



**ASIAN AMERICAN QUALITY-OF-LIFE ADVISORY COMMISSION  
RECOMMENDATION 20240319-007**

Date: March 19, 2024

Subject: Recommendation on the FY 2024-25 Budget for Asian American Resource Center (AARC) Customer and Front Desk Support

Motioned by: Commissioner Satyajee Dodia

Seconded By: Vice Chair Sarah Chen

**AARC Customer & Front Desk Support**

**Description**

The Asian American Resource Center (AARC) facility within the Parks and Recreation Department's (PARC) Museums & Cultural Programs Division has an FY2024-2025 under-resourced [need for front desk support that has been identified and requested since 2020](#). Pre-2020, the AARC has garnered over 50,000 visitors at its peak. In the first full fiscal year back from the pandemic closures and adjusted hours, visitor and program attendance is already back at over 30,000 in FY2022-2023.

Currently, the AARC is the only cultural facility in PARC without a dedicated FTE for Front Desk and Reception support and is entirely staffed by temporary staff. This poses a lot of issues to turnover, training, and support needed to appropriately respond to citizen inquiries and needs when they visit the facility during the 46 hours a week the facility is open to the public currently.

Due to a budget cut in the current budget year, their temporary staff budget has been reduced almost from \$135,000 to \$121,915, with front desk staff support taking \$65,000 or more than 50%. Reductions in temporary staffing to other AARC programs have been necessary to maintain appropriate staffing at the reception area for visitor assistance and safety.

**Recommendation**

Ongoing funding in one of the following options is recommended:

- 1 Administrative Specialist FTE (40 hours/week) at \$65,000 for salary and bilingual pay



- .75 Administrative Speciality PTE (30 hours/week) at \$52,000 for salary and bilingual pay plus an additional \$20,000 (6 hours/week) temporary staffing for an entry-level administrative specialist
- \$72,000 of total temporary funding was dedicated to Office Attendant I and II positions accounting for 63 hours a week total throughout the year. Inclusive of 2 staff for evening shifts for safety, training, and increased staffing for large events and rentals.

### Department

PARD/Museums & Cultural Arts/AARC

### Alignment with Council Strategic Priorities

Culture & Lifelong Learning: Quality of cultural venues, events, programs, and resources; Quality of lifelong learning opportunities.

Government That Works for All: Condition of City facilities and technology; Public engagement and participation; Equity of City programs and resource allocation.

### Vote: 12-0

For: Chair Hanna Huang, Vice Chair Sarah Chen, Commissioners Satyajee Dodia, Padmini Jambulapati, Anna Lan, Pierre Nguyen, Sabrina Sha, Zahra Shakur Jamal-Hassan, Nayer Sikder, Sonny Sin, Luan Tran, and Lily Trieu

Against: None

Abstain: None

Absent: Commissioners Mohsin Lari and Kuo Yang

Attest:

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Eric Anderson, Staff Liaison