



OAKLANDERS ASSISTANCE CENTER  
**HELPFUL PHONE NUMBERS**

January 2004  
[www.oaklandnet.com](http://www.oaklandnet.com)  
[www.oaklandshines.com](http://www.oaklandshines.com)

**INFORMATION AND REFERRAL**

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

**ALCOHOL OUTLET PROBLEMS**

- Alcoholic Beverage Control (*ABC/State*)..... 622-4970
- Alcohol Outlet- Illegal/Nuisance Activity (*ABAT-Police*)..... 777-8680

**ANIMALS**

- Dead/Stray/Vicious/Nuisance Animals (*Animal Services-Police*)..... 535-5603
- 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
- Automotive Repair Fraud (*State*)..... 243-9410
- 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 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
- Neighborhood Commercial Revitalization (*NCR*)..... 238-3344
- Small Business Assistance (*One Stop Capital Shop*)..... 238-3703

**CITY OFFICIALS**

- City Attorney ..... 238-3601
- City Auditor..... 238-3378
- City Clerk..... 238-3611
- City Council..... 238-3266
- City Manager..... 238-3301
- Mayor..... 238-3141

**FIRE & EMERGENCY**

- Emergency (*Police*) ..... 911
- Disaster and Emergency Coordination (*Emergency Services*)..... 238-3938
- Fire Department Administration (*Fire Services Agency*)..... 238-3856
- Fire Dispatch- Emergency ..... 911 or 444-1616
- Fire Prevention Bureau..... 238-3851
- Vegetation Fire Hazards (*Vegetation Management-Fire Services*)..... 238-7388

**HEALTH & SAFETY**

- Hazardous Waste Illegal Dumping..... 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 ..... 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

**HOUSING**

- Home Buyer Assistance..... 832-6925 or 238-3909
- Homeless Information Hotline..... 238-7454
- 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*)..... 238-3501
- Housing Development (*Housing & Community Development*)..... 238-3502
- Housing Rights (*Sentinel Fair Housing*)..... 836-2687
- Illegal Housing (*Code Enforcement*)..... 238-3381
- Public Housing Maintenance (*Oakland Housing Authority*)..... 535-3130
- Rent Control (*Rent Arbitration Board*)..... 238-3721
- Subsidized Housing (*Section 8-Oakland Housing Authority*)..... 874-1500

**NOISE COMPLAINTS**

- Airport Noise ..... 577-4194
- 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 Clation Assistance..... 800-500-6484
- Parking Design- Review & Changes (*Transportation Services*)..... 238-3466
- Parking Enforcement..... 238-3099
- Parking Meter Repair (*Public Works*)..... 238-6631
- Residential Parking Permits..... 800-500-6484

**PARKS AND TREES**

- Parks and Recreation General Assistance..... 238-3092
- Park Grounds Maintenance (*City of Oakland*)..... 238-3092
- Park Grounds Maintenance (*East Bay Regional Parks*)..... 635-0135
- Park Security (*Ranger Section-Police*)..... 482-7888
- Tree Problems (*Tree Services*)..... 615-5850

# HELPFUL PHONE NUMBERS cont'd

## POLICE & CRIME

• Emergency (Police).....	911
• Non-Emergency (Police).....	777-3333
• Chief of Police.....	238-3365
• Police Lieutenant Metro Area- Downtown.....	238-7146
• Police Lieutenant Area 1- West Oakland.....	238-7149
• Police Lieutenant Area 2- North Oakland & North Hills.....	238-7147
• Police Lieutenant Area 3- East Lake & North Lake.....	535-5681
• Police Lieutenant Area 4- Central Oakland & Central Hills.....	777-8521
• Police Lieutenant Area 5- Central East Oakland.....	777-8520
• Police Lieutenant Area 6- East Oakland.....	777-8524
• Alcohol Outlet- Illegal/Nuisance Activity (ABAT-Police).....	777-8680
• Animal Control (Animal Services-Police).....	535-5603
• Crime/Illegal Dumping Anonymous Tip Hotline (Crimstoppers).....	238-6946
• Criminal Investigation (Police).....	238-5744
• Domestic Violence Help (A Safe Place).....	536-SAFE (536-7233)
• Drug Activity Reporting Voicemail (Police).....	238-DRUG (238-3784)
• Drug House Abatement (Beat Health-Police).....	777-8630
• Gang Unit (Police).....	238-6409
• Graffiti Removal Hotline (Public Works).....	238-4703
• Litter Enforcement (Public Works).....	434-5101
• Neighborhood Crime Prevention Coordinators (NSC).....	777-8710
• Neighborhood Watch (Home Alert).....	777-8555
• Park Security (Ranger Section-Police).....	482-7888
• Payphone Complaints- Removal Requests.....	238-6280
• Police Information (Patrol Desk).....	238-3455
• Police Misconduct (Citizen's Police Review Board-CPRB).....	238-3159
• Police Misconduct (Internal Affairs-Police).....	238-3161
• Police Reports (Records-Police).....	238-3021
• Public Housing Police (Oakland Housing Authority Police).....	535-3100
• School Police (Campus Life & Safety Section-Police).....	637-0345
• Traffic Operations Section (Police).....	238-3155

## SENIOR, DISABLED, & YOUTH SERVICES

• Child Abuse (Child Protective Services).....	259-1800
• Disabled Access Complaints (ADA Compliance Unit).....	238-4524
• Disabled Services (Center for Independent Living).....	763-9999
• Information & Referral- Seniors & Disabled (Dept. on Aging).....	238-3931
• Senior Abuse (Adult Protective Services).....	567-6894
• Senior Center Complaints.....	238-3434
• Suicide Prevention (Crisis Hotline).....	849-2212
• Transportation for the Disabled (Oakland Paratransit).....	238-3036
• Youth Services Referral (Youthlink).....	877-YOUTH-41 (877-968-8441)

## STREETS, SEWERS, & PUBLIC WORKS

• Community Clean-Up Volunteering (Keep Oakland Beautiful).....	434-5126
• Creek Program (Public Works).....	238-6600
• Curb and Street Repaving (Public Works).....	615-5595
• Litter Enforcement (Public Works).....	434-5101
• Median Strip Maintenance (Parks & Recreation).....	238-3092
• Parking Meter Repair (Public Works).....	238-6631
• Pothole Repair (Public Works).....	615-5566
• Sewer Maintenance (Public Works).....	615-5566
• Sidewalk Repair (Public Works).....	777-8416

• Speed Bump Request (Transportation Services-Public Works).....	238-3466
• Storm Drain Maintenance (Public Works).....	482-7853
• Storm Drain/Creek Pollution (Illicit Discharge Inspector).....	238-6544
• Street Cleaning (Illegal Dumping Hotline).....	434-5101
• Street Light Repair (Public Works).....	615-5430
• Street Maintenance & Repair (Public Works).....	615-5566
• Street Resurfacing (Public Works).....	777-8395
• Street Sign Repair (Public Works).....	615-5595
• Street Sweeping (Sanitation-Public Works).....	434-5101
• Traffic Signal Repair (Public Works).....	615-5430
• Weeds- on Public Property (Fire Services).....	238-7388

## TRASH & BLIGHT

• Abandoned Vehicles- on the Street.....	238-6030
• Abandoned Vehicles- on Private Property.....	238-3381 or 238-6040
• Blight on Private Property (Code Enforcement).....	238-3381
• Bulky Waste Pick-Up Scheduling (Waste Management).....	613-8710
• Community Clean-Up Volunteering (Keep Oakland Beautiful).....	434-5126
• Code Enforcement (Building Services-CEDA).....	238-3381
• Creeks/Clean Water Hotline (Public Works).....	238-6600
• Freeway and Underpass Maintenance (Caltrans).....	614-5942
• Garbage Collection Service (Waste Management).....	613-8710
• Graffiti/Poster Removal Hotline (Public Works).....	238-4703
• Household Hazardous Waste Disposal.....	800-606-6606
• Illegal Dumping- on Public Property (Public Works).....	434-5101
• Litter Container Complaints & Requests (Public Works).....	434-5108
• Litter Enforcement (Public Works).....	434-5101
• Public Housing Maintenance (Oakland Housing Authority).....	874-1520
• Railroad Property Maintenance (Union Pacific).....	916-789-6355
• Recycling & Garbage Collection Complaints (Public Works).....	238-7283
• School Property Maintenance (Oakland Unified School District).....	879-8582
• Shoes on Utility Lines- Removal (Public Works).....	238-3651
• Street Cleaning/Sweeping (Public Works).....	434-5101
• Trash- on Private Property (Code Enforcement).....	238-3381
• Trash- on Public Property (Illegal Dumping Hotline).....	434-5101
• Vacant Lot- Nuisance/Blight (Code Enforcement).....	238-3381

## VARIOUS AGENCIES & SERVICES

• AC Transit.....	891-4777
• Air Pollution (Bay Area Air Quality Management).....	800-334-6367
• Airport and Waterfront (Port of Oakland).....	627-1100
• BART (Bay Area Rapid Transit).....	464-6000
• Birth/Death/Marriage Certificates (County Recorder).....	272-6363
• Cable T.V. Complaints (City Clerk).....	238-3567
• Consumer Complaints (Department of Consumer Affairs).....	800-952-5210
• ERMUD- Water Service (East Bay Municipal Utilities District).....	835-3000
• Events & Tourist Info (Oakland Convention and Visitors Bureau).....	839-9000
• Legal/Civil Matters (Superior Court of Alameda County).....	272-6070
• Library Information (Oakland Public Library).....	238-3134
• Liens- Information and Payment (Central Collections).....	238-7030
• Mediation/Conflict Resolution (East Bay Community Mediation).....	548-2377
• Property Records (County Assessor).....	272-3787
• Schools- Oakland Public (Oakland Unified School District).....	879-8582
• Special Activity Permits (City Manager).....	238-6914

