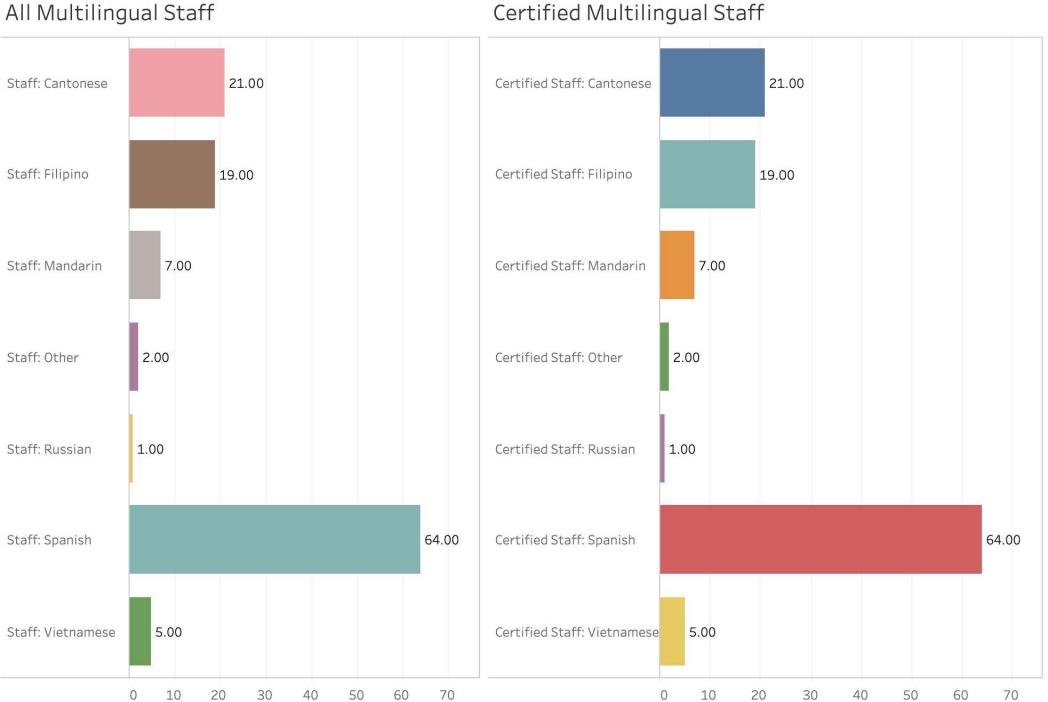


Sheriff's Department (SHF)

## LEP Clients Served



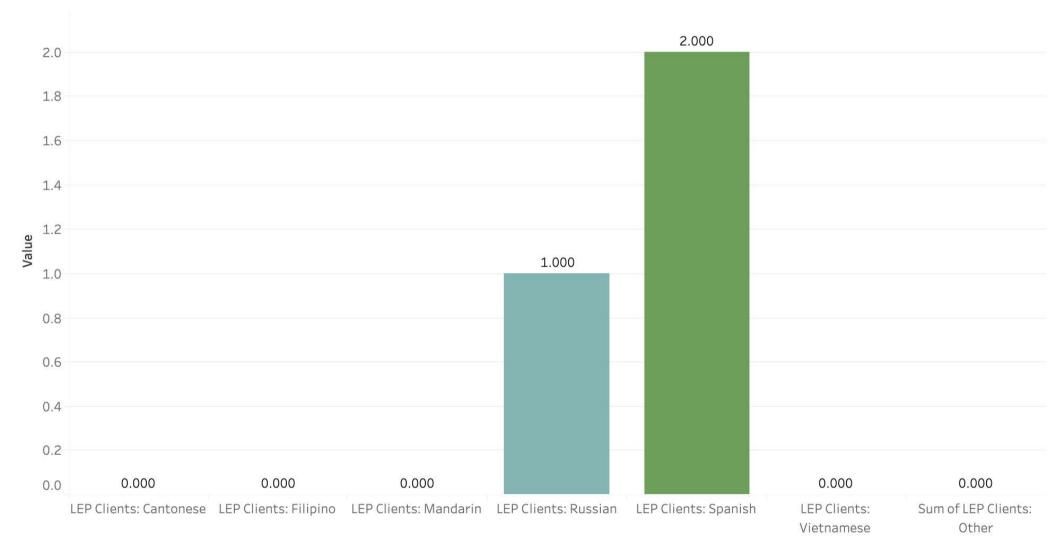




## Certified Multilingual Staff

Status of Women (Department on the)

## LEP Clients Served



Status of Women (Department on the)

Translations			Telephonic Interpretations		In-Person Interpretations	
Translations: Chinese		3.000	Phone Interpretations: Cantonese	0	In-Person Interpretations: Cantonese	
			Phone Interpretations: Filipino	Ο	In-Person Interpretations: Filipino	
Translations: Filipino	1.000		Phone Interpretations: Mandarin	0	In-Person Interpretations: Mandarin	
Translations: Russian			Phone Interpretations: Other	0	In-Person Interpretations: Other	
Translations: Spanish		3.000	Phone Interpretations: Russian	0	In-Person Interpretations: Russian	
			Phone Interpretations: Spanish	0	In-Person Interpretations: Spanish	2.000
Translations: Vietnamese			Phone Interpretations: Vietnamese	0	In-Person Interpretations: Vietnamese	
C	) 1 2	3 4		0	-	0 1 2 3

Status of Women (Department on the)

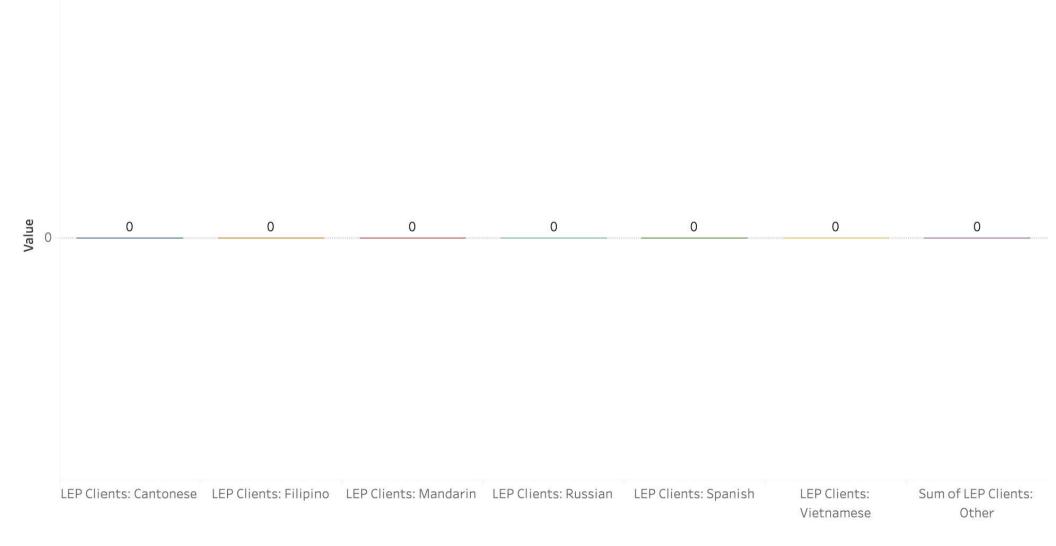
# All Multilingual Staff

# Certified Multilingual Staff

Staff: Cantonese		Certified Staff: Cantonese
Staff: Filipino		Certified Staff: Filipino
Staff: Mandarin		Certified Staff: Mandarin
Staff: Other	1.000	Certified Staff: Other
Staff: Russian		Certified Staff: Russian
Staff: Spanish	3.000	Certified Staff: Spanish
Staff: Vietnamese		Certified Staff: Vietnamese
	0.0 0.5 1.0 1.5 2.0 2.5 3.0 3.5	0

Treasure Island Development Authority

## LEP Clients Served



Treasure Island Development Authority

# All Multilingual Staff

# Certified Multilingual Staff

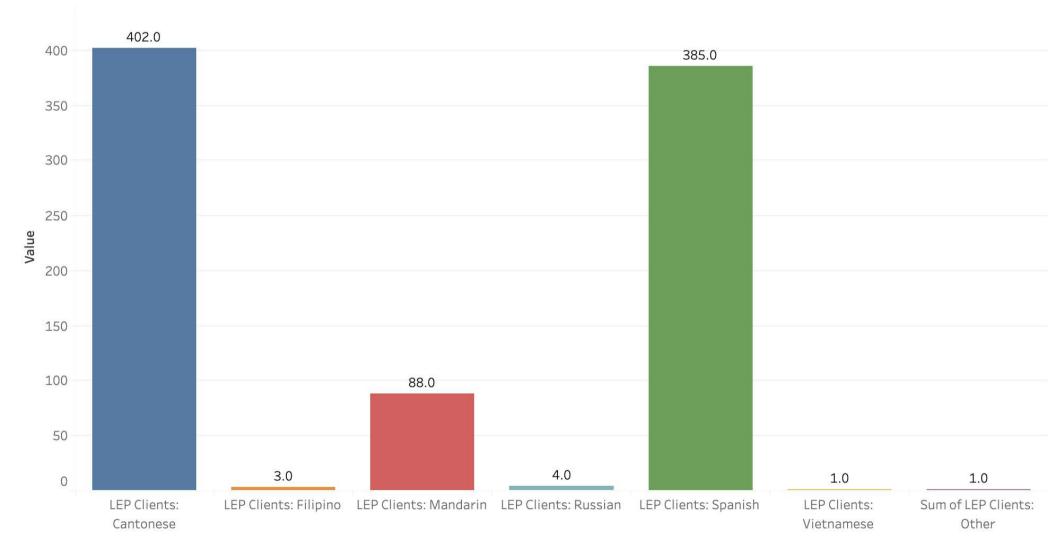
Staff: Cantonese	Certified Staff: Cantonese
Staff: Filipino	Certified Staff: Filipino
Staff: Mandarin	Certified Staff: Mandarin
Staff: Other	Certified Staff: Other
Staff: Russian	Certified Staff: Russian
Staff: Spanish	Certified Staff: Spanish
Staff: Vietnamese	Certified Staff: Vietnamese

Treasure Island Development Authority

Translations			Telephonic Interpretations	In-Person Interpretations
Translations: Chinese	1.000		Phone Interpretations: Cantonese	In-Person Interpretations: Cantonese
			Phone Interpretations: Filipino	In-Person Interpretations: Filipino
Translations: Filipino	1.000		Phone Interpretations: Mandarin	In-Person Interpretations: Mandarin
Translations: Russian	0.000		Phone Interpretations: Other	In-Person Interpretations: Other
Translations: Spanish		4.000	Phone Interpretations: Russian	In-Person Interpretations: Russian
			Phone Interpretations: Spanish	In-Person Interpretations: Spanish
Translations: Vietnamese	0.000	Phone Interpretations: Vietnamese	In-Person Interpretations: Vietnamese	
	0 2 4	1	0	0

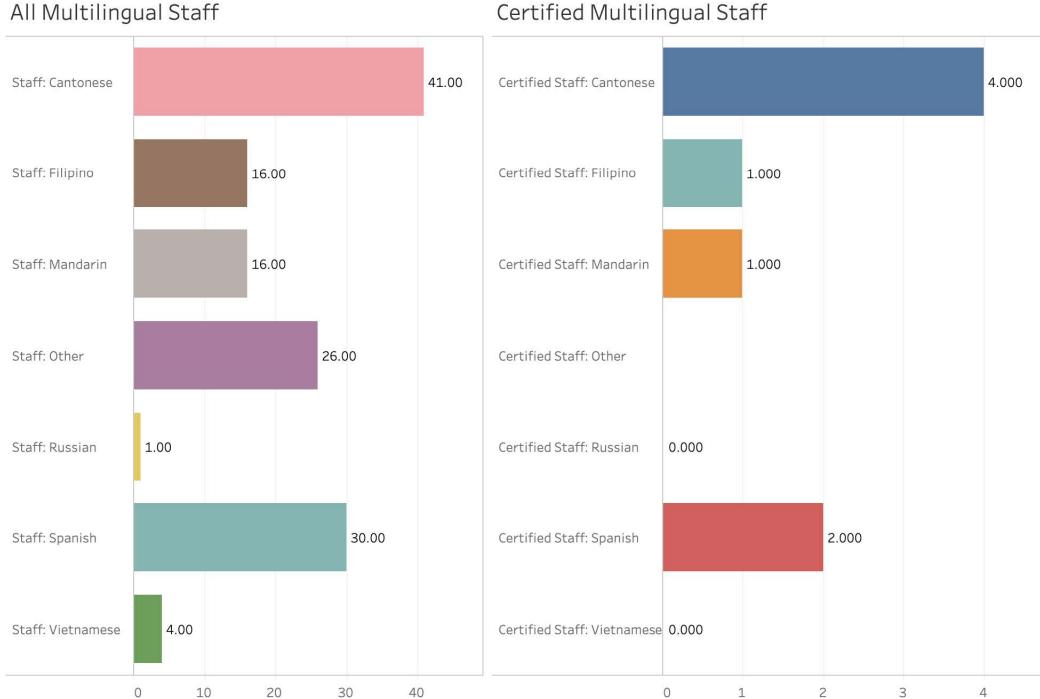
Treasurer and Tax Collector

## LEP Clients Served



Treasurer and Tax Collector

Translations			Telephonic Inter	ephonic Interpretations In-Person Interpretation		retations	
Translations: Chinese		29.00	Phone Interpretations: Cantonese	20.0		In-Person Interpretations: Cantonese	382.0
			Phone Interpretations: Filipino	0.0		In-Person Interpretations: Filipino	3.0
Translations: Filipino	18.00	.00	Phone Interpretations: Mandarin	16.0		In-Person Interpretations: Mandarin	72.0
Translations: Russian			Phone Interpretations: Other	1.0		In-Person Interpretations: Other	
Translations: Spanish		28.00	Phone Interpretations: Russian	4.0		In-Person Interpretations: Russian	
		l	Phone Interpretations: Spanish		202.0	In-Person Interpretations: Spanish	183.0
Translations: Vietnamese	6.00		Phone Interpretations: Vietnamese	1.0		In-Person Interpretations: Vietnamese	
	0 10 20 30 40 0 100 200 0 200 400						

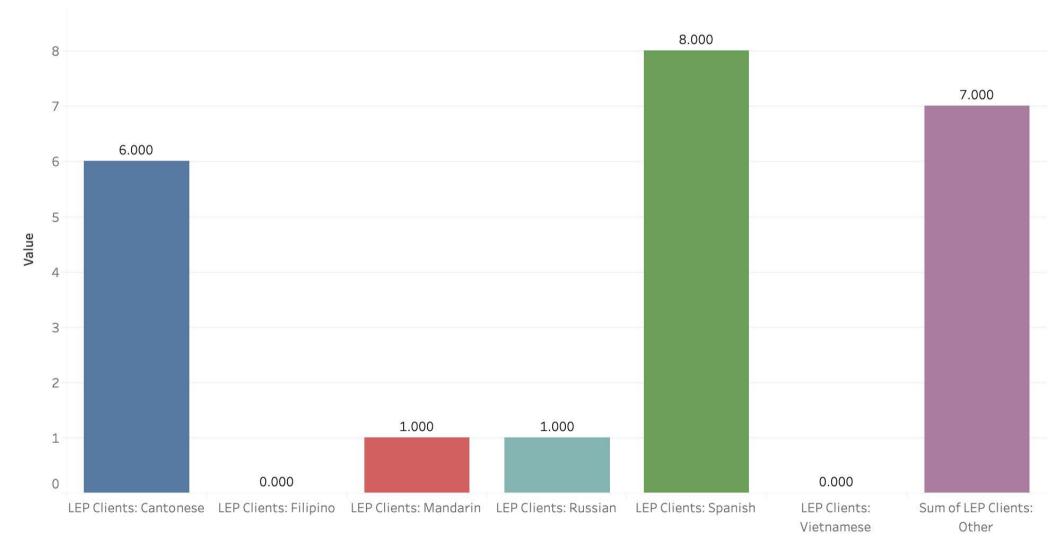


## Certified Multilingual Staff

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War Memorial

## LEP Clients Served



Translations		Telephonic Interpretations		In-Person Interpretations	
Translations: Chinese	5.000	Phone Interpretations: Cantonese	Ο	In-Person Interpretations: Cantonese	
		Phone Interpretations: Filipino	ο	In-Person Interpretations: Filipino	
Translations: Filipino	5.000	Phone Interpretations: Mandarin	Ο	In-Person Interpretations: Mandarin	
Translations: Russian		Phone Interpretations: Other	Ο	In-Person Interpretations: Other	1.000
Translations: Spanish	5.000	Phone Interpretations: Russian	ο	In-Person Interpretations: Russian	
		Phone Interpretations: Spanish	ο	In-Person Interpretations: Spanish	
Translations: Vietnamese		Phone Interpretations: Vietnamese	Ο	In-Person Interpretations: Vietnamese	
0 2	4 6		0	0.0	0 0.5 1.0 1.5

War Memorial

## All Multilingual Staff Certified Multilingual Staff Certified Staff: Cantonese Staff: Cantonese 6.00 Certified Staff: Filipino Staff: Filipino 2.00 Certified Staff: Mandarin Staff: Mandarin 3.00 Staff: Other 18.00 Certified Staff: Other Staff: Russian 2.00 Certified Staff: Russian Certified Staff: Spanish Staff: Spanish 6.00 Staff: Vietnamese Certified Staff: Vietnamese 10 15 0 5 20 0