



# OAKLANDERS ASSISTANCE CENTER

## HELPFUL PHONE NUMBERS

August 2007  
www.oaklandnet.com

### INFORMATION AND REFERRAL

- Oaklanders Assistance Center ..... 444-CITY (444-2489)
- Recorded Information on City Services (*Cityline*) ..... 238-2222

### ANIMALS

- Dead/Stray/Vicious/Nuisance Animals (*Animal Services-Police*) ..... 777-3333
- Adoption/Licenses/Redemption (Oakland Animal Services)..... 535-5602
- Rats/Pest/Wildlife Control (*Vector Control-County*) ..... 567-6800

### AUTOMOBILES/VEHICLES

- Abandoned Vehicles- on the Street ..... 238-6030
- Abandoned Vehicles- on Private Property ..... 238-3381 or 238-6040
- Illegal/Nuisance Auto Repair (*Code Enforcement*)..... 238-3381
- Parking Enforcement ..... 238-3099
- Towed Vehicle Info (*Records-Police*)..... 238-3021
- Traffic Operations Section (*Police*)..... 238-3155
- Truck/Commercial Vehicle Complaints (*Police*)..... 238-6033

### BUILDING & DEVELOPMENT

- Code Enforcement (*Building Services-CEDA*)..... 238-3381
- Community Development Block Grants (*CDBG*)..... 238-3716
- Contractor Complaints (*State License Board*)..... 800-321-2752
- Engineering Services(*Civil Engineering-CEDA*) ..... 238-4777
- Illegal Construction (*Code Enforcement*)..... 238-3381
- Permit Center (*Building Services-CEDA*) ..... 238-3443
- Permit Information (*Building Services-CEDA*)..... 238-3891
- Permit Inspection Scheduling (*Building Services-CEDA*) ..... 238-3444
- Planning Division (*CEDA*) ..... 238-3941
- Property Improvement Assistance (*County*) ..... 670-5398
- Property Improvement Assistance (*Residential Lending*)..... 238-3909
- Redevelopment Projects (*CEDA*)..... 238-3015
- Zoning Information (*Zoning Division-CEDA*) ..... 238-3781
- Zoning Violations (*Code Enforcement*) ..... 238-3381

### BUSINESS

- Business Development (*CEDA*) ..... 238-3627
- Business License/Tax Section (*Revenue Division*) ..... 238-3704
- Consumer Complaints (*Department of Consumer Affairs*) ..... 800-952-5210
- Chamber of Commerce (Metropolitan Chamber of Commerce)..... 874-4800
- Economic Development (*CEDA*) ..... 238-3344
- Small Business Assistance (*Entrepreneur Center*) ..... 238-3703

### CITY OFFICIALS

- Mayor Ron V. Dellums ..... 238-3141
- City Administrator Deborah Edgerly ..... 238-3301
- City Auditor Courtney Ruby ..... 238-3378
- City Clerk LaTonda Simmons..... 238-3611
- City Attorney John Russo..... 238-3601
- City Council ..... 238-3266
- Council District 1 Jane Brunner ..... 238-7001
- Council District 2 Patricia Kernighan ..... 238-7002
- Council District 3 Nancy J Nadel..... 238-7003
- Council District 4 Jean Quan..... 238-7004
- Council District 5 Ignacio De La Fuente..... 238-7005

- Council District 6 Desley Brooks..... 238-7006
- Council District 7 Larry E. Reid ..... 238-7007
- Council At Large Henry Chang..... 238-7008

### FIRE & EMERGENCY

- Emergency (*Police*)..... 911
- Emergency for Cell Phone ..... 777-3211
- Disaster and Emergency Coordination (*Emergency Services*) ..... 238-3938
- Fire Department Administration (*Fire Services Agency*) ..... 238-3856
- Fire Dispatch- Emergency..... 911 or 444-3322
- Fire Prevention Bureau..... 238-6739
- Vegetation Fire Hazards (*Vegetation Management-Fire Services*)..... 238-7388

### HEALTH & SAFETY

- Hazardous Waste Illegal Dumping..... 434 5101 or 444-3322
- Health Care and Health Services (*Public Health Dept.-County*) ..... 267-8000
- Health Hazards- Private Property (*Code Enforcement*) ..... 238-3381
- Household Hazardous Waste Disposal..... 670-6460 or 800-606-6606
- Illegal Disposal in Storm Drain (*Public Works*)..... 238-6544
- Rats/Pest Control (*Vector Control-County*) ..... 567-6800
- Restaurant/Food- Health Complaints (*County*) ..... 567-6700
- Sanitation Complaints- Public Property (*Public Works*)..... 434-5101
- West Nile Hotline..... 877-968-2473

### HOUSING

- Home Buyer Assistance ..... 238-6201
- Homeless Shelter Hotline (*Eden CHAIN Line*)..... 800-774-3583
- Home Repair Assistance (*County*) ..... 670-5398
- Home Repair Assistance (*Residential Lending*)..... 238-3909
- Housing Condition Complaints (*Code Enforcement*)..... 238-3381
- Housing Department (Housing & Community Development)..... 238-3015
- Housing Rights (*Sentinel Fair Housing*)..... 836-2687
- Illegal Housing (*Code Enforcement*)..... 238-3381
- Public Housing Maintenance (*Oakland Housing Authority*)..... 874-1500
- Rent Control (*Rent Adjustment Program*)..... 238-3721
- Subsidized Housing (Section 8-Oakland Housing Authority) ..... 874-1500

### NOISE COMPLAINTS

- Noise Complaints- Temporary Problems (*Police*) ..... 777-3333
- Noise Complaints- Permanent Problems (*Code Enforcement*) ..... 238-6777

### PARKING

- Abandoned Vehicles- on the Street ..... 238-6030
- Abandoned Vehicles- on Private Property ..... 238-3381 or 238-6040
- Parking Citation Assistance..... 800-500-6484
- Parking Design- Review & Changes (*Transportation Services*)..... 238-3466
- Parking Enforcement..... 238-3099
- Parking Meter Repair ..... 238-3654
- Residential Parking Permits ..... 800-500-6484

### PARKS AND TREES

- Parks and Recreation General Assistance ..... 238-7275 or 238-3092
- Park Grounds Maintenance ..... 615-5566
- Park Grounds Maintenance (*East Bay Regional Parks*) 800-327-2757 or 635-0135
- Park Security (*Ranger Section-Police*)..... 482-7888

▪ Park Security (East Bay Regional Parks) .....	881-1833
▪ Tree Problems ( <i>Tree Services</i> ) .....	615-5850

### **POLICE & CRIME**

▪ Emergency ( <i>Police</i> ) .....	911
▪ Non-Emergency ( <i>Police</i> ) .....	777-3333
▪ Airport Police .....	563-2901
▪ Chief of Police .....	238-3365
▪ Police Lieutenant Area 1- West Oakland/Metro .....	238-7149
▪ Police Lieutenant Area 2- North Oakland & North Hills .....	777-8522
▪ Police Lieutenant Area 3- East Lake & North Lake .....	777-8625
▪ Police Lieutenant Area 4- Central Oakland & Central Hills .....	777-8521
▪ Police Lieutenant Area 5- Central East Oakland .....	777-8543
▪ Police Lieutenant Area 6- East Oakland .....	777-8524
▪ Alcohol Outlet- Illegal/Nuisance Activity ( <i>ABAT-Police</i> ) .....	777-8680
▪ Animal Control ( <i>Animal Services-Police</i> ) .....	535-5602
▪ Chronic Nuisance Properties (City Administrator Nuisance Abatement) .....	238-7542
▪ Crime/Illegal Dumping Anonymous Tip Hotline ( <i>Crimestoppers</i> ) .....	238-6946
▪ Criminal Investigation ( <i>Police</i> ) .....	238-3744
▪ Domestic Violence Help ( <i>A Safe Place</i> ) .....	536-SAFE (536-7233)
▪ Drug Activity Reporting Voicemail ( <i>Police</i> ) .....	238-DRUG (238-3784)
▪ Drug House Abatement ( <i>Beat Health-Police</i> ) .....	777-8630
▪ Gang Unit ( <i>Police</i> ) .....	238-6409
▪ Graffiti Removal Hotline ( <i>Public Works</i> ) .....	615-5566
▪ Litter Enforcement ( <i>Public Works</i> ) .....	615-5566
▪ Neighborhood Crime Prevention Coordinators ( <i>NSC</i> ) .....	238-2096
▪ Neighborhood Watch ( <i>Home Alert</i> ) .....	238-3091
▪ Park Security ( <i>Ranger Section-Police</i> ) .....	482-7888
▪ Police Misconduct (Citizen's Police Review Board-CPRB) .....	238-3159
▪ Police Misconduct ( <i>Internal Affairs-Police</i> ) .....	238-3161
▪ Police Reports ( <i>Records-Police</i> ) .....	238-3021
▪ Public Housing Police ( <i>Oakland Housing Authority Police</i> ) .....	535-3100
▪ Traffic Operations Section ( <i>Police</i> ) .....	238-3155

### **SENIOR, DISABLED, & YOUTH SERVICES**

▪ Child Abuse (Child Protective Services) .....	259-1800
▪ Disabled Access Complaints ( <i>ADA Compliance Unit</i> ) .....	238-4754
▪ Disabled Services ( <i>Center for Independent Living</i> ) .....	763-9999
▪ Information & Referral- Seniors & Disabled ( <i>Dept. on Aging</i> ) .....	238-3931
▪ Senior Abuse (Adult Protective Services) .....	567-6894
▪ Senior Center Complaints .....	238-3434
▪ Suicide Prevention ( <i>Crisis Hotline</i> ) .....	800-309-2131
▪ Transportation for the Disabled ( <i>Oakland Paratransit</i> ) .....	238-3036
▪ Youth Services Referral ( <i>YouthLink</i> ) .....	877-YOUTH-41 (877-968-8441)

### **STREETS, SEWERS, & PUBLIC WORKS**

▪ Community Clean-Up Volunteering ( <i>Keep Oakland Beautiful</i> ) .....	434-5113
▪ Creek Program ( <i>Public Works</i> ) .....	238-6600
▪ Curb and Street Repainting ( <i>Public Works</i> ) .....	615-5566
▪ Litter Enforcement ( <i>Public Works</i> ) .....	615-5566
▪ Median Strip Maintenance ( <i>Public works</i> ) .....	615-5566
▪ Pothole Repair ( <i>Public Works</i> ) .....	615-5566
▪ Sewer Maintenance ( <i>Public Works</i> ) .....	615-5566

▪ Sidewalk Repair ( <i>Public Works</i> ) .....	615-5566
▪ Speed Bump Request (Transportation Services-Public Works) .....	238-3466
▪ Storm Drain Maintenance ( <i>Public Works</i> ) .....	615-5566
▪ Storm Drain/Creek Pollution ( <i>Illicit Discharge Inspector</i> ) .....	615-5566
▪ Street Cleaning ( <i>Illegal Dumping Hotline</i> ) .....	615-5566
▪ Street Maintenance & Repair ( <i>Public Works</i> ) .....	615-5566
▪ Street Resurfacing ( <i>Public Works</i> ) .....	615-5566
▪ Street Sign or Light Repair ( <i>Public Works</i> ) .....	615-5566
▪ Street Sweeping ( <i>Sanitation-Public Works</i> ) .....	615-5566
▪ Traffic Signal Repair ( <i>Public Works</i> ) .....	615-5566

### **TRASH & BLIGHT**

▪ Abandoned Vehicles- on the Street .....	238-6030
▪ Abandoned Vehicles- on Private Property .....	238-6040
▪ Blight on Private Property ( <i>Code Enforcement</i> ) .....	238-3381
▪ Bulky Waste Pick-Up Scheduling ( <i>Waste Management</i> ) .....	613-8710
▪ Code Enforcement ( <i>Building Services-CEDA</i> ) .....	238-3381
▪ Creeks/Clean Water Hotline ( <i>Public Works</i> ) .....	238-6600
▪ Freeway and Underpass Maintenance ( <i>Caltrans</i> ) .....	614-5942
▪ Garbage Collection Service ( <i>Waste Management</i> ) .....	613-8710
▪ Graffiti/Poster Removal Hotline ( <i>Public Works</i> ) .....	615-5566
▪ Household Hazardous Waste Disposal .....	800-606-6606
▪ Illegal Dumping- on Public Property ( <i>Public Works</i> ) .....	615-5566
▪ Litter Container Complaints & Requests ( <i>Public Works</i> ) .....	615-5566
▪ Litter Enforcement ( <i>Public Works</i> ) .....	615-5566
▪ Public Housing Maintenance ( <i>Oakland Housing Authority</i> ) .....	874-1500
▪ Railroad Property Maintenance ( <i>Union Pacific</i> ) .....	916-789-6355
▪ Recycling & Garbage Collection Complaints ( <i>Public Works</i> ) .....	238-SAVE (7283)
▪ School Property Maintenance ( <i>Oakland Unified School District</i> ) .....	879-8582
▪ Shoes on Utility Lines- Removal ( <i>Public Works</i> ) .....	238-3651
▪ Street Cleaning/Sweeping ( <i>Public Works</i> ) .....	615-5566
▪ Trash- on Private Property ( <i>Code Enforcement</i> ) .....	238-3381
▪ Trash- on Public Property ( <i>Illegal Dumping Hotline</i> ) .....	434-5101
▪ Vacant Lot- Nuisance/Blight ( <i>Code Enforcement</i> ) .....	238-3381

### **VARIOUS AGENCIES & SERVICES**

▪ AC Transit .....	891-4700
▪ Air Pollution (Bay Area Air Quality Management) .....	800-334-6367
▪ Airport and Waterfront ( <i>Port of Oakland</i> ) .....	627-1100
▪ BART (Bay Area Rapid Transit) .....	464-6000
▪ Birth /Death/Marriage Certificates ( <i>County Recorder</i> ) .....	272-6363
▪ Consumer Complaints ( <i>Department of Consumer Affairs</i> ) .....	800-952-5210
▪ EBMUD- Water Service (East Bay Municipal Utilities District) .....	866-403-2683
▪ Events & Tourist Info (Oakland Convention and Visitors Bureau) .....	839-9000
▪ Legal/Civil Matters (Superior Court of Alameda County) .....	272-6070
▪ Library Information ( <i>Oakland Public Library</i> ) .....	238-3134
▪ Liens- Information and Payment ( <i>Central Collections</i> ) .....	238-3287
▪ Mediation/Conflict Resolution ( <i>East Bay Community Mediation</i> ) .....	548-2377
▪ Property Records ( <i>County Assessor</i> ) .....	272-3787
▪ Schools- Oakland Public ( <i>Oakland Unified School District</i> ) .....	879-8582
▪ Special Activity Permits ( <i>City Administrator</i> ) .....	238-6914