

Department	Name of Service	Description of Service
City Administrator		
	ADA Programs	with Disabilities Act (ADA) and other Federal/State/Local accessibility regulations. Administers the citywide ADA Transition Plans, ADA accommodations capital improvement programs, ADA grievance program. Reviews City capital improvement and major development projects for access compliance. Investigate and resolve disability civil rights grievances (Title II compliance, external). Facilitates reasonable program modifications for customers with disabilities, administering the Auxiliary Aides and Services Program that provides effective communications services to customers with disabilities. Facilitates, monitors, and implements ADA litigation settlements. Staff and liaison to the Mayor's Commission on Persons with Disabilities. Administers technical ADA assistance program, also Citywide trainings for supervisors, new employees, DSWs, etc.
	Citywide Affordable Housing Strategy	Enhance and build upon the City's housing strategies and to leverage all available tools, including streamlining, innovation, expansion of financial resources, and inclusive planning policies to prioritize increasing the speed, cost efficiency, and quality of affordable housing options and opportunities for low-income and vulnerable Oaklanders.
	Citywide Agenda Report Management and City Council Meeting Support	Manage the City Administrator's Agenda Processes, including preparing, reviewing, analyzing, and editing agenda reports and presentations for City Council. Track and coordinate scheduling request review and notification to the City Clerk's office in preparation of Rules and Legislation committee meetings. Prepare pending list of items scheduled to upcoming Committee and Council meetings. Present staff recommendations and respond to questions at City Council and Committee meetings. Administer annual report writing and legislative process trainings to City staff. Contribute to legislative process trainings for new Councilmembers and their staff.
	Citywide Grants Coordination	Work closely with City departments and elected officials to identify and research grant funding opportunities; monitor grant allocations and reporting; and assist with effectively managing grants. Provide technical assistance to grant writing staff in the development of grant proposals. Identify available federal, state, local, and private grant funding sources and disseminate information to grant seekers in City departments. Develop and monitor a Citywide grant tracking system to ensure timely preparation of grant applications and implementation of grant requirements.
	Commission Assistance and/or Liaison	The City Administrator's Office (CAO) serves as staff and/or support to various independent commissions including the Redistricting Commission, Privacy Advisory Commission (Chief Privacy Officer), Police Commission (liaison), Safety and Services Oversight Commission, Community Policing Advisory Board, Commission on Homelessness, Children's Initiative Oversight Commission, Mayor's Commission on Persons with Disabilities, and Police Commission Selection Panel. CAO staff administers annual Board & Commission Support trainings for department staff. CAO staff also fill-in for departments to staff board/commission meetings in the event of an absence or vacancy in the dept.
	Dept. Board & Commission Support	Providing administrative, clerical, and logistical support to a City Board or Commission including agendas, minutes, and scheduling.
	Dept. Clerical & Admin support	Administrative work in support of division or department operations, complex clerical functions, management of scheduling, and office administrative support duties.
	Dept. Fiscal & Accounting Ops.	Perform fiscal operations such as budgeting, grant reporting, oversee handling of funds
	Dept. Leadership & Oversight	Oversight of Dept. Staff, development of Departmental policies and procedures
	Dept. Legislation Coordination	Preparing and coordinating City Council agenda materials on behalf of the Department.
	Dept. Payment Ops.	Perform payment operations such as accounts receivable, accounts payable, invoices, purchase orders, reimbursements, requisitions, and direct payments.
	Dept. Payroll	Perform division or departmental payroll matters including payroll entry, payroll adjustments, labor distribution adjustments or departmental liaison with the Citywide Payroll.
	Dept. Personnel	Perform or assist in departmental personnel matters including SPOC, recruiting, classification, training, employee relations and personnel rules and regulations; act as division or departmental liaison with the Human Resources Department.
	Dept. Public Information & Records Mgmt.	Administrative work in information and record managements, including press releases, public records requests, development of presentations, and responses to press inquiries
	Digital Services	Develop and iterate on the vision, strategy, and implementation of the City's digital assets, including the City's website, social media channels and civic technology platforms. Listen to public and internal needs to identify opportunities for improved digital engagement and service delivery.
	Digital Systems Management	Actively manage and maintain multiple Citywide systems and platforms that enable departments to communicate and share information with the public. Includes tasks such as maintaining an updated CRM/contact database, facilitating staff's access to update or create new pages on the City website, troubleshooting and fixing bugs, creating forms, designing or revising user flow, and providing QR codes and other content for department staff.
	Direct Coordination of Citywide Homelessness and Encampment Response	Engage unhoused and pair with services that lead to long-term affordable housing, provide outreach and connection to services, including county wrap around services, enable people who qualify for state and federal resources to access affordable housing. Make contact with unhoused individuals, share options, information/education, and support them in trying to access dignified housing. Division is responsible for making this contact with unhoused residents and connecting them to services and resources.

Department	Name of Service	Description of Service
City Administrator	Employment Investigations and Civil Rights Compliance	compliance with equal employment opportunity laws and enforcing regulations that prohibit discrimination and harassment in the workplace based on race, color, or national origin, gender, or disability, as required by Title VII of the American Civil Rights Act (Federal), Fair Employment and Housing Act (State) and City Administrative Instruction 71 (City). The division also assists City Departments in providing equal employment opportunities to all applicants and employees, and provides mandatory training to management and supervisory employees, and to new employees in the New Employee Orientations. In fulfilling these responsibilities, EICRC also provides or coordinates services such as policy development, technical assistance, training programs, monitoring, and compliance activities. The office prepares comprehensive investigative reports documenting investigations, including fact-finding, applying facts to policies, and drawing conclusions as to whether policies have been violated, and ensures alignment with federal and state laws, and City policies and procedures.
	Equitable Climate Action Plan (ECAP) Implementation and Community Engagement	<p>"Better the lives of Oakland residents through interconnected projects and programs addressing housing, energy costs, air quality, food insecurity, infrastructure development, risk management, and equity including: "Better Neighborhoods, Same Neighbors" Transformative Climate Communities (TCC) Grant, a \$28.2M state grant for affordable housing, new parks, aquaponics farm food, tree planting, and bike share projects; create communitywide charging infrastructure for electric vehicles; Resilience Hubs, to adapt municipal buildings to expand uses, serve multiple emergency and daily functions, and maximize utility; facilitate building electrification throughout the City, reduce climate risks to the public, and protect the City against sea level rise and changing climate conditions.</p> <p>The Sustainability and Resilience Division aggressively pursues grant funding through the Federal Infrastructure Act and the Inflation Reduction Act for a variety of programs and initiatives identified in the ECAP that could total in the hundreds of millions of dollars. For each grant application, the funds will be shared by multiple departments and outside entities such as CBOs with whom the City partners to implement the plan successfully.</p> <p>TCC grant funding will end in 2025, new NOAA grant to fund City Administrator Analyst position.</p>
	Equitable Lead Hazard Abatement Program (ELHAP) and Lead Settlement Fund implementation	<p>In 2001, ten cities and counties in California, including the City of Oakland and the County of Alameda brought a lawsuit against companies that manufactured, distributed, and promoted lead paint. In October 2019, the public entities entered a Memorandum of Understanding to satisfy their obligations under various contingency fee agreements with outside counsel, and to allocate among the prosecuting jurisdictions the balance of settlement funds. The City of Oakland and County of Alameda received a \$23,985,922.92 settlement fund allocation. Approximately \$14M (60%) of the lead settlement funds would be spent in the City of Oakland for lead poisoning prevention purposes. From the 60% settlement funds allocated to Oakland, 20% of the funds are allocated to fund work pursuant to recommendations in the Racial Equity Impact Analysis, "Eliminating Lead Paint Hazards in Oakland & Alameda County" (September 2021). The remaining 40% of the lead settlement funds are held in trust by the County of Alameda for use in lead poisoning prevention services and activities pending the City and County agreeing on programming and disbursement.</p> <p>In the past, HCD administered a remedial response program, which included coordinating relocation of households while their unit is being restored, but this program was paused due to staffing and budgetary constraints. In response to a number of organizational changes, PBD advanced adoption of an Ordinance in Dec. 2022 which detailed a comprehensive approach to regulating lead-based paint disturbance, inspections, and abatement under the City's jurisdiction. In January 2024, the City issued an RFP to perform Program Design and recommendations for establishing the ELHAP. Green and Healthy Homes Initiative was selected through this process and staff anticipates contract execution in October 2024. The consultant's recommendations are expected by August 2025 with a presentation to occur in September 2025 - based on the results of this analysis, HCD will determine if and how it will redesign and reconstitute the Remedial Response Program, or other similar programs.</p>
	Excess Litter Fee contract & program administration	The Excess Litter Fee (ELF) Program raises revenue to abate litter created by fast food businesses, liquor stores, convenience markets, and gasoline stations. These types of establishments pay an Excess Litter Fee based on the size of their business. Revenue generated from the fee is used to defray the cost of litter and trash clean-up resulting from the operation of these businesses.

Department	Name of Service	Description of Service
City Administrator	Inclusive Community Engagement	<p>Citywide program led by CAO to coordinate community engagement work across the City and identify tools and best practices for City staff so that they can better ask for and respond to community input. Includes the interdepartmental Inclusive Community Engagement Working Group which convenes twice per month to review Community Engagement plans and advance the City's inclusive engagement goals. In addition, CAO maintains a Community Engagement Guidebook to support staff in their planning and provides tools for staff to use to track participation in community engagement processes. Also works with Citywide Training to provide quarterly trainings on inclusive community engagement, to support staff in using the tools and the guidebook.</p> <p>Oakland's history of structural racism has created barriers to engagement and participation among low-income, Black, Indigenous and other communities of color. The barriers are multiplied for women, LGBTQ, people living with disabilities, and Limited English Speakers who are part of these racial groups. Community engagement has been conducted in an ad-hoc way across the City, from formal Board, Commission and City Council Meetings to informal outreach and engagement activities often led by departmental Public Information Officers, or by other staff or consultants hired to lead City initiatives. Barring some baseline requirements that are mandated through policies such as the Brown Act, the Sunshine Ordinance, the Equal Access Ordinance, and the Americans with Disabilities Act, the City hasn't had systems or standards in place to support coordination and consistency in engagement activities across the organization. In 2020 an interdepartmental group began meeting regularly to coordinate community engagement work across the City and identify tools and best practices for staff, and these meetings continue through the Inclusive Community Engagement Working Group. The overarching goal is to proactively identify and remove barriers to inclusive community engagement to ensure that City plans and policy decisions are informed and shaped in collaboration with members of communities most impacted by racial disparities.</p>
	Internal & External Working Groups	<p>Coordinate interdepartmental efforts for a wide array of activities including: Wildfire Prevention (to prevent wildfires in the City), Lake Merritt (manage issues and activities at the Lake), Caltrans (to ensure proper maintenance of property and rights-of-way), Neighborhood Services Manager (implement City's Community Policing Program), Abandoned Auto Working Group to address the transition of this service to OakDOT and continue to identify new resources to make the service delivery more effective, the Hazardous Materials Working Group that is building a better interdepartmental system to manage hazardous waste citywide, and other groups as needed on an ad hoc basis. Union Pacific, PG&E.</p>
	Manage the City's Administrative Instructions (AI)	<p>Receive, analyze and edit AIs, which describe the City's policies, practices, standards, and procedures for various items; upload materials to the City's intranet; respond to inquiries from staff.</p>
	Neighborhood Services	<p>The Neighborhood Services Division (NSD) mission is: Every block is organized and every neighbor skilled, networked, and empowered to work together and in partnership with the City and outside agencies to solve problems and build a healthy resilient community. The division helps neighbors at the block level by promoting city programs that engage residents, promote stewardship and supports city initiatives. This is accomplished by promoting programs such as Adopt- A - Spot and Drain and Neighborhood Watch, and at the Neighborhood Level through Neighborhood Councils and CORE. The team also convenes the Neighborhood Enhanced Services Teams (NEST), to ensure interdepartmental coordination to address the needs of Oakland's most vulnerable neighborhoods and has created a volunteer model to reactivate closed EMT sites.</p>
	Oakland 311 (OAK311) Customer Service & City Information Program	<p>The Oak311 Communications/Dispatch Center is a centralized, multi-lingual, one number system that is available 24/7 for Oakland residents and businesses to report maintenance issues, secure responses to general or complicated inquiries about City services, and after-hour emergency infrastructure maintenance requests. Works closely with OPD, OFD and Macro Dispatch staff as well as other public agencies for the good of the citizens.</p>
	Oakland Children's Initiative	<p>Oversight for the OCI's 3 funding streams, as outlined in the City's Charter and include: 1) Funding for Oversight, Accountability & Evaluation (includes formal and informal contracts including annual financial audit); 2) Early Education Fund; and 3) Oakland Promise fund; Staff Children's Initiative Oversight Commission</p>
	Public Safety-related policy development and implementation	<p>In coordination with departments, develop policies and administer contracts or programs that relate to various public safety priorities, issues, or services, per the direction of the City Council/Mayor's Office. Examples include Side Show Ordinance (No. 13743), California Department Of Forestry And Fire Protection (CAL FIRE) Fire Prevention Program grant application, Autura contract for abandoned vehicle removal services, Wildfire Prevention and Safe Work Zone Tax development (Resolution No. 90324).</p>
	Reimagining Citywide Permitting (RCWP) Initiative	<p>Interdepartmental effort led by CAO to improve Oakland's permitting processes to achieve fair, consistent, equitable outcomes. Project includes many components to enhance systems/technology, staffing, fees, data and records management, customer service, communication and engagement, and other efforts.</p>
Strategic Communications	<p>and initiate employee communications strategy. Draft, curate, edit and produce employee-specific communications. Support employee engagement and recognition events and initiatives.</p> <p>Support and advise departments in drafting external communications ae.g. building staff capacity and training.</p> <p>Perform media relations, e.g. responding to press inquiries</p>	
City Attorney	Advisory	<p>Provides legal services that address the full spectrum of municipal affairs.</p>
	Affirmative Litigation, Innovation & Enforcement	<p>The Neighborhood Law Corps (NLC) focuses on preventing illegal dumping, suing abusive landlords who violate the rights of Oakland tenants and shutting down hotels, massage parlors and other businesses that collude in human trafficking and the sexual exploitation of minors.</p>

Department	Name of Service	Description of Service	
City Attorney	Community Lawyering & Civil Rights	protect and advance the rights and interests of the people of Oakland with a goal of securing and maintaining racial, economic, environmental, and social justice and equity; to protect constitutional and civil rights; and enforce laws prohibiting discrimination based on race, class, sexual orientation, gender, and other protected classes.	
	Dept. Board & Commission Support	Providing administrative, clerical, and logistical support to a City Board or Commission including agendas, minutes, and scheduling.	
	Dept. Clerical & Admin support	Administrative work in support of division or department operations, complex clerical functions, management of scheduling, and office administrative support duties.	
	Dept. Fiscal & Accounting Ops.	Perform fiscal operations such as budgeting, grant reporting, oversee handling of funds	
	Dept. Leadership & Oversight	Oversight of Dept. Staff, development of Departmental policies and procedures	
	Dept. Legislation Coordination	Preparing and coordinating City Council agenda materials on behalf of the Department.	
	Dept. Payment Ops.	Perform payment operations such as accounts receivable, accounts payable, invoices, purchase orders, reimbursements, requisitions, and direct payments.	
	Dept. Payroll	Perform division or departmental payroll matters including payroll entry, payroll adjustments, labor distribution adjustments or departmental liaison with the Citywide Payroll.	
	Dept. Personnel	Perform or assist in departmental personnel matters including SPOC, recruiting, classification, training, employee relations and personnel rules and regulations; act as division or departmental liaison with the Human Resources Department.	
	Dept. Public Information & Records Mgmt.	Administrative work in information and record managements, including press releases, public records requests, development of presentations, and responses to press inquiries	
	General & Complex Litigation	Advocates for the City's interests in claims and lawsuits that are filed against or on behalf of the City, its officers, employees, agencies, and/or City boards and commissions.	
	Labor & Employment	Advises the City on labor and employment matters, as well as matters relating to the oversight, accountability, and general management and includes a unit that focuses on providing advice and counsel to the Oakland Police Department.	
	City Auditor	Ballot Measure Analyses	Pursuant to the City Charter, the Office of the City Auditor prepares financial analyses for proposed legislation to be considered by Oakland voters.
		Dept. Clerical & Admin support	Administrative work in support of division or departmental operations, complex clerical functions, management of scheduling, and Office administrative support duties
Dept. Commission Support		Providing customer service to and maintaining contact with City Auditor appointees	
Dept. Fiscal & Accounting Ops.		Perform fiscal operations such as budgeting, grant reporting, oversee handling of funds	
Dept. Leadership & Oversight		Oversight of Office staff, development of departmental policies and procedures	
Dept. Legislation Coordination		Preparing and coordinating City Council agenda materials on behalf of the department	
Dept. Payment Ops.		Perform payment operations such as accounts receivable, accounts payable, invoices, purchase orders, reimbursements, requisitions, and direct payments.	
Dept. Payroll		Perform division or departmental payroll matters including payroll entry, payroll adjustments, labor distribution adjustments or departmental liaison with the Citywide Payroll.	
Dept. Personnel		Perform or assist in departmental personnel matters including SPOC, recruiting, classification, training, employee relations and personnel rules and regulations; act as division or departmental liaison with the Human Resources Department.	
Dept. Public Information & Records Mgmt.		Administrative work in information and record managements, including press releases, public records requests, development of presentations, and responses to press inquiries.	
Outreach and Engagement		Presentations to NEO and Supervisors' Academy, development and submittal of newsletters, participation in public events, postings and responses to social media, engagement/participation with neighborhood groups and organizations, City department "roadshow," guest appearances at universities	
Performance Audits (one-time)		The City Charter tasks the City Auditor with exercising professional judgment in using limited resources to audit the areas that present the most risk to the City, and are most important to Oakland residents and businesses. Performance audits provide independent and objective analysis to the public and make recommendations to management, and those charged with governance and oversight, on how to improve services, reduce costs, and increase public accountability.	
Performance Audits (recurring)		The City Charter, Municipal Code, and City ordinances mandate the City Auditor conduct performance audits of various City services. Performance audits provide independent and objective analysis to the public and make recommendations to management, and those charged with governance and oversight, on how to improve services, reduce costs, and increase public accountability.	
Public Reports		For the sake of transparency, the Office prepares written and verbal reports to publicly summarize its work (performance audits, substantiated investigations, Annual Whistleblower Program Report, Semi-Annual Recommendation Follow-up, Annual Work Plan, Ballot Measure Analyses, etc.)	
Quality Control		Perform cold reads and edits of audit reports, paying close attention to readability, organization and tone.	
Quality Management		Pursuant to the City Charter and government auditing standards, the Office annually reviews and revises its internal procedures, and initiates an external "peer review" triennially.	
Risk Assessment		Annually, the Office solicits the input of City officials, City employees, and members of the public to develop the Annual Audit Work Plan.	
Semi-Annual Recommendation Follow-up	Pursuant to the City Charter, the Office semi-annually follows up on the status of recommendations from performance audits.		
Special Requests	The Office conducts analyses and reviews requested by the City Council.		
Training	Pursuant to the City Charter and government auditing standards, auditors must meet annual training requirements.		

Department	Name of Service	Description of Service
City Auditor	Whistleblower Hotline	Pursuant to Oakland Municipal Code 2.38, the City Auditor's Office operates a Whistleblower Hotline to receive allegations of fraud, waste, and abuse affecting or involving City of Oakland resources, employees, officials, or contractors.
	Whistleblower Investigations	Pursuant to Oakland Municipal Code 2.38, the City Auditor's Office investigates allegations of fraud, waste, and abuse submitted to the City Auditor's Whistleblower Hotline .
City Clerk		
	Boards and Commissions	Make the deliberations of legislative and advisory bodies or commissions accessible to residents through gavel-to-gavel coverage of government meetings. Facilitate public access to meetings and maintain the official record of commission bodies.
	Broadcasts of Legislative Business meetings/Original Programming	Broadcast and archive of all government bodies. Preservation of the official record of government bodies as permanent or temporary records. Meeting distribution online via Granicus and original programming duplication and Zoom support. ADA captioning services required under local, state and federal law, FCC, and DIVCA (Digital Infrastructure and Video Competition Act) .
	Certificate of Residency	Residency verification
	Coordination of Ballot Initiatives	Coordinate citywide ballot measures from City Council and Citizen Based Initiatives.
	Coordination of Election Candidates	Administer and coordinate election services for the selection of City and OUSD officials.
	Dept. Board & Commission Support	Providing administrative, clerical, and logistical support to a City Board or Commission including agendas, minutes, and scheduling.
	Dept. Clerical & Admin support	Administrative work in support of division or department operations, complex clerical functions, management of scheduling, and office administrative support duties.
	Dept. Fiscal & Accounting Ops.	Perform fiscal operations such as budgeting, grant reporting, oversee handling of funds
	Dept. Leadership & Oversight	Oversight of Dept. Staff, development of Departmental policies and procedures
	Dept. Legislation Coordination	Preparing and coordinating City Council agenda materials on behalf of the Department.
	Dept. Payment Ops.	Perform payment operations such as accounts receivable, accounts payable, invoices, purchase orders, reimbursements, requisitions, and direct payments.
	Dept. Payroll	Perform division or departmental payroll matters including payroll entry, payroll adjustments, labor distribution adjustments or departmental liaison with the Citywide Payroll.
	Dept. Personnel	Perform or assist in departmental personnel matters including SPOC, recruiting, classification, training, employee relations and personnel rules and regulations; act as division or departmental liaison with the Human Resources Department.
	Dept. Public Information & Records Mgmt.	Administrative work in information and record managements, including press releases, public records requests, development of presentations, and responses to press inquiries
	Domestic Partnership	Domestic Partner filing
	Facilitate City Council and Committee Meetings	Facilitate public access to meetings and record official actions by the Council, the Oakland Redevelopment Successor Agency, JPA and other governing bodies.
	Form 700 Filing Officer	transparency, ethical compliance and ensures accountability in government officials, staff and board members
	KTOP Television	24/7 Broadcast on CableTV and City Website of LIVE and pre-recorded public meetings, informational and event-based original productions, bulletins, and relevant acquired programming.
	Managing and Performing Legal Noticing	Perform legally mandated noticing of City Council and City Committee Meetings for distribution to the public, members of the council, and executive staff.
	Production Studio Rental	Rental of production studio, edit suite(s) and staff support.
	Provide Access to Inactive Records Citywide	Draft policy and establish procedures for care, preservation, retention, and disposition of all City records.
	Recall Officer	Filing officer for the recall of elected officials.
	Video Production Services	Create and produce (script writing, video acquisition, graphic design, editing) videos and information bulletins for City departments for promotion, training, citywide information or distribution. Produce original programs that tell the stories of Oakland's history and its residents, employees, and diverse communities.
Department of Workplace and Employment Standards		
	Business Inclusion and Equity in Contracting	Assist local and small local businesses to become city contractors. Certify vendors for Equal Benefits Ordinance compliance and designations as Local and Small Local Business Enterprises.
	Business Outreach and Education	Engage in outreach and education efforts to increase awareness of contracting opportunities available on City-funded/assisted projects, particularly for local and small local businesses, and business responsibilities as city contractors for business inclusion and labor standards.
	City Contractor Enforcement Programs	business inclusion laws. City's policies, ordinances, and regulations on city contractor standards include Equal Benefits Ordinance, L/SLBE Program, Prevailing Wage, Living Wage, Local Employment, and Apprenticeships.
	Citywide Labor Laws Investigation and Enforcement	Investigate complaints and enforce city laws on Minimum Wage and Hotel Worker Minimum Wage and Worker Protection laws.
	Dept. Board & Commission Support	Providing administrative, clerical, and logistical support to a City Board or Commission including agendas, minutes, and scheduling. DWES staffs the Oakland Army Base Commission.
	Dept. Clerical & Admin support	Administrative work in support of division or department operations, complex clerical functions, management of scheduling, and office administrative support duties.
	Dept. Fiscal & Accounting Ops.	Perform fiscal operations such as budgeting, grant reporting, oversee handling of funds
	Dept. Leadership & Oversight	Oversight of Dept. Staff, development of Departmental policies and procedures
	Dept. Legislation Coordination	Preparing and coordinating City Council agenda materials on behalf of the Department.

Department	Name of Service	Description of Service
Department of Workplace	Dept. Payment Ops.	Perform payment operations such as accounts receivable, accounts payable, invoices, purchase orders, reimbursements, requisitions, and direct payments.
	Dept. Payroll	Perform division or departmental payroll matters including payroll entry, payroll adjustments, labor distribution adjustments or departmental liaison with the Citywide Payroll.
	Dept. Personnel	Perform or assist in departmental personnel matters including SPOC, recruiting, classification, training, employee relations and personnel rules and regulations; act as division or departmental liaison with the Human Resources Department.
	Dept. Public Information & Records Mgmt.	Administrative work in information, and record managements, including press releases, public records requests, development of presentations, and responses to press inquiries
	Outreach and Education about worker rights in citywide labor laws and business responsibilities	Engage in outreach and education efforts to increase awareness of worker rights and employment opportunities available on City-funded projects.
Economic and Workforce Development		
	Admin: Grants and Contract Execution and Management	Apply for grants, enter into agreements, manage the contracts and grants
	BD: Business Attraction, Retention and Marketing	Oakland's Foreign Trade Zone as an economic develop tool. Grant supported through U.S. Department of Commerce.
	BD: Business Development, Technical Assistance and Outreach	Conduct outreach to Oakland's businesses including sharing key resources and information with business community. Business communications: Email newsletters, websites, social media. Provide grants to businesses such as for facade and tenant improvements (redevelopment funded), community events and activations, those impacted by the development of the BRT line, and administer other funds (ACTC/OAAP). Provide direct technical assistance, service navigation, and inter-departmental coordination to small businesses through Neighborhood Business Assistance (NBA) appointments. Hold office hours in locations throughout Oakland to make it easier for businesses to access services.
	BD: Capacity Building, Engagement and Outreach	Build the capacity of new business-serving organizations and partner with existing organizations to strengthen Oakland's local economy (Business Corridor work). Service support: Act as liaison between businesses and Planning, Police, Real Estate and other City departments. Ongoing management and support of the City's Business Improvement Districts. Support the creation of new BIDs.
	BD: Economic Policy, Data, Planning and Strategy	Analyze economic and qualitative data and advance policies and recommendations. Develop and implement 2024 Economic Development Strategy; track and report City economic data via a quarterly dashboard, build on the 2021 Economic Recovery Framework. Integrated data analytics for City departments, e.g. analyzing employment data for annual comprehensive financial review, City bond review.
	CA: Arts Advocacy, Fund Development/Philanthropic Partnerships	Local, regional, national advocacy for Oakland Cultural Affairs around policy, funding, etc.; Engage in fund development and leverage investment in Cultural Affairs initiatives and activities that support them. Develop and engage in philanthropic partnership that benefit Oakland, such as the Cultural Strategist In Government Program & Just City Fund
	CA: Cultural Arts Grant Making	Provide cultural arts grants to Oakland's artists, non-profit organizations, teaching artists, and festivals
	CA: Cultural Facilities/Assets	Steward Cultural Facility/Assets (e.g., Chabot, Fairyland, Peralta/Hacienda, Oakland Asian Cultural Center, OMCA)
	CA: Public Art Program	Manage new public art projects for City capital improvement projects. Oversee Public Art in Private Development projects
	CA: Support Cultural Arts Council & Commission	Staff and manage meetings of the Public Arts Advisory Council and Cultural Affairs Commission and support their programs (e.g., Oakland's Poet Laureate)
	CA: Support the Development of Cultural Districts	Develop policy changes to create and preserve cultural spaces via a vis Cultural Disticts
	Dept. Board & Commission Support	Providing administrative, clerical, and logistical support to a City Board or Commission including agendas, minutes, and scheduling.
	Dept. Clerical & Admin support	Administrative work in support of division or department operations, complex clerical functions, management of scheduling, and office administrative support duties.
	Dept. Fiscal & Accounting Ops.	Perform fiscal operations such as budgeting, grant reporting, oversee handling of funds
	Dept. Leadership & Oversight	Oversight of Dept. Staff, development of Departmental policies and procedures
	Dept. Legislation Coordination	Preparing and coordinating City Council agenda materials on behalf of the Department.
	Dept. Payment Ops.	Perform payment operations such as accounts receivable, accounts payable, invoices, purchase orders, reimbursements, requisitions, and direct payments.
	Dept. Payroll	Perform division or departmental payroll matters including payroll entry, payroll adjustments, labor distribution adjustments or departmental liaison with the Citywide Payroll.
	Dept. Personnel	Perform or assist in departmental personnel matters including SPOC, recruiting, classification, training, employee relations and personnel rules and regulations; act as division or departmental liaison with the Human Resources Department.
	Dept. Public Information & Records Mgmt.	Administrative work in information and record managements, including press releases, public records requests, development of presentations, and responses to press inquiries
	PPD: Advance Major Commercial Development Projects and Monitor Ongoing Financial Agreements for Completed Projects	Negotiate, Implement, and Manage priority commercial development projects on city property. Negotiate ENAs, Lease/Disposition and Development Agreements (LDDA/DDAs). Examples include Samuel Merritt University, the HJK Center for the Arts, 2100 Telegraph and the Museum of Jazz. Monitor ongoing real estate projects with active public funding agreements such as leases requiring rent, loans, or other payments i.e., Seminary Point shopping center, Fox Theatre, and MacArthur Transit Village, etc.

Department	Name of Service	Description of Service
Economic and Workforce	PPD: Advance Priority Affordable Housing Projects and Monitor Ongoing Financial Agreements for Completed Projects	Negotiate, Implement, and Manage more than two dozen major priority affordable housing projects on city property. Negotiate ENAs, Lease/Disposition and Development Agreements (LDDA/DDAs). Examples include E. 12th Street affordable housing, the Native American Health Center & affordable housing project at 3050 International Blvd., and BCZ's Liberation Park housing project. Monitor ongoing real estate projects with active public funding agreements such as leases requiring rent, loans, or other payments, i.e., 95th & International, Fruitvale Transit Village IIA & IIB, and Coliseum Connections.
	PPD: Issue RFPs, NOAs for new Affordable Housing and Commercial Projects on City Surplus Property	Issue RFPs, NOAs etc to offer City and former redevelopment owned sites for new development to meet critical needs such as affordable housing and revenue generation. Meet required Housing Element targets for the annual disposition for City-sites for affordable housing.
	PPD: Manage Financial and Reporting Functions of the former RDA, and Manage Ongoing Redevelopment Projects	Manage the Bond Spending Plan, ROPs, Long Range Property Management Plan and other financial and reporting requirements related to former RDA. Manage ongoing redevelopment programs, including streetscape improvements, blight abatement, and maintenance of former redevelopment sites, on-call economic consultants contracts.
	PPD: Manage New Markets Tax Credit Program (ORNMTCT)	Staff and manage the City's New Markets Tax Credit entity to provide funding for development projects in Oakland.
	RE: Advance Army Base Redevelopment	Negotiate and monitor through construction the remaining development projects at the former Army Base (e.g., recycling facilities, truck services station)
	RE: Asset Management of City Properties and Lease Management	Manage a portfolio of more than 1,100 City-owned parcels. Conduct ongoing asset management (operations, security, planning for repair & maintenance, etc.) of major City assets including OACC, Paramount Theater, Fox Theater, Oakland Asian Cultural Center, Chabot Space & Science Center, Oakland Ice Center, Scotlan Convention Center. Manage more than 170 existing, active leases and licenses including leases of City property to third parties (out leases) and leases of privately-owned property for City uses (in leases). Includes revenue-generating leases and community-serving leases.
	RE: Develop Agreements to Use City Property to Address Homelessness	Transact on City property to address homelessness by developing leases, licenses, right of entries and other agreements to support the use of city land for emergency shelter by homeless-service providers.
	RE: Manage Telecommunications Agreements	Negotiate agreements with telecom companies to install telecom infrastructure on City property, generating revenue for the City and expanding telecom coverage for the public.
	RE: Real Estate Services for All City Departments	Provide real estate services to all departments including strategic planning, acquisition, disposition, leasing, licensing, Right of Way, appraisals, title reports.
	SA: Cannabis Equity Program and other Cannabis Grants	Processing grants and loans for cannabis equity businesses as well as other cannabis related state grants
	SA: Inspections of Special Activities	Special Activity Permit inspectors inspect permitted and unpermitted activities related to special events and OMC Title 5 (e.g., mobile vending, cannabis businesses, nightclubs, etc)
	SA: Special Activity Permitting, Special Events Permitting, and Film Office	Processes a variety of permits and assess fees for business and activities under OMC Title 5 (e.g., cannabis, cabarets, massage, bingo, amplified sound, mobile vending), Permit, assess fees, and administer special events, films and short term encroachments.
	WD: Develop Local and Regional Workforce Plans	Develop and implement workforce plans to comply with regional, state and federal compliance requirements.
	WD: Employer Engagement/Business Services	Provide business services for employers including participating in Rapid Response and hiring events, on the job and customized training and conducting job fairs to connect workers with employers.
WD: Federal, State, Local Compliance	Administer and oversee the Workforce Innovation and Opportunity Act rules and regulations including develop mandated strategic partnerships, program and fiscal management and monitor contracted service providers to ensure compliance.	
WD: Manage Adult and Youth Service Provider Contracts, and Manage the Summer Youth Employment Program	Develop, manage and execute contracts with adult and youth workforce service providers for job training and employment services to unemployed or underemployed Oakland residents. Implement the annual summer youth employment program to provide job training and summer placements for Oakland youth.	
WD: Workforce Board Management	Staff and manage the Workforce Board, including regular board and executive committee meetings, recruitment, etc.	
Finance		
	Accounts Payable	Processes, accounts for, and maintains records of all non-payroll payments for City departments, departments, ensuring that vendors are paid timely. Processes employee reimbursements for travel, professional development, and tuition reimbursement. Manages the sales tax reporting to the State Board of Equalization and annual IRS 1099 reporting of City payments.
	Budget Development and & Analysis	The Budget Bureau Develops, implements, and presents the City's Biennial, Mid-cycle, and Capital Program Budget Policy. , and monitors the City's budget. and priorities. The Budget Bureau Consistently Oversees the budget's expenditures and revenues, presents quarterly findings and year-end projections, tracks fund balances to ensure fiscal stability. and reviews agenda reports and legislation to ensure accuracy in fiscal impact and alignment with the adopted budget policy. The Budget Bureau Serves the Administration as expert extemporaneous financial and costing analysis and consults on various policy matters and operational issues including unanticipated costs. Advises the Administration on policy and budget issues that impact the residents of Oakland.
	Budget Management & Operations	the City Council's intention. Serves as the budget analyst for all city departments processing operational duties such as reviewing and approving personnel requisitions and budget change requests. Reviews and approves agenda reports and legislation to ensure accuracy in fiscal impact. Provides financial analysis, personnel costing, and other budgetary analysis for city departments on various policy matters and operational issues.

Department	Name of Service	Description of Service
Finance	Budget Management & Public Policy	Advises the Administration on policy and budget issues that impact the residents of Oakland including operational impact of City Council priorities and directives. Reviews and approves agenda reports and legislation to ensure accuracy in fiscal impact and alignment with the adopted budget policy.
	Business Tax	Collects, records and reports on City revenues; enforces and monitors the provisions of the City's ordinances; Complies with the State of California reporting requirements pertaining to the following taxes & Fees: Business Tax, Utility Users' Tax, Real Estate Transfer, Parking Tax Transient, Occupancy Tax, Rental Adjustment Program (RAP), Excess Liter Fee (ELF), and Business Improvement District (BID).
	Capital Projects and Infrastructure Bond Measure Management	Manages the overall infrastructure bond program including capital budget coordination, department and finance liaison, bond program and measure compliance. management, Serves as staff to the Affordable Housing and Infrastructure Bond Oversight Committee. Coordinates the compilation of all necessary policies, procedures, resolutions, or ordinances necessary from department staff to include for all bond issuances. Serves as finance liaison, project management and communications support to citywide capital improvement program design and approval into the City's biannual capital budget. Serves as bond expenditure project management and fiscal support to Departments of Transportation, Public Works, Information Technology, and Housing and Community Developments.
	Cash & Banking Operations	Manages banking relationship, all bank accounts, check fraud detection and prevention, check clearance, wires, ACH credits/debits, fund transfers, and direct deposits for the City and the Port of Oakland. Manages the banking systems interfaces, regular operation, and system updates with Oracle, Accele, POS, HDL, etc.
	Cash & Operations	Manages the Point of Sale (POS) system, and merchant card services citywide, PCard program initiation, activation, disable, limit changes
	Cash & Operations	Manages cash collections, including armored car services, petty cash management for the City, Oakland Redevelopment Successor Agency (ORSA) and Port of Oakland. Manages the Point of Sale (POS) system, and merchant card services citywide, Provides including cash management training for POS and citywide cashiering.
		Manages the banking systems interfaces and regular operation and system updates with Bank Oracle, Accele, POS, HDL, etc.
	Citywide Liens	Receives and processes Demand Request Forms for the removal of property tax liens issued by the City for delinquent garbage/refuse, business tax, real estate transfer tax, sidewalk, sewer lateral, and/or vegetation management (rubbish or fire inspections) fees. Manages the release of all property liens except Planning & Building liens on citywide owed debts.
	Citywide Payroll Operations	The Central Payroll team Manages and administers the processing and distributing the bi-weekly and supplemental citywide payroll and monthly retiree payroll. to all city staff. The Central Payroll team Ensures the pre-payroll, actual payroll, and post-payroll functions are executed in a timely, efficient manner. Payroll processes include 1) the review, audit, and entry of all citywide employee records and adjustments such as address, marital, or name changes, Changes, Name ChangesW-4 updates, banking information updates, voluntary and involuntary deductions, merit increases and cost of living adjustments, leave benefit accruals, pay adjustments, retro payments, and sick/vacation/management sell back payment processing. Oversees time and attendance management, and provides employment verification for employee financial purposes. Supports and implements fiscal year-end fiscal personnel benefits. Coordinates and supports Human Resources with labor relation decisions.
	Citywide Payroll Systems	Maintains the centralized Employee Profile, Oracle Time and Labor (OTL), and payroll system, implements system upgrades for compliance and efficiency, implements salary ordinance standards, develops ad-hoc reporting, troubleshoots and repairs system errors to support the timely processing of the biweekly payroll and monthly retiree payroll. Supports and implements fiscal year end and year end processes in Oracle such as the budget interface, cost-of-living adjustments, and other negotiated benefits.
	Citywide Payroll Tax and Retirement Reporting	Manages the post-payroll processes such as voluntary deductions, garnishments, and the biweekly federal and state payroll tax reporting and payments, including unemployment and state disability insurance (SDI). Manages all CalPERS reporting, addresses CalPERS audit requests, inputs CalPERS service credits, oversees payroll audits, general ledger reconciliation, W-2 and 1099R production, and year-end reporting. Captures employee overpayments, settlements, complex wage reporting exceptions. Interfaces with CalPERS on pensionable wages and benefits.
		Manages payments for OPEB and pension liability.
	Collections	Facilitates the collection of receivables, obligations, and debts owed to the city through courts, and other legal processes.
	Contracts	Supports, oversees, and processes all citywide professional services agreements and cooperative agreements for compliance and execution.
	Debt Issuance & Management	Debt management including Manages the issuance of new debt debt portfolio obligations of the City of Oakland, Oakland Redevelopment Successor Agency (ORSA), and Alameda County Coliseum Authority. , maintaining and restructuring debt. Issues and restructures City debt issuances including general obligation debt for infrastructure and affordable housing, Community Financing District (CFD), Business Improvement Districts (BIDs), master lease purchase agreements for vehicles, and pension obligation bonds.
Debt Issuance & Management Ad Valorem Tax Rate	Manages and sets recommendation for ad valorem tax rate based on required debt obligations	
Debt Service Issuance & Management	Oversees and ensures compliance with bond covenants on bond expenditures, interfaces with Trustee bank to revise the cash reimbursements for bond expenditures, calculates arbitrage rebate, and provides conducts the annual bond disclosure training.	

Department	Name of Service	Description of Service
Finance	Dept. Board & Commission Support	Providing administrative, clerical, and logistical support to a City Board or Commission including agendas, minutes, and scheduling.
	Dept. Clerical & Admin support	Administrative work in support of division or department operations, complex clerical functions, management of scheduling, and office administrative support duties.
	Dept. Fiscal & Accounting Ops.	Perform fiscal operations such as budgeting, grant reporting, oversee handling of funds.
	Dept. Leadership & Oversight	Oversight and leadership of Finance Department staff, development of departmental policies and procedures, and strategic planning
	Dept. Legislation Coordination	Preparing and coordinating City Council agenda materials on behalf of the Department.
	Dept. Payment Ops.	Perform payment operations such as accounts receivable, accounts payable, invoices, purchase orders, reimbursements, requisitions, and direct payments.
	Dept. Payroll	Perform division or departmental payroll matters including payroll entry, payroll adjustments, labor distribution adjustments or departmental liaison with the Citywide Payroll.
	Dept. Personnel	Perform or assist in departmental personnel matters including SPOC, recruiting, classification, training, employee relations and personnel rules and regulations; act as division or departmental liaison with the Human Resources Department.
	Dept. Public Information & Records Mgmt.	Administrative work in information and record managements, including press releases, public records requests, development of presentations, and responses to press inquiries.
	Financial Planning	Develops long-term financial plans, policies, and procedures to ensure the city's fiscal sustainability. Provides strategic oversight and fiscal stewardship, interfaces with Elected Officials, and other governmental entities, represents the City in financial matters, provides education on the City's financial position, and manages the financial affairs of ORSA.
	Financial Reporting	Prepares and distributes financial reports. Completes the Annual Comprehensive Financial Report, Single Audit, and other mandated audits and reviews. Reconciles PCard transactions and reporting. Conducts financial analysis to support decision-making by city leadership.
	Fire Department Billing	Performs billing operations for Oakland Fire Department inspections and false alarm calls. Creates and sends notices, provides customer service, deposits payments.
	Fiscal Support	Provides fiscal support to 12 client departments that are too small for internal work group or need dedicated support for invoice processing and payments., time and attendance, onboarding new employees. Serves as fiscal support for Non-Departmental transactions that support citywide activities.
	Fixed Assets / Systems	Manages and tracks all of the City's assets in a central database. Monitors and supports Oracle system, manages patch testing, system enhancements, runs regular system processes, provides ad hoc custom BI reports, provides access to system modules, and trains on Oracle modules.
	General Ledger / Accounts Receivable	Provides accounting and fiscal monitoring for all City departments, thereby allowing them to perform timely grant draw downs, and securing new grants. Coordinates year-end audit activities. Provides centralized billing and accounts receivable support to City departments.
	Grant Management & Accounting	Seeks out and applies for grants to fund specific city projects or programs. Ensures compliance with grant requirements and reports on the use of grant funds.
	Investment Management	Manages the short term and long term investments of the City, Oakland Redevelopment Successor Agency (ORSA), and Port of Oakland short term and long term investments. Ensures compliance with investment policy and assures sufficient available ensures cash on hand for daily cash flow for up to \$2.0 billion (invested in \$5.0 million increments) in diversified and safe investments. Ensures that investments and securities are held in trust in custodial bank and monitored to the SEC regulations.
	Mailroom	Operates the City's central shipping and receiving functions for all City departments, which is over 800,000 pieces of incoming mail and 400,000 pieces of outgoing mail annually.
	Mandatory Garbage Program / Customer service	Manages and enforces the City's Mandatory Garbage Program. Seeks collections of delinquent garbage accounts invoices and by issuing's Notifications of Property Assessment (lien). on behalf of the City's Mandatory Garbage program. Manages the release of all property liens on citywide owed debts. Provides customer service in person, by phone, chat for residents, business, stakeholders on financial inquiries/concerns.
	Purchasing/Contracts	<p>Manage the requisition, purchase order creation and release within Oracle. Manage iSupplier system to setup and service suppliers, RFX publishing, and provide customer experience for Citywide stakeholders - internal & external.</p> <p>Manage the administration of the City's PCard Program, such as the initiation, activation, disablement, and limit changes.</p> <p>Procures goods citywide, also manages purchasing workflow (Requisition, PO, Encumbrances, PO releases, Contract approval in Oracle), iSupplier, new vendor setup, RFP publishing, Bid Tabulations, Customer Service</p>
Purchasing/Contracts Procurement	<p>Manages and oversees the procure-2-pay workflow, including the collaborating with Citywide departments to develop solicitations of materials, equipment, goods & commodities, and professional services essential to providing governmental services for the citizens of Oakland. Prepares specifications and requests for formal bids and request for proposals in collaboration with City departments.</p> <p>Supports the procurement of materials, equipment and services essential to providing governmental services for the citizens of Oakland. Prepares specifications and requests for formal bids and request for proposals in collaboration with City departments. Processes citywide contracts for compliance and execution.</p>	
Retirement	Manages investments for the PFRS fund, held in a separate trust, in accordance with the PFRS Retirement Board Policies, funds held in separate trust	

Department	Name of Service	Description of Service
Finance	Retirement	Manages the Administration of Police and Fire Retirement System (PFRS), serves as staff and reports to the PFRS Board, and manages the PFRS payroll operations. makes reports to the PFRS Board, Manages monthly and quarterly retiree and/or beneficiary medical reimbursement payments and provides customer service to retirees. files tax returns
		Manages the citywide CalPERS enrollment and retirement processes for all new and returning employees. Manages the CalPERS account benefit tiers, processes reciprocity forms, and advises on the retirement process. Enrolls all new employees into CalPERS retirement plan, manages CalPERS accounts benefit tiers, advises on retirement process, reciprocity form processing, retires employees in CalPERS
		Manages the general accounting for the PFRS fund. Serves as the internal auditor for all retirement medical payments, reconciles the PFRS general ledger, oversees the annual audit and report, mandated disclosure and reporting, and manages the PFRS budget.
		Manages the monthly and quarterly Sworn and Nonsworn employer retiree medical subsidy reimbursement payments. Manages the enrollment and termination processes and provides general customer service to retirees.
		monthly and quarterly retiree and/or beneficiary medical subsidy reimbursement files tax returns Processes and adjudicates all the Sworn Medical Industrial Disability Retirement applications. process.
		Processes Advanced Disability Pension Payments (ADPP) to CalPERS retirees. medical payments to bridge to CalPERS, (Disability Retirement from the City), Serves as staff to the CalPERS Safety Disability Retirement Committee. Coordinates and serves as the liaison to CalPERS on industrial disability retirements.
	Revenue Management/Systems/Exemptions	Collects and processes revenues on county tax roll to including property tax and local measures. Coordinates and facilitates the annual Master Fee Schedule of service changes. Manages billing for fire and invoicing for select city services, provides exemptions and refunds for local measure exemptions. Manages the HDL revenue collection system and customer interface with the City website. Updates all tax forms, letters, applications, and calculations annually
	Risk Management	Assesses and manages financial risks faced by the City. Procures insurance coverage to protect against liabilities.
	Special Assessment Refund and Exemption (SPARE)	Manages the special assessment exemption and refund program for local measure exemptions. Compiles and submits reports to the Assessment Engineer for inclusion on the county tax roll.
	Tax Audit/Compliance	Audits and reviews charter city tax revenue sources including Business Tax, Transient Occupancy Tax, Parking Tax, Utility Consumption Tax, Real Property Transfer Tax, Vacant Property Tax, Cannabis, and Sales Tax. Manages the Tax Board of Review, recommends liens, special assessments for Business Tax, Vacant Property Tax, Real Property Transfer Tax. Sends Notices of Determination to establish the debts to the City, provides customer service to bring businesses into compliance.
Fire		
	Build Community Resilience	The Emergency Management Services Division builds community resilience through outreach efforts to engage and inform community members and partners about preparedness, response, and recovery. EMSD supports community organizations to create resilience hubs and partners with community organizations to implement special projects and build community resilience. EMSD is working to build community-level resilience by empowering neighborhood organizations and Community Emergency Response Team (CERT) members to lead their own city-developed and approved trainings to reach new audiences in all the communities of Oakland.
	Code Compliance & Enforcement	The Fire Prevention Bureau conducts fire safety inspections of the City's buildings, structures, vacant lots, encampments, and cannabis operations. The Bureau also performs, what are termed state-mandated inspections, which include buildings used for public assemblies, educational purposes, institutional facilities, multi-family residential dwellings, and high-rise structures.
	Community Emergency Training	The Emergency Management Services Division delivers preparedness, response, and recovery training to community members and partners which provides an enhanced pathway to a stronger and more resilient jurisdiction.
	Dept. Board & Commission Support	Providing administrative, clerical, and logistical support to a City Board or Commission including agendas, minutes, and scheduling.
	Dept. Clerical & Admin support	Administrative work in support of division or department operations, complex clerical functions, management of scheduling, and office administrative support duties.
	Dept. Fiscal & Accounting Ops.	Perform fiscal operations such as budgeting, grant reporting, oversee handling of funds
	Dept. Leadership & Oversight	Oversight of Dept. Staff, development of Departmental policies and procedures
	Dept. Legislation Coordination	Preparing and coordinating City Council agenda materials on behalf of the Department.
	Dept. Payment Ops.	Perform payment operations such as accounts receivable, accounts payable, invoices, purchase orders, reimbursements, requisitions, and direct payments.
	Dept. Payroll	Perform division or departmental payroll matters including payroll entry, payroll adjustments, labor distribution adjustments or departmental liaison with the Citywide Payroll.
	Dept. Personnel	Perform or assist in departmental personnel matters including SPOC, recruiting, classification, training, employee relations and personnel rules and regulations; act as division or departmental liaison with the Human Resources Department.
	Dept. Public Information & Records Mgmt.	Administrative work in information and record managements, including press releases, public records requests, development of presentations, and responses to press inquiries

Department	Name of Service	Description of Service
Fire	Disaster Council	The Emergency Management Services Division facilitates the Disaster Council and supports working groups as established by the Council. An accredited disaster council is required to approve disaster plans, enter into the California Master Mutual Aid Agreement, and certify Disaster Service Workers Volunteers.
	Disaster Service Worker Volunteer Program and Volunteer Management	Disaster Service Worker Volunteers are an integral part of the City of Oakland's Emergency Operations Plan to respond and recover from disasters. DSW-Vs expand the capability of the City to support essential activities during emergencies and disasters. Outside of disaster operations, volunteers augment EMSD capacity to deliver outreach and training to community members and partners.
	Emergency Response	The Emergency Management Services Division activates the Emergency Operations Center (EOC) for emergencies, disasters, and planned events. EMSD ensures proper processes and procedures are followed during activations as required by the Emergency Operations Plan. EMSD develops and maintains a common operating picture for situational awareness and interdepartmental collaboration. EMSD provides structure for communication flow within and across City departments and partners during activations.
	Emergency Response and Recovery Training and Exercises	The Emergency Management Services Division develops and executes the city-wide training and exercise program to build emergency response and recovery capability and capacity. EMSD facilitates development and participates in execution of County and regional training and exercise programs.
	Emergency Response and Suppression	The Field Operations Bureau is responsible for emergency medical response, fire suppression, mitigation of disasters and rescue activities. All Risk Mitigation.
	Emergency Response, Recovery, and Mitigation Planning	The Emergency Management Services Division develops, coordinates, and maintains all City of Oakland emergency mitigation, response, and recovery plans in coordination with internal and external stakeholders. EMSD collaborates on county, regional, and state emergency planning efforts to ensure a strategic, holistic, and sustainable approach. Every 5 years, EMSD develops the Local Hazard Mitigation Plan and updates it annually. This is a requirement for the City to receive certain types of mitigation and recovery funding in a disaster and it is used as reference in the application for other grants.
	Fire Dispatch and Communications	The Fire Dispatch Center serves as the first point of contact for 9-1-1 callers needing fire or medical services in the City of Oakland. Approximately 77,882 calls are processed each year by highly trained staff.
	Investigations and Inspections	Investigate suspicious fires, fires resulting in injury or death, and incidents involving hazardous materials, bombs, or incendiary devices. Lead threat and hazard identification efforts to prevent, protect against, mitigate, and respond to hazards. Plan review and approvals of hazardous materials business plan inspections, underground storage tank inspections, and building plans for new construction and improvements to have required fire safety components.
	Local Support	FEMA-sponsored Search-and-Rescue Team when requested by FEMA or CAOES, maintains the Sea Wolf and other Fire Department rescue boats. Special Operations Battalion Chief handles multi jurisdiction response with internal/external stakeholders such as (BART, Port of Oakland) Part of the county mass mutual aid system.
		Provides Aircraft Rescue Fire Fighting (ARFF) to San Francisco Bay Oakland International Airport to comply with FAA requirements.
	MACRO	The Mobile Assistance Community Responders of Oakland (MACRO) Program is a community response program for non-violent, non-emergency 911 calls. The purpose of MACRO is to meet the needs of the community with a compassionate care first response model grounded in empathy, service, and community.
	Medical Services(MSD)	The Medical Services Division (MSD) is responsible for providing Oakland Fire Department personnel and Mobile Assistance Community Responders of Oakland (MACRO) responders with continuing education and training that meets the state-mandated minimum requirements for Emergency Medical Technicians (EMT) and Paramedics (EMT-P).
	Procure and Maintain Emergency Resources	The Emergency Management Services Division identifies, procures, distributes, and maintains emergency resources and supplies for first responders, emergency responders, and disaster service workers.
	Public Information and Warning	The Emergency Management Services Division develops Alert and Warning protocols to provide timely and actionable information to the public in an emergency. EMSD disseminates public information and warnings for all hazards in coordination with first responders, dispatch centers, and the City Communications Team. EMSD manages all alert and warning technology (including the city-wide siren system) in coordination with county, state, and federal partners.
Recruit and Training	Provide in-service training for the Fire Academy recruits. Coordinate mandated fire-specific training for all existing and recruit personnel, including state required hours of continued education to maintain certifications and licenses.	
Support Services	Support Services is responsible for a broad array of administrative, financial, and programmatic service areas that are essential for maintaining operational readiness. These areas include Fleet Management, utilities, apparatus maintenance and repair, facilities, and other vital services.	
Housing and Community Development		
	Acquisition and Conversion to Affordable Housing (ACAH) program	Program that administers funds to developers, including a specific pool for CLTs/coops, to acquire "naturally occurring affordable housing", deed restrict them to ensure affordability for 55 years, and rehabilitate them.
	Anti Displacement and Housing Stability Services	Provide services in the form of eviction prevention and homelessness prevention via service providers to Oakland tenants at risk of displacement or homelessness. Includes legal assistance, emergency rental payments and wrap around services.
	Building Electrification Initiative	Ensures HCD's affordable housing portfolio complies with the citywide goal stating that by 2040, all residential units in Oakland must be fully electric.
	Code Compliance Relocation Program	Reviews applications for tenant eligibility for relocation benefits in accordance with O.M.C. 15.60. Assists tenants and property owners in understanding their rights and responsibilities under the law. Administer payment and reimbursement processes.

Department	Name of Service	Description of Service
Housing and Community C	Community Engagement and Public Education	Staff attend multiple community events annually to provide information on housing programs and resources offered by HCD. Prepares materials that provide information and guidance on tenant protections, rent and eviction laws at local, state, and federal levels to educate public about their rights and responsibilities under these laws.
	Dept. Board & Commission Support	Providing administrative, clerical, and logistical support to a City Board or Commission including agendas, minutes, and scheduling.
	Dept. Clerical & Admin support	Administrative work in support of division or department operations, complex clerical functions, management of scheduling, and office administrative support duties.
	Dept. Fiscal & Accounting Ops.	Perform fiscal operations such as budgeting, grant reporting, oversee handling of funds
	Dept. Leadership & Oversight	Oversight of Dept. Staff, development of Departmental policies and procedures
	Dept. Legislation Coordination	Preparing and coordinating City Council agenda materials on behalf of the Department.
	Dept. Payment Ops.	Perform payment operations such as accounts receivable, accounts payable, invoices, purchase orders, reimbursements, requisitions, and direct payments.
	Dept. Payroll	Perform division or departmental payroll matters including payroll entry, payroll adjustments, labor distribution adjustments or departmental liaison with the Citywide Payroll.
	Dept. Personnel	Perform or assist in departmental personnel matters including SPOC, recruiting, classification, training, employee relations and personnel rules and regulations; act as division or departmental liaison with the Human Resources Department.
	Dept. Public Information & Records Mgmt.	Administrative work in information and record managements, including press releases, public records requests, development of presentations, and responses to press inquiries
	Earthquake Seismic Retrofitting Grants	The Safer Housing for Oakland Program (SHOP) offers grants to reimburse owners for a portion of the costs to seismically retrofit a multi-unit apartment building with a "soft-story" condition. The Earthquake-Safe Homes Program offers grants to owner-occupants of 1-4 unit properties for partial reimbursement of the cost of a seismic retrofit.
	Existing Housing Portfolio Monitoring and Rehabilitation	Monitors HCD's existing affordable housing portfolio for habitability and financial health; tracks affordability restrictions and loan compliance over time; and provides loans for property rehabilitaiton and emergency health and safety repairs
	First-time Homebuyer Loan Program	Provides loan funding to first-time homebuyer Oakland residents and workers, and creates and participates in homebuyer education activities. Additionally, reviews and approves resales and refinance of restricted affordable below market-rate units.
	Fund New Construction of Affordable Housing	Underwrites, reviews, and administers loans through Notices of Funding Availability (NOFAs) to produce new affordable housing units. Monitors construction draws and ensures loan compliance.
	Homeless Housing Production, Conversions and Preservation (Homekey, RZH2)	Apply for and commit local, County, State and federal funds to housing projects for people experiencing homelessness. Review proposals and work with non-profits developers and service partners to refine project scopes and feasibility.
	Housing Counseling, Education, and Referrals	residential rental housing laws, including the City's Rent Adjustment Ordinance, Just Cause for Eviction Ordinance, Tenant Protection Ordinance, Tenant Move Out Agreement Ordinance, and the Uniform Relocation Ordinance. Supports via phone calls and emails residents seeking housing services and information.
	Housing Policies, Research, Plans, and Data	Publishes strategic plans, impact reports, research, and other materials to inform decisions and to educate the public about affordable housing activity in Oakland.
	Loan Repayments, Servicing, and Property Resales	The loan servicing team receives loan payments and handles issues relating to repayment and resale of properties with loans from the City.
	Owner-Occupied Home Rehabilitation and Improvement Programs	Offers building rehabilitation programs to Oakland's low-to-moderate income, senior and disabled homeowners including lead-safe paint and accessibility improvement, emergency home repair, home maintenance improvement, and major/minor home repair programs.
	Predevelopment Loan Program	Provides loans to non-profit housing developers to cover pre-development costs (feasibility analyses and preparation of loan applications) and costs of preparing projects for syndication.
Rent Adjustment Hearings and Mediations	Reviews petitions, hears cases, holds mediation sessions, renders decisions, reviews appeals, communicates with tenants, landlords, and their representatives, and coordinates appeal hearings before the Rent Adjustment Board.	
Rent Registry and Eviction Filings	Enforces and implements the City's Rent Registry Ordinance. Manages the annual and ongoing collection, monitoring and compliance, and reporting of registered rental properties in Oakland. Provides education and technical assistance to property owners to register their properties, and to tenants about their property's registration status. Responds to rent registration public inquiries. Holds virtual and in person outreach and education events on rent registration requirements. Provides administrative support to the unit. RAP staff receives every eviction notice and tenant move-out agreement filed in the City of Oakland for residential rental units subject to the Just Cause for Eviction Ordinance, either via email, paper, or otherwise, and ensures they are accurately entered into the City's database for recordkeeping.	
Update and Post Annual Rent and Income Limits	Track and update annual rent and income limits and utility allowances and publicly post on the Department website	
Human Resources		
	Benefits Management	Responsible for all benefit management, including developing and managing wellness benefits and wellness career fair, processing new enrollees for medical, unemployment, and retirement benefits, and managing enrollments and payments to benefit suppliers.
	Civil Service Board Commission	The responsibilities of the Civil Service Board include creating and evaluating job classifications, enforcing the Civil Service Rules; approving the exemption of positions from the competitive service; approving classification specifications and performing appellate duties.

Department	Name of Service	Description of Service
Human Resources	Department Contracts and RFPs	Initiate and manage informal and formal RFPs. Initiate and manage department contract agreements.
	Dept. Board & Commission Support	Providing administrative, clerical, and logistical support to a City Board or Commission including agendas, minutes, and scheduling.
	Dept. Clerical & Admin support	Administrative work in support of division or department operations, complex clerical functions, management of scheduling, and office administrative support duties.
	Dept. Fiscal & Accounting Ops.	Perform fiscal operations such as budgeting, grant reporting, oversee handling of funds
	Dept. Leadership & Oversight	Oversight of Dept. Staff, development of Departmental policies and procedures
	Dept. Legislation Coordination	Preparing and coordinating City Council agenda materials on behalf of the Department.
	Dept. Payment Ops.	Perform payment operations such as accounts receivable, accounts payable, invoices, purchase orders, reimbursements, requisitions, and direct payments.
	Dept. Payroll	Perform division or departmental payroll matters including payroll entry, payroll adjustments, labor distribution adjustments or departmental liaison with the Citywide Payroll.
	Dept. Personnel	Perform or assist in departmental personnel matters including SPOC, recruiting, classification, training, employee relations and personnel rules and regulations; act as division or departmental liaison with the Human Resources Department.
	Dept. Public Information & Records Mgmt.	Administrative work in information and record managements, including press releases, public records requests, development of presentations, and responses to press inquiries
	Equal Access	Responsible for live in person / virtual interpretation and print translation services for all City departments. Managment of bilingual testing program and administration of Equal Access Ordinance as well as Title IV compliance of the Civil Right Act.
	Labor Negotiations and Employee Relations	Negotiates and maintains relationships with bargaining units and provides employee relations support, like conflict resolution and grievances investigations.
	Recruitment, Classification, and Onboarding	Provides recruitment services to all City departments, organize and conduct civil service examinations, and onboard and retain the most qualified candidates. Maintain a competitive classification and compensation system.
	Risk Management	Provide risk management services to all City employees, such as Integrated Disability Program, Workers' Compensation Administration, leave administration, reasonable accommodations, and employee health-and-safety programs, including CalOSHA compliance.
	Training and Organizational Development	Implementation and facilitation of mandatory and developmental training to all city employees. Consult with departments on organizational development needs for improved agency health and retention of workforce. Responsibilities include mandated training and new employee tracking and reporting of employee training compliance.
Human Services	AC-OCAP Administering Board	AC-OCAP staff support the 18 member tripartite AC-OCAP Administering Board in a variety of ways, ranging from planning and organizing meetings, attending meetings to transcribe notes and serve as division liason to address questions with agenda items, to working to fill Board seats with Oakland City Council staff, Alameda County Supervisor's staff, low-income community members and business community members.
	Administration	HSD Administration plans and executes special projects that extend beyond the scope of other HSD divisions; provides coordination, monitoring and grant management for the 6 HSD divisions, that includes over 50% of all City grants; monitors and oversees client data collection and program deliverables for HSD divisions; evaluates and improves department system operations to help increase efficiencies and effectiveness.
	Apprenticeship Program for Early Childhood Teachers	Workforce development program to help close skills gaps in high-demand sector of education. Ensuring Head Start has the talent to deliver services & expand.
	Capacity Building & Technical Assistance for Non-Profits	Program Staff provides capacity building and technical assistance for small, Oakland-based non-profits to empower them to compete for government grants, manage existing programs, and improve systems and operations that result in effective and impactful outcomes for the community based organizations serving individuals experiencing homelessness.
	Child Education & Development Centers	HSD operates 12 Centers, Contracts for services with 2 partner centers and 12 Family Childcare Providers to serve over 500 children (0 to 5yrs) from families with low incomes, for 8 hours per day.
	Dept. Board & Commission Support	Providing administrative, clerical, and logistical support to a City Board or Commission including agendas, minutes, and scheduling.
	Dept. Clerical & Admin support	Administrative work in support of division or department operations, complex clerical functions, management of scheduling, and office administrative support duties, including front desk and general resource referrals to the public who call, email or visit in-person.
	Dept. Fiscal & Accounting Ops.	Perform fiscal operations such as budgeting, grant reporting, oversee handling of funds; for all 6 HSD divisions, Fiscal & Budget provides budget and fiscal management, grant coordination and oversight, regulatory direction as well as monitoring and compliance advisory.
	Dept. Leadership & Oversight	Overall direction to department staff in a cohesive and systematic manner that guides department program operations, policies and procedures, fiscal and budget reviews, funding opportunities, and other department-wide responsibilities.
	Dept. Legislation Coordination	Liason between department and City Administration to prepare, schedule and coordinate regularly scheduled City Council agenda reports on behalf of department division staff.
	Dept. Payment Ops.	Perform payment operations such as accounts receivable, accounts payable, invoices, purchase orders, reimbursements, requisitions, and direct payments; for all 6 HSD divisions, Fiscal & Budget and provides purchasing, accounts payable and accounts receivable services.
Dept. Payroll	Perform departmental payroll duties that include ensuring that all bi-weekly employee payroll entries are accurate, processing payroll and labor adjustments (as needed), and serving as departmental liaison with the Citywide Payroll.	

Department	Name of Service	Description of Service
Human Services	Dept. Personnel	Perform or assist in departmental personnel matters including SPOC, recruiting, classification, training, employee relations and personnel rules and regulations; act as division or departmental liaison with the Human Resources Department.
	Dept. Public Information & Records Mgmt.	Receive and review all Public Records Request and route to appropriate division for timely response. Work in collaboration with City staff to promote special events through press releases; create marketing materials and informational brochures of service program (in accordance to Language Access Ordinance). Administrative work in archiving department files and record managements
	Early Childhood Food Program	Central kitchen prepares nutritious breakfast, lunch, and snacks to over 500 infants and children at 12 child development centers meeting local, State, and Federal regulations. Combats food insecurity.
	Encampment Health & Hygiene Services	This intervention provides portapotties, mobile hygiene units (showers & laundry facilities) and handwashing stations for up to 107 encampment sites throughout Oakland.
	Financial Support Services	Through grants to non-profits and recruitment for volunteers, low-income community members are provided with no cost tax preparation, second chance banking accounts, financial coaching, legal support for eviction prevention, and credit repair services.
	Head Start Advisory Board	Governing body assigned by City Council resolution. Provides oversight and leadership. Composed of experts who have decision-making authority over character, design, and implementation of the program. Reports to the City Council.
	Head Start Family Services	Services aimed at helping families cope with stress, financial challenges, housing instability, or mental health issues. Includes case management, counseling, and resources for food, or housing assistance.
	Head Start Health Services	Ensures health screenings, immunizations and preventative care, mental health, dental and nutrition services. Reducing health disparities and ensuring healthy development.
	Head Start Home Visiting Program	Provides comprehensive support directly in the family's home. Emphasis on early learning, health, and family well-being. Services and referrals to over 250 children and pregnant people.
	Head Start Parent Policy Council	Governance body required by federal and City legislation. Provides oversight and leadership. Composed of families and community who have decision-making authority over character, design, and implementation of the program.
	Head Start Technology Lending Library	Provides access to laptops, hotspots, and tech support to over 500 Head Start families. Allows families to engage with child's education, complete their own education, and complete job and benefits applications.
	Homeless Housing Subsidies & Permanent Housing Slots	This program offers short and long term subsidies to support people experiencing homelessness to maintain housing, including RRH (Rapid ReHousing) programs and OPRI (Oakland Path Rehousing Initiative). Supportive services contracted through nonprofits to support people once they have been housed.
	Homeless Street Outreach	This intervention provides street-based and encampment-based outreach to connect people experiencing homelessness to resources and shelter. City case managers also provide street outreach and encampment intervention support.
	Homelessness Supportive Services	Through CSBG grants to non-profits, this program connects low-income individuals and families experiencing homelessness with emergency temporary and transitional housing supportive services such as housing, employment training, basic needs assistance, counseling, case management, etc. Through grants to non-profits, this program connects individuals experiencing homelessness with supportive services such as health insurance, public benefits and Social Security Disability Insurance advocacy.
	Job Training and Employment Placement for Low-Income Residents	AC-OCAP provides local non-profit agencies with CSBG grant funds to provide entrepreneurship/job training and employment placement opportunities along with internships to low-income youth and community members.
	Mayor's Commission on Aging	Established in 1980, the Mayor's Commission on Aging (MCOA) advises the Mayor and the City Council about issues that matter to older adults in Oakland. The MCOA partners with HSD's Aging and Adult Services division to plan and develop a comprehensive and responsive system of care and supports for older adults, family caregivers, and persons with disabilities in Oakland.
	Medi-Cal Administrative Activities	Perform Medi-Cal administrative activities (MAA) and provide efficient administration (including billing reimbursement), of the Medi-Cal Program by improving the availability and accessibility of Medi-Cal services to Medi-Cal eligible and potentially eligible individuals, and their families.
	Mobile Classroom Intensive Early Childhood Services	Mobile classroom designed for young children and their families to receive early childhood education, screenings, and intensive case management (housing, health, education, employment) while they are experiencing homelessness.
	Multipurpose Senior Services Program (MSSP)	The Multipurpose Senior Services Program (MSSP) ensures that vulnerable seniors at risk of nursing home placement may stay safe and independent in their own homes by providing case management, equipment, supplies and in home support. MSSP serves approximately 350 fragile seniors each year. Among the clients served, 60% are monolingual in Spanish, Cantonese, Mandarin, Vietnamese, Tagalog, Russian, Farsi , etc. All clients are at or below poverty level.
	Oakland Fund for Children and Youth (OFCY)	The Oakland Kid's First! Children's Fund aka Oakland Fund for Children and Youth (OFCY) is a voter approved measure (Measures K, D) reauthorized in in 2020 by the Oakland City Council. Administration of the OFCY mandates City Council adoption of a three-year plan that captures community needs, priority strategies and funding allocations; competitive bidding process to award funds; independent annual evaluation reports; and City Auditor annual reports.
Oakland Fund for Children and Youth (OFCY) - Children's Success in School	This grant based program provides community based, comprehensive student success programs in both elementary and middle school settings as well as afterschool elementary programming, summer and year-round enrichment. The program also focuses on student success in high school and post-secondary school.	
Oakland Fund for Children and Youth (OFCY) - Healthy Development of Young Children	This grant based program provides community based, comprehensive programming that focuses on parent engagement and support, family resource centers as well as services to support social emotional wellbeing in early childhood.	

Department	Name of Service	Description of Service
Human Services	Oakland Fund for Children and Youth (OFCY) - Transition to Adulthood	This grant based program provides community based, supportive services for young adults to successfully transition to adulthood, focusing on career access and development and job readiness, to support successful transitions to adulthood.
	Oakland Fund for Children and Youth (OFCY) - Youth Development & Violence Prevention	This grant based program provides community based, comprehensive youth leadership and development, targeted interventions for violence prevention for vulnerable youth as well as summer youth employment and enrichment activities.
	Oakland Paratransit for the Elderly and Disabled Adults (OPED)	OPED assists adults with disabilities, seniors, and frail elderly with transportation and mobility needs by contracting with vendors to provide curb-to-curb, door-to-door, and escorted transportation service to eligible program participants who cannot access public transportation by subsidizing taxicab, wheelchair van service, and Uber/Lyft rides to medical appointments, dialysis clinics, food shopping, and other destinations to maintain independence.
	Oakland Youth Commission (OYC)	The Oakland Youth Commission (OYC) was created to advise and make recommendations to the Mayor and City Council to address priorities impacting Oakland youth ages 13-25. The OYC has 25 seats, whose members are appointed by the Mayor and confirmed by the City Council. OYC represents approximately 25,000+ youth ages 14 - 21 from geographically and culturally diverse backgrounds. OYC activities include: Youth leadership development and training; Youth voice in city affairs (i.e., Adulthood training, ReCast Mini Grantmaking, Social Media; engagement); Policy work (i.e., Oakland Youth Vote, Youth Housing for Transitional Age Youth - Career & Tech Education HUB Coalition - Youth Homeless Task Force); Digital equity and Youth Participatory Action Research (YPAR).
	Planning and Oversight Committee (OYC)	The Kid's First! Oakland Fund for Children and Youth Planning and Oversight Committee (POC) was established pursuant to Measure K which was approved by the voters of Oakland in 1996. The POC is the oversight body for OFCY, is comprised of 17 youth and adult members representing seven council districts, at large and the Mayor. The POC is responsible for providing guidance strategic planning, community engagement, policy development, evaluation and funding priorities and grant making decisions.
	Resilience in Community After Stress and Trauma - Community Based Services	Oakland ReCAST is a multi-departmental, multi-agency program that supports resilience in communities after trauma by creating and implementing strategies that create trauma-informed systems of care. This program increases community operated services and programs to deepen community-driven resilience and healing among and between community members most affected by violence and trauma in Oakland.
	Resilience in Community After Stress and Trauma - Trauma-Informed Training Series	Oakland ReCAST Trauma-Informed Training Series is available to all City Employees, particularly targeting departments that are community facing.
	Safe Parking Sites	This program provides safe parking for over 160 households at 2 RV safe parking sites and a passenger vehicle site.
	Senior ASSETS Employment Program	Senior ASSETS is a training program that assists low-income adults age 55 and older with employment training and job placement. Program participants earn minimum wage during their training and receive on-the-job training in City of Oakland Departments and local non-profits.
	Senior Center Advisory Councils	Each of the 4 Senior Centers have a volunteer Advisory Council to assist City staff in providing oversight of the Trust fund, the development of programs, services, planning, and to conduct fund-raising and advocacy to benefit the senior population of the City of Oakland.
	Senior Centers	Four senior centers, located throughout the City of Oakland, provide health, social, recreational, entrepreneurial, nutritional and educational activities to older adults. These facilities also act as community centers during non traditional operating hours.
	Senior Companions & Foster Grandparents Programs	The Senior Companion Program (SCP) and Foster Grandparents Program (FGP) are funded with federal Americorps grants. SCP matches volunteers with the elderly and adults with functional limitations and in need of support with their daily living tasks. Senior Companions help clients retain their dignity and independence. FGP is an intergenerational program where older adult volunteers have the opportunity to share their wisdom and experience by mentoring children and helping them become more school ready. All SCP and FGP volunteers are low income seniors. Several volunteers are bilingual serving non-English speaking clients.
	Senior Information and Assistance Program	Links individuals 60 years of age and older, as well as their family members and caretakers, who need assistance accessing community resources, such as housing, enrollment in MediCal and Medicare, food programs, and other critical assistance.
	Senior Wellness Connection	Provides targeted community case management services to low income, vulnerable seniors aged 50 years and older to connect them with services for food, housing, mental and physical health, and enrollment in health insurance programs. Piloted in 2023 with a one-time federal grant serving 60 vulnerable clients. Program can continue through Alameda County with Medi-Cal reimbursement.
	Shelter	This program supports over 1,000 safe beds/spaces for people experiencing homelessness with access to emergency shelter, transitional housing, and rapid rehousing. These programs provide services to individuals, transition age youth, families, and people living with AIDS.
Sugar Sweetened Beverage Community Advisory Board	SSB staff support the nine-member Community Advisory Board by organizing and planning monthly meetings, transcribing minutes, and serving as a liaison with the City Council. They facilitate and oversee the implementation of board-approved programs, including interfacing with various departments and the City Council to write and present resolutions. Staff are also responsible for executing contracts with vendors, organizing events on and off-site, and facilitating board member recruitment to ensure diverse and effective representation.	

Department	Name of Service	Description of Service
Human Services	Sugar Sweetened Beverage Community Grants	The SSB Community Grants program supports initiatives across three areas: healthy neighborhoods, prevention and mitigation, and policy and advocacy. Funded programs include nutrition education, community gardening, sports and fitness, food distribution, wellness services, and advocacy to improve food policies and promote healthier beverage choices. These efforts work together to reduce sugary drink consumption and foster healthier, more active communities throughout Oakland. The program is overseen by a nine-member Community Advisory Board.
	Summer Food Service Program	The Oakland Summer Food Service Program serves over 100,000 meals to children from low-income families at more than 50 sites, including city libraries, rec centers, and community organizations, reducing food insecurity and supporting vulnerable youth during the summer.
	Supportive Services and Capacity Building	AC-OCAP provides local non-profit agencies with CSBG grant funds to provide legal assistance, information service referrals, second chance banking services, and other support services to the low-income community members.
	Technical Assistance to Early Childhood Education Nonprofits	Program staff provides capacity building and technical assistance for small, Oakland-based non-profits and small family child care providers to empower them to improve quality services, manage existing programs, and improve systems and operations that result in effective and impactful outcomes for the community.
Information Technology		
	Citywide Services: Architecture & Risk	Architecture and Risk updates IT security policies, measures compliance and helps make recommendations on critical enterprise wide network security infrastructure and standards.
	Citywide Services: Citywide Permitting	The Citywide permitting team oversees the deployment of the City's Accela permitting system, including all system updates and provides overall project management services for new modules and annual fee schedule updates. This team coordinates with departments citywide, responds to helpdesk tickets for internal and external users, and provides data and analysis where requested to help facilitate the City's Technology Governance process for permitting.
	Citywide Services: Custom Applications	IT Applications supports departmental applications and function as application developers and designers, implementing web and mobile-based solutions for Departments.
	Citywide Services: Cybersecurity	Information Technology Cybersecurity reviews and recommends solutions to the CIO and implements consistent programs and polices designed to mitigate risk and harden the City's networks. Additionally, this team actively monitors for threats to the system and coordinates with other teams to regularly monitor applications and ensure established procedures are followed.
	Citywide Services: Desktop Services	The Desktop Services and Support Team provides a full-range of technology products and solutions for Citywide staff. This team sets technology standards for the City and respond to all requests for the IT Help Desk.
	Citywide Services: Enterprise Financial & Reporting	The Enterprise Financial and Reporting Team maintains the City's Oracle Resource Enterprise Planning (ERP) system, which includes General Ledger, Accounts Payable, Grants Accounting, Cash Management, Payroll, Human Resources, Contract Management, Budgeting (Public Budgeting and Cloud Service), and Procurement.
	Citywide Services: Geographical Information Systems	The Geographical Information Systems (GIS) Team provides GIS information to users, develops web application to access various resources, maintains intranet applications including web contact management and performance capacity planning.
	Citywide Services: Infrastructure and Technical Operations	and services including enterprise wide network security, end-user computing and communication devices, high performance servers and storage, Data Centers infrastructure, telecommunications network, Help Desk, and City printing services. This team also provides centralized telecommunications systems, backup and disaster recovery plans including the maintenance of both an on-premise data center and multi-cloud environments.
	Citywide Services: Network	The Network Team works alongside other infrastructure and operations team throughout IT to ensure the City is operating high performance services and storage systems. This group provides backup and disaster recovery plans including the maintenance of both on-premise data center and multi-cloud environments.
	Citywide Services: Public Safety	Included in the Departments core Infrastructure and Technical Operations Division, the Public Safety Team provides support for OPD IT, OFD IT, and the City's Radio Shop. This group maintains mission critical systems, 911 Dispatch Centers, Emergency Operations Center, records management, and P25 mission critical voice communication radio system, handheld and mobile radios, Microwave Backbone network, cable television infrastructure, and closed-circuit television video systems.
	Citywide Services: Reprographics	The Reprographics/Print and Copy Services Team offers quality full-service document printing and reproduction support to all departments and agencies in the City of Oakland. This unit is capable of producing color or black and white documents from electronic or hardcopy files with state-of-the-art digital equipment.
	Citywide Services: Strategy and Business Operations	This Division oversees operational management of the Information Technology Department including Citywide technology governance, project and program management, and the Citywide central permitting team which manages and implements the City's land-based permit management system for Citywide planning, building, events and other Citywide permits. Coordinating with the Office of the CIO on strategic planning, policies and procedures, this division also provides budget and fiscal management (budgeting, accounts payable and receivable), vendor negotiations and contracting and procurement services to the Department and Citywide on critical IT initiatives.
	Citywide Services: Telecommunications	The Telecommunications Team ensures seamless access to and operation of the City's centralized telecommunications network.
	Dept. Board & Commission Support	Providing administrative, clerical, and logistical support to a City Board or Commission including agendas, minutes, and scheduling.

Department	Name of Service	Description of Service
Information Technology	Dept. Clerical & Admin support	Administrative work in support of division or department operations, complex clerical functions, management of scheduling, and office administrative support duties.
	Dept. Fiscal & Accounting Ops.	Perform fiscal operations such as budgeting, grant reporting, oversee handling of funds
	Dept. Leadership & Oversight	Oversight of Dept. Staff, development of Departmental policies and procedures
	Dept. Legislation Coordination	Preparing and coordinating City Council agenda materials on behalf of the Department.
	Dept. Payment Ops.	Perform payment operations such as accounts receivable, accounts payable, invoices, purchase orders, reimbursements, requisitions, and direct payments.
	Dept. Payroll	Perform division or departmental payroll matters including payroll entry, payroll adjustments, labor distribution adjustments or departmental liaison with the Citywide Payroll.
	Dept. Personnel	Perform or assist in departmental personnel matters including SPOC, recruiting, classification, training, employee relations and personnel rules and regulations; act as division or departmental liaison with the Human Resources Department.
	Dept. Public Information & Records Mgmt.	Administrative work in information and record managements, including press releases, public records requests, development of presentations, and responses to press inquiries
	Enterprise Infrastructure Services	This team manages all City data services, data storage and oversees the data center
	External Services: Oak Wi-Fi	OAK Wi-Fi provides free wireless internet connectivity to Oaklanders to help close the digital divide.
	External Services: Public Broadband Infrastructure and Services	The City provides free wireless internet connectivity to Oaklanders and is in the process of constructing a multi-million dollar grant funded, municipally owned broadband fiber optic network to provide an alternative to incumbent services and address issues of digital equity.
	Office of the Chief Information Officer (CIO)	The Office of the CIO is responsible for the overall alignment of the City's vision and goals with Department strategy, including staff and resource allocation direction. Providing oversight in the management of the Department, the Office of the CIO sets the City's security policy, including cybersecurity, risk management and remediation, and coordination across all enterprise planning decisions and custom applications. In addition, this Office oversees special projects and initiatives including community broadband, Geographic Information Systems, and public Wi-Fi.
Library		
	Circulation and Information Services	Help customers check out materials, return materials, obtain or replace library cards, place-holds, update account information, participate in programs, ask questions and receive information.
	Dept. Board & Commission Support	Providing administrative, clerical, and logistical support to a City Board or Commission including agendas, minutes, and scheduling.
	Dept. Clerical & Admin support	Administrative work in support of division or department operations, complex clerical functions, management of scheduling, and office administrative support duties.
	Dept. Fiscal & Accounting Ops.	Perform fiscal operations such as budgeting, grant reporting, oversee handling of funds
	Dept. Leadership & Oversight	Oversight of Dept. Staff, development of Departmental policies and procedures
	Dept. Legislation Coordination	Preparing and coordinating City Council agenda materials on behalf of the Department.
	Dept. Payment Ops.	Perform payment operations such as accounts receivable, accounts payable, invoices, purchase orders, reimbursements, requisitions, and direct payments.
	Dept. Payroll	Perform division or departmental payroll matters including payroll entry, payroll adjustments, labor distribution adjustments or departmental liaison with the Citywide Payroll.
	Dept. Personnel	Perform or assist in departmental personnel matters including SPOC, recruiting, classification, training, employee relations and personnel rules and regulations; act as division or departmental liaison with the Human Resources Department.
	Dept. Public Information & Records Mgmt.	Administrative work in information and record managements, including press releases, public records requests, development of presentations, and responses to press inquiries
	Free Online Resources	Provide e-services such as, e-books/magazines, e-audiobooks, online programs, streaming music and movies, Discover and Go, online tutoring, and subscription databases.
	Outreach and Community Partnership	Provide outreach and support for and with community partners for literacy, transportation, arts, culture, employment, taxes, housing, food, legal, education, health, etc.
	Public Communication	Engage with residents and keep them informed about Library services and all the exciting activities.
	Safe and Comfortable Access to Facilities	Maintain 18 libraries for Oakland residents that offer a range of services and programs.
	Technology Access	Provide free Wi-Fi, PCs, high-speed internet, printing, scanning, faxing, circulating hotspots and
Parks and Recreation and Youth Development		
	Aquatics: Boating	The Boating Unit develops, coordinates, and oversees a variety of boating, sailing, and water safety programs at the Lake Merritt Boating Center, Estuary Park, and the San Francisco Bay. Key offerings include Explorers Camp, Basic and Intermediate Sailing, Junior Leadership, Advanced Sailing, Catamaran Camp, Adult Sailing, and the Sailing Into Science (SIS) program. Sailing Into Science is a hands-on science and boating program designed for fifth-grade classes, utilizing Lake Merritt's unique environment. We emphasize safety through our life jacket loaner program, ensuring all participants receive life jackets before entering a vessel. The Boating Unit is a past recipient of the California Department of Boating and Waterways (DBW) Aquatics Center Grant, which promotes boating safety and enjoyment through on-the-water training.

Department	Name of Service	Description of Service
Parks and Recreation and	Aquatics: Pools	The Aquatics Unit features five pools and a water park, offering programs for all ages and skill levels. Enriching programs include swim lessons, water safety classes, lifeguard certification courses, lap swimming, water aerobics, and recreational swimming opportunities. Despite the joy water activities bring, drowning remains a significant concern, with ten people drowning each day in the United States. Alarming statistics reveal that 70% of African-American children, 60% of Latino children, and 40% of Caucasian children possess low or no swimming ability. Through our Aquatics programs, we aim to instill valuable swimming skills and address these disparities, fostering water safety awareness and proficiency for all.
	Auxiliary Recreation Services	Park Stewards play a vital role in fostering a well-managed park environment, acting as ambassadors who inform visitors about park rules and ensure positive recreational experiences. The Auxiliary Recreation Unit also oversees stand-alone parks and open spaces, contributing to the preservation of these natural landscapes. Additionally, the unit coordinates internal transportation needs, including field trips for out-of-school time enrichment programs.
	Contract Administration	Contract Administration involves partnering with City departments including but not limited to City Attorneys, Real Estate and OPW to: negotiate and create agreements involving OPRYD assets that accurately and legally reflect the scope of work and type of collaboration with partner organizations; administer City and pass-through grants; monitor, collect and review performance and annual reports to ensure compliance with agreement terms and the City's overarching goals and values. The administration encompasses a range of tasks, from contract negotiations and compliance monitoring to fostering collaborative partnerships that align with the city's overarching goals and values. Through meticulous contract oversight, we aim to uphold the standards of transparency, accountability, and mutual benefit, ensuring the success of these vital partnerships in enriching the community.
	Cultural Arts, Nature, & Science	The Cultural Arts, Nature, & Science (CANS) programs offer immersive experiences in arts, culture, and nature for all ages. CANS fosters creativity and knowledge through diverse artistic expressions, cultural exploration, and encounters with the natural world. In addition, CANS empowers participants to engage with science, technology, engineering, arts, and mathematics (STEAM) through interactive exhibits, workshops, and community events that spark curiosity and wonder.
	Dept. Board & Commission Support	Commissions, including scheduling meetings, preparing agendas, and taking minutes. Administrative Support: Ensure compliance with applicable laws and regulations related to Board or Commission operations, and facilitate the timely submission of required documentation. Agenda, Records, and Membership management.
	Dept. Clerical & Admin support	Administrative & Clerical Functions: Provide comprehensive administrative support to ensure smooth daily operations, including managing office communications, scheduling meetings, and handling complex clerical functions. Office Management: Oversee the organization and maintenance of department files, supplies, and other resources necessary for the efficient functioning of the department.
	Dept. Fiscal & Accounting Ops.	Budgeting & Fiscal Oversight: Lead the development and monitoring of departmental budgets, ensuring alignment with financial goals and grant requirements. Financial Reporting: Oversee financial operations, including preparing regular financial reports, conducting grant reporting, and ensuring adherence to fiscal policies and controls.
	Dept. Leadership & Oversight	Oversight of Department Staff: Responsible for supervising, mentoring, and providing guidance to department staff to ensure the effective implementation of programs and initiatives. Development of Policies & Procedures: Lead the creation, review, and update of department policies and procedures to ensure alignment with City regulations and strategic goals. Ensure policies are effectively communicated and adhered to by all staff.
	Dept. Legislation Coordination	Agenda & Meeting Preparation: Coordinate and prepare materials for City Council agenda items, ensuring all necessary documentation is complete and accurate. Legislative Liaison: Serve as the department's point of contact for legislative matters, tracking relevant legislation and ensuring timely submission of department-related items to City Council.
	Dept. Payment Ops.	Accounts Payable & Receivable: Manage the department's payment functions, including processing invoices, purchase orders, requisitions, reimbursements, and direct payments. Financial Transactions: Ensure the accurate and timely execution of financial transactions, including handling payment disputes and coordinating with vendors.
Dept. Payroll	updates and other related payroll matters. Payroll Liaison: Serve as the department's liaison with the Citywide Payroll Office to address discrepancies, manage adjustments, and ensure compliance with payroll regulations.	
Dept. Personnel	Human Resources Liaison: Coordinate with the Human Resources Department on recruitment, classification, and training processes. Employee Relations & Personnel Rules: Assist in enforcing personnel rules, handling employee relations issues, and ensuring compliance with city-wide policies. SPOC Coordination: Act as the Single Point of Contact (SPOC) for departmental personnel matters, addressing queries and facilitating solutions.	
Dept. Public Information & Records Mgmt.	Public Communications & Press Releases: Draft and disseminate press releases, official department statements, and other public communications. Records Management: Handle public records requests, maintain accurate documentation of department communications, and develop presentations for internal and external audiences. Press Inquiries & Responses: Respond to media inquiries, working with department leadership to ensure accurate and timely communication.	

Department	Name of Service	Description of Service
Parks and Recreation and	East Oakland Sports Center	The East Oakland Sports Center is a 25,000 foot facility serving a vibrant community hub for recreational activities. It includes state-of-the-art fitness, aquatic, and dance studio. The fitness center offers a variety of cardio equipment, free weights, group exercise classes, and personal training services that are beneficial in meeting the community fitness needs and goals. The dance studio hosts a variety of performing arts classes for youth/adults such as, dance, gymnastics, and martial arts. The water park features recreational and instructional programs, including swim lessons and water aerobics, suitable for all ages.
	Employment Opportunities for Local Youth & Adults	OPRYD employs a diverse team of youth and adults to staff its programs and services. Our recruitment strategies include school presentations, job fairs, and sourcing candidates from the Counselor in Training (CIT) program. These efforts ensure a broad range of talent, offering unique employment opportunities in various settings. OPRYD staff members contribute to community-driven initiatives that have a positive impact on the community.
	Enterprise Facilities	OPRYD offers facilities for rent, suitable for business and community events. Amenities include banquet rooms, tables, chairs, commercial kitchens, and parking. Locations: Dunsmuir Hellman Historic Estate, Jack London Aquatic Center, Lakeside Park Garden Center, Joaquin Miller Community Center, Lake Merritt Sailboat House, Leona Lodge, Sequoia Lodge, Morcom Rose Garden. Fee-based parking is available at Lake Merritt and for special events at Joaquin Miller Park.
	Facility Management	OPRYD facilities require varying degrees of management. In greatest current need of facility management is Malonga-Casquelourd Center for the Arts, which holds 75 single-room occupancy apartments as well as leasing to arts and nonprofit organizations and a cafe. Malonga-Casquelourd requires a facility manager to: provide resident intake (leases, house rules, key provision, etc); wait list maintenance; annual income verification and apartment condition inspections; security management, arranging for maintenance/plumbing repairs; and move-out (key return, condition inspection, cleaning, etc.)
	Healthy Meals & Snacks	The Summer Food Service Program (SFSP) is central to OPRYD's commitment to providing nutritious meals to children during the summer. This initiative, with 20 participating sites, offers free snacks and lunches to children under 18. Following HEPA (Healthy Eating and Physical Activity) standards, OPRYD ensures participants receive healthy meals, serving over 50,000 annually. Additionally, food pantry distributions help address food insecurity, providing vital resources to vulnerable residents.
	Malonga Casquelourd Center for the Arts	The Malonga Casquelourd Center for the Arts is a multicultural, multidisciplinary performing arts complex. Formerly known as the Alice Arts Center, this historic turn-of-the-century building is one of Oakland's busiest performing arts facilities. It is home to several arts organizations that offer a range of programs and services to the community, fostering creativity, education, and cultural expression.
	OPRYD Facilities/Asset CIP Project Management	Program (CIP) projects, focusing on renovations and improvements to OPRYD-owned buildings, facilities, fields, and parks. OPRYD's CIP Project Management guides strategic decisions for the construction, repair, and replacement of its assets, including recreation centers and parks. In collaboration with Oakland Public Works' Bureau of Design and Construction, OPRYD supports project management by identifying funding sources, maintaining schedules, and ensuring client satisfaction from initial planning through project completion.
	OPRYD Race & Equity Committee	The OPRYD Race and Equity Team is committed to embedding equity into department policies, programs, and guidelines. We conduct race and equity impact analyses to ensure our initiatives address disparities and promote equitable outcomes across all communities. As liaisons to the Citywide Race and Equity Department, we provide additional support to colleagues on equitable practices and resource distribution. Our mission aligns with the broader goals of the Citywide Race and Equity Department: to foster a city where diversity thrives, racial disparities are eliminated, and racial equity is achieved.
	PerfectMind	PerfectMind is the software platform used to enroll residents in OPRYD programs and reserve facilities. OPRYD staff play a critical role in ensuring the smooth operation of the platform by assisting residents with inquiries, troubleshooting issues, and facilitating reservations. Staff also serve as liaisons between OPRYD and the software vendor, ensuring that any technical problems or updates are promptly addressed to maintain seamless service delivery.
	Professional Development	OPRYD supports the continuous growth of staff through professional development opportunities such as training, conferences, workshops, and educational resources. By staying abreast of industry trends and best practices, our team enhances skills and contributes to the collective expertise of the department, fostering a culture of learning and growth.
	Recreation Center Facility Rentals & Park Use Rentals	OPRYD offers facilities for rent, suitable for business and community events. Amenities include meeting rooms, tables, chairs, kitchens, and parking. Recreation Center locations: Allendale, Arroyo Viejo, Brookdale, Bushrod, Carmen Flores, deFremery, Dimond, FM Smith, Franklin, Golden Gate, Ira Jinkins, Lincoln Square, Manzanita, Montclair, Mosswood, Rainbow, Redwood Heights, San Antonio, Sheffield Village, Tassafaronga, and Willie Keyes.
	Security Services for OPRYD Assets	facilities and assets. These services include regular patrols, surveillance, and emergency response measures to ensure the safety and protection of property, staff, and visitors. Security personnel are tasked with monitoring access, enforcing regulations, and addressing any safety concerns. Services are tailored to meet the specific needs of each identified OPRYD asset, helping to create a secure environment for the community to enjoy.
	Sports	OPRYD offers a diverse range of sports programs for youth and adults, fostering inclusivity and a love for physical activity. Our programs cater to all skill levels and include basketball, baseball, soccer, golf, flag football, tennis, volleyball, and double Dutch. From skill-building clinics to competitive leagues, OPRYD sports programs encourage physical development and community engagement across generations.

Department	Name of Service	Description of Service
Parks and Recreation and	Website	OPRYD's website serves as a central hub for information and resources related to recreation sites, programs, and facility rentals. Staff are responsible for creating and updating website content, including program announcements, event news, and facility rental procedures. The website is continuously updated to reflect the most current information, ensuring that residents have access to accurate and timely details about OPRYD's offerings.
	Youth Development	The Youth Development Unit drives OPRYD's mission to empower youth through strategic curriculum development, program planning, and partnerships. The unit oversees popular programs such as Town Camp and Town Afterschool, offering a range of activities in sports, social-emotional learning, wellness, cultural education, STEAM, and field trips. Additionally, the Inclusive Services component provides tailored resources for individuals with disabilities, while the Community Adventure Preschool Program (CAPP) supports early childhood development in an inclusive environment.
Planning and Building		
	Boards and Commissions	Staff the bi-weekly Planning Commission and monthly committees (Design Review Committee and others) and monthly Landmark Preservation Advisory Board.
	Dept. Board & Commission Support	Providing administrative, clerical, and logistical support to a City Board or Commission including agendas, minutes, and scheduling.
	Dept. Clerical & Admin support	Administrative work in support of division or department operations, complex clerical functions, management of scheduling, and office administrative support duties.
	Dept. Fiscal & Accounting Ops.	Perform fiscal operations such as budgeting, grant reporting, oversee handling of funds
	Dept. Leadership & Oversight	Oversight of Dept. Staff, development of Departmental policies and procedures
	Dept. Legislation Coordination	Preparing and coordinating City Council agenda materials on behalf of the Department.
	Dept. Payment Ops.	Perform payment operations such as accounts receivable, accounts payable, invoices, purchase orders, reimbursements, requisitions, and direct payments.
	Dept. Personnel	Perform or assist in departmental personnel matters including SPOC, recruiting, classification, training, employee relations and personnel rules and regulations; act as division or departmental liaison with the Human Resources Department.
	Dept. Public Information & Records Mgmt.	Administrative work in Records & Information Management, including press releases, public records requests, development of presentations, and responses to press inquiries
	Building Bureau - Answer General Building Code Questions from the Building Bureau - Plan Review	Review and respond to building code inquiries from the public via email, in-person visits at the permit counter and/or inquiries sent to the Engineer of the Day email inbox
	Building Bureau - Plan Review	Review development permits for compliance with local and state codes and regulations regarding fire and life safety, structural, accessibility, and energy conservation.
	Business Licenses Review	Review business licenses to verify whether the activity conforms to the Planning Code (OMC Title 17).
	Cashiering Unit	Manage payments, refunds, and reconciliation for permit fees.
	Data Collection	Collect and maintain extensive data about permit applications for the purpose of state- and federal-mandated reports and audits such as Housing Element Annual Progress Report and Annual Survey for Office of Planning and Research.
	Departmental Financial & Personnel Management	Manage the internal budgetary, procurement, accounting, hiring, and payroll function of the department.
	Development Agreements	Processing and managing regulatory agreements to provide benefits to Oakland in exchange for additional allowances under state Development Agreement law.
	Development Permit Inspections	Perform inspection for code conformance for all on-site developments.
	Digital Division	Maintain the City's enterprise permitting system Accela and other IT assets on behalf of the department. (Ex: Qmatic, Everbridge, BlueBeam, Inspection Request and Inspector Apps, etc.)
	Engineering & Architectural Plan Approval	Review plans for code conformance for all on-site developments.
	Review and Process Applications	Review and process telecommunications permits in accordance with local and federal law and process entitlement applications for large and complex projects that include Planned Unit Developments, rezones, General Plan Amendments, coordination with other jurisdictions and agencies.
	Entitling Development Projects	Perform internal functions to ensure that development permits for new housing (affordable and market rate), Accessory Dwelling Units (ADUs), and non-housing projects (Conditional Use Permits, subdivisions, etc.) are processed efficiently in accordance with all local, state and federal laws.
	Review and Process California Environmental Quality Act (CEQA) & National Environmental Preservation Act (NEPA) documents	Serve as lead agency on the preparation of CEQA documents for City projects and NEPA documents for City projects requiring federal funding in accordance with all laws. Review Environmental Impact Reports (EIR) that analyze possible impacts from public and private projects on the environment.
	General Plan Amendments	Recommend General Plan Amendments for Land Use changes as part of Zoning Code Amendments and Specific Plan Implementation. Conduct public outreach and bring through public hearing process to the Planning Commission and the City Council.
	General Plan Updates	Manage the update of the following adopted General Plan Elements: 1) Land Use and Transportation; 2) Safety; 3) Housing; 4) Noise; 5) Open Space, Conservation and Recreation; 6) Historic Preservation; and 7) Environmental Justice - and creation of a new "Infrastructure and Facilities" Element.
	Green Building	Ensure project compliance with Green Building requirement, with both a preliminary review at the Planning Entitlement stage and then demonstration of how Green Building methods will be incorporated into each project at the Building Permit stage.
	Historic Preservation	Maintain inventory and expertise regarding Oakland's historic resources and districts; advise community members regarding preservation objectives and techniques to protect resources, and provide expert review and advice regarding entitlement applications involving historic resource questions and issues.

Department	Name of Service	Description of Service
Planning and Building	Livable Neighborhood Code	Perform inspection for code compliance for all building maintenance and on-site activities.
	Municipal Code Amendments	Recommend changes to the Municipal Code based on policy changes as well as changes from State Law.
	Permit Center	Manage intake and review of planning and building applications. Responding to inquiries about the Planning Code and processing over-the-counter permit applications.
	Planning Code Amendments	Recommend changes to the existing Planning Code (Title 17 of the Municipal Code) that includes zoning regulations as well as writing new sections and chapters to the Planning Code based on policy changes, Specific Plan implementation, General Plan Updates, and changes from State Law. Conducts public outreach and brings through public hearing process to the Planning Commission and the City Council.
	Planning Code Interpretation	Process determination requests by interpreting the application of the Planning Code to a site or a proposed project, as well as interpreting areas of the Planning Code that may be unclear or contradictory.
	Records Unit	Track and respond to requests for records managed and/or maintained by the Department; Issuance of re-roofing and insulation certificates; Responses to subpoenas; Management of physical and digital records; Research and preparation of 3R Reports (Report of Residential Record)
	Specific Plans	Manage the creation of Specific Plans and Environmental Impact Reports (EIR) that implement the General Plan by providing a special set of development standards applied to a particular geographic area. Specific Plans that have been adopted to date include: 1)Central Estuary, 2)Lake Merritt, 3)Broadway Valdez, 4)West Oakland, 5)Coliseum, and 5)Downtown Oakland Specific Plans.
	Zoning Map Amendments	Recommend changes to the city zoning map based on General Plan amendments, Specific Plans, and policy changes. Conducts public outreach and brings through public hearing process to the Planning Commission and the City Council.
Police		
	911 Call Center Communications	OPD receives and directs 911 calls for service; transmits routine and emergency telephone and radio voice messages; performs responsible clerical work of moderately high difficulty; operate complex teletype and video terminals for automated information retrieval.
	Admin Analyst II (IAB)	Administrative Analyst II serves as the support mechanism for the daily operations in the investigations section. Including, case tracking, weekly IAB meeting preparations, weekly IAB meetings and high profile or serious incident briefing to chief and case closures. Track all open investigations and timelines; maintain all tolling cases; monitor DLI Section caseload.
	Air Supprt Unit (ARGUS)	Respond to calls for service. Midigates vehicle pursuits. Conducts surveillance. Reports and coordinates fire responses. Locates missing persons.
	Alcoholic Beverage Action Team (ABAT)	Responsible for licensing, inspecting, and conducting enforcement operations at all alcohol and tobacco establishments within the City of Oakland to ensure compliance with local, state, and federal law. The unit also responds to citizen complaints regarding nuisance bars and stores. The unit provides free training to educate business owners about various local and state regulations related to their businesses.
	Captain of Police (IAB)	Manage all aspects of the Internal Affairs Division; to include investigations of all complaints against OPD personnel; Manage the Force Investigations Section.
	Ceasefire Operations	Responsible for addressing street gangs and community gun violence in Oakland, and for collecting and analyzing all intelligence & data on gun violence gathered by OPD and surrounding agencies. Ceasefire is a violence-reduction strategy that integrates law enforcement, social services, and the community to reduce gang/group-related homicides and shootings.
	CIT	Respond to call involving individuals in mental crisis. De-escalate potentially violent situations.
	Community Liaison Officers	Community Liaison Officers (CLO) act as a liaison in underserved violence targeted and limited English-speaking communities. CLOs share pertinent public safety information and act as an advisor and guide to community members and collaborate with community groups, businesses, and relevant City departments. CLOs serve as liaisons with city service teams, participate in and coordinate enforcement projects and coordinate with other OPD patrol and professional staff.
	Community Outreach	OPD organizes, fundraises, and sponsors community events aimed at strengthening relationships with our residents and businesses. These efforts are part of our ongoing commitment to building strong, positive connections within our community.
	Community Resource Officers	Coordination of problem-solving activities in their assigned beat; not limited to, documenting and tracking progress of Neighborhood Crime Prevention Council priorities, crime and blight issues identified by their respective area commander, including projects that are in the best interest of the community; guides and directs problem solving efforts with other Departmental and City personnel.
	Courier	Receives and transports incoming and outgoing mail; drives City vehicle for item pick-up and delivery to various locations; transports supplies, materials, and equipment; takes inventory of orders, and delivers departmental supplies, materials and equipment; maintains files and records; performs routine clerical tasks; and performs related duties as required
	Crime Analysis Services	The Crime Analysis Section provides crime analysis information to a variety of stakeholders within the Police Department, as well as outside law enforcement partners and City officials. The Crime Analysis Section is tasked with a wide variety of analytical objectives, ranging from patrol support to major case investigations to statistical analysis.
	Crime Reduction Team Officers	Responsible for addressing and reducing violent and other serious crimes; conducts basic to intermediate level investigations, service of arrest warrants, and rapid arrest of suspects.

Department	Name of Service	Description of Service	
Police	Criminalistics Services	The Criminalistics Division houses the Crime Lab, which analyzes evidence to assist with investigations and court proceedings. Firearms, Forensic Biology (DNA), Latent Prints and Drug Analysis services are rendered. The division performs professional and technical duties related to laboratory examination of physical and chemical analyses of evidence required in scientific criminal investigation; provides expert testimony regarding laboratory findings; and performs related duties as assigned. Areas of examination may include analysis of firearm and tool-mark evidence, drug evidence, forensic alcohol analysis, biological evidence, trace evidence, and crime scene processing.	
	Dept. Board & Commission Support	Providing administrative, clerical, and logistical support to a City Board or Commission including agendas, minutes, and scheduling.	
	Dept. Clerical & Admin support	Administrative work in support of division or department operations, complex clerical functions, management of scheduling, and office administrative support duties.	
	Dept. Fiscal & Accounting Ops.	Perform fiscal operations such as budgeting, grant reporting, oversee handling of funds	
	Dept. Leadership & Oversight	Oversight of Dept. Staff, development of Departmental policies and procedures	
	Dept. Legislation Coordination	Preparing and coordinating City Council agenda materials on behalf of the Department.	
	Dept. Payment Ops.	Perform payment operations such as accounts receivable, accounts payable, invoices, purchase orders, reimbursements, requisitions, and direct payments.	
	Dept. Payroll	Perform division or departmental payroll matters including payroll entry, payroll adjustments, labor distribution adjustments or departmental liaison with the Citywide Payroll.	
	Dept. Personnel	Perform or assist in departmental personnel matters including SPOC, recruiting, classification, training, employee relations and personnel rules and regulations; act as division or departmental liaison with the Human Resources Department.	
	Dept. Public Information & Records Mgmt.	Administrative work in information and record managements, including press releases, public records requests, development of presentations, and responses to press inquiries	
	Evidence Technicians	The Police Evidence Technicians are responsible for collecting and preserving physical evidence at crime scenes and documenting evidentiary findings for use in criminal investigations.	
	Homicide Investigations	The Homicide Unit is responsible for investigating murders and officer involved shootings that occur within the City.	
	Intake Technician (IAB)	Assist with the function of the physical IAB Offices; Receive and process complaints received directly through IAB; process complaints received by field personnel; prepare preliminary inquiries to be sent out for investigation.	
	Intelligence Services	The Intelligence Unit is responsible for gathering information and distributing it to appropriate units. The information is obtained in efforts to provide tactical or strategic information on the existence, identities, and capabilities of criminal suspects and groups.	
	Internal Affairs Division	The IAD conducts thorough, impartial, and ethical investigations regarding allegations of misconduct and policy issues within the Department.	
	Investigations of Burglary and General Crimes	OPD is responsible for investigations of burglary and other general crimes including property crimes, financial crimes, and misdemeanor crimes.	
	Lieutenant of Police (IAB)	DLI Lt. Review and approve Division Level Investigations; Case presentation; Liaison between DLI Investigators and IAB; Liaison between CPRA Investigators and DLI Investigators and/or IAB	
			Intake Lt. - Administer the Intake and Administrative Sections; Manage and review the intake of all complaints against OPD personnel; Manage all records and reporting related to IAB investigations; Manage the discipline process for all IAB investigations. Review, Approve, and Forward Division Level Investigations; Coordinate review of certain cases by the chain-of-command Deputy Chief; Coordinate the presentation of DLIs to the Chief of Police; Liaison with the CPRA Executive Director on the closure of DLIs; Monitor DLI timeline compliance
			Investigations Section. Lt. manage all cases that are investigated within IAB; Coordinate with the Office of the City Attorney (OCA) and the Community Police Review Agency (CPRA); Manage the Force Investigations Section (FIS). Review, Approve, and Forward Division Level Investigations; Coordinate review of certain cases by the chain-of-command Deputy Chief; Coordinate the presentation of DLIs to the Chief of Police; Liaison with the CPRA Executive Director on the closure of DLIs; Monitor DLI timeline compliance
		Marijuana Officer	Tracks all permitted marijuana dispensaries and Marijuana cultivation.. Conducts security assesments of dispensaries and Marijuana cultivation. Enforces laws related to illegal marijuana dispensaries and marijuana cultivation.
		Marine Unit	Conducts water rescues. Conducts searches for missing persons. Enforce Laws on Oakland Waterways and adjacent lands. Midigate toxic spills.
		Mental Health Unit	Plans and coordinates all mental health training Department wide. Liason with Alameda County Mental Health. Tracks all Gun Violence Restraining Orders.
		Office of the Inspector General	The OIG implements an internal risk management process and an evaluation of police performance, outcomes, and related policy. Using audits, reviews, and inspections, OIG promotes quality policing, police management, and accountability.
	Patrol and 911 Response Officers	Respond to 911 calls for service; officers patrol the City's commercial, industrial, and residential districts. The City is divided into 6 Areas and 35 police beats. OPD policy is to always maintain 35 active 911 response officers. 911 Surge Officers are assigned on a citywide basis to help reduce high 911 call waiting times.	

Department	Name of Service	Description of Service
Police	Personnel Assessment System (PAS) Administration	Prepares and forwards early warning indicators regarding the potential for officer misconduct (threshold reports) to the appropriate Bureau Deputy Chief; produces PAS Activity Review Reports for individuals identified by the threshold reports; reviews all PAS Activity Reports for completeness, clarity and consistency; conducts PAS Panel Reviews to evaluate reports, updates, and recommendations made by the chain of command of members in the program; monitors the scheduling and frequency of PAS Disposition and follow-up meetings; provides primary administrative responsibilities for the PAS policy; provides reports relevant to the PAS program upon request; maintains confidential VISION files on all persons in the PAS program.
	Pitchess Officer	Responds to Pitchess motion subpoenas, Brady requests, and Giglio inquiries as appropriate; ensure IAD complaint forms are available at specified locations.
	Police Fiscal and Human Resources Services	Provides standard departmental operations including processing payments, procurement, budget development, personnel actions, processing payroll, and grant administration.
	Police Information Technology	Provides technical and professional level support in analyzing, developing, implementing, and documenting business operations, processes, and systems; integrates, adopts, and revises systems or procedures for compatibility with Citywide systems, processes, and workflows; develops and implement training programs for OPD on technology related platforms; produces reports, process mapping, and data files.
	Police Officer (IAB)	Receive and process complaints received directly through IAB; process complaints received by field personnel; prepare preliminary inquiries to be sent out for investigation.
	Police Property Record /Specialist	Processing and handling of Property pertaining to particular crime(s) and/or suspected evidence; Processing and handling of Property which has been lost or abandoned and is not connected with any known or suspected crime; Processing and handling of non-evidentiary property to include, but not be limited to weapons which could be the means to commit an offense for safekeeping from a person temporarily.
	Police Public Information	The officers assigned to the Public Information Unit act as liaisons between the Department and the media. They are responsible for coordinating the Department's response to the media and acting as spokespersons.
	Police Records	OPD is responsible for administrative duties involving warrants, records, subpoenas, and other litigation-related requests; assist individuals whose vehicles have been towed; releases crime reports; maintains complex internal automated record systems; access and update state and federal criminal history data systems; act as cashier for department; assist callers and visitors by supplying information or directing requests.
	Police Records Specialist (HR)	Police Records Specialist: Clerical position that processes personnel files; updates data in OPD HRM database; coordinates the storage of personnel files with off-site storage facility; creates personnel folders; distributes and track sworn and civilian badges; processes carry concealed weapon applications; process performance appraisals for Department; processes background requests from outside agencies; audit payroll documents; removes employees POST and DOJ databases; issues Department identification cards; process gun letter request and process DMV confidentiality forms.
	Police Records Specialist (IAB)	Police Records Specialist: Clerical position that processes IAD Files: Update IAD database, forward disciplinary notifications. Coordinate the retrieval and storage of case files with off-site storage facility. Receive cases from various bureaus. Forward investigative results to the complainants. Create Pre-Discipline reports for distribution. Create folders for background checks and advises of rules, regulations, and processes. Distributes discipline documents to stakeholders. Tracks discipline and monitors the Skelly hearing process; including processing: Settlement agreements, grievances, arbitration results, and sustained results from Executive Force Review Board and Force Review Board hearings. Manage Background check process with outside agency.
	Police Records Supervisor (IAB)	Custodian of Record for all Internal Affairs records; IAB Database and Server Administrator; Schedule, assign, supervise and evaluate assigned staff; Interpret policies and regulations regarding release of documents; Oversee maintenance of various files, logs and reports for compliance with departmental and legal requirements; Train Police Records Specialists in correct procedures, rules and regulations to comply with state and federal laws; Compile bi-weekly, monthly, quarterly, annual statistical reports, Manage Discipline notifications, Public Records Requests, and other work performed; Interpret data and prepare additional reports as required. Assist in preparation of a section budget; control expenditures.
	Police Service Technician(Records)	OPD is responsible for administrative duties involving warrants, records, subpoenas, and other litigation-related requests; assist individuals whose vehicles have been towed; releases crime reports; maintains complex internal automated record systems; access and update state and federal criminal history data systems; act as cashier for department; assist callers and visitors by supplying information or directing requests. Provides technical and professional level support in analyzing, developing, implementing, and documenting business operations, processes, and systems; integrates, and adopts. Responsible for retrieving and redacting BWC to answer public records requests and subpoenas. Training new hires on redaction process. Responsible for processing tow letters, tow waivers, tow report entries, & maintaining all tow files. Coordinate the retrieval and storage of case files with off-site storage facility. Receive cases from various bureaus. Maintain and order supplies for the division.
	Police Services Technician (Patrol)	Responds to Minor 911 Calls such as 459 reports, Theft Reports. Traffic Control Post Supporting Patrol Officers to free Patrol Officers to handle violent calls for service
	Police Youth Outreach	The Youth Outreach Unit is made up of four programs designed to reach youth and provide opportunities for a positive future: Police Activity League (PAL); Youth Outreach Mentor Officers; Explorer Program; and the Our Kids (OK) Program.

Department	Name of Service	Description of Service
Police	Recruit Training	OPD is responsible for the operation and the presentation of the Basic Police Academy for police officer trainees. The unit prepares police officers for work in the community in a variety of skills and knowledge areas. In accordance with POST regulations, students are given written, practical, and job-simulation examinations. They are exposed to resources within the Department and the community to do their job in the most effective, efficient, and safe manner for all concerned. The curriculum has an emphasis on ethics and professionalism, critical thinking and problem solving, conflict resolution, and relationships with the community.
	Recruiting and Background	Responsible for conducting fair and impartial backgrounds into all OPD candidates; attends recruiting events to increase the pool of qualified candidates applying for OPD positions; participates in testing process for the position of Police Officer Trainee.
	Recruiting and Background (Sergeant)	Responsible for attracting, assessing, and selecting candidates for various sworn and civilian positions within the department. This role involves overseeing recruitment initiatives, developing marketing campaigns and activities to enhance recruitment efforts, managing background checks, and ensuring that the hiring process aligns with departmental and city goals, particularly in regard to diversity, equity, and inclusion. The role also includes strategic planning, such as developing, monitoring, and reporting on hiring metrics, identifying trends, and making data-driven recommendations to improve the recruitment process. Additionally, this position oversees overtime usage, unit budgeting, and spending to ensure efficient use of resources. Furthermore, this role is responsible for attending audits conducted by internal stakeholders and POST investigators. The Sergeant also serves as a liaison between the Recruiting and Background Unit, as well as departmental and city leadership, ensuring clear communication and alignment across all levels.
	Research and Planning	The primary functions of the Research and Planning Section are to develop policies and procedures; manage legislation to include Council and Commissions; coordinate document processing for the Department; and assist with the maintenance of the OPD website. The section also serves as the primary point of contact for the Oakland Privacy Advisory Commission and provides technical report writing for Force Review Boards and Executive Review Boards.
	Robbery & Felony Assault Investigations	OPD is responsible for overseeing investigations of all part one felony crimes against people. This includes conducting robbery crime scene investigations; conduct victim, witness, and suspect interviews; identify the styles and methods of robberies. Robbery-related crimes include carjacking, residential robberies, and all shooting-related crimes that are non-fatal. The investigators often assist in linked homicide investigations.
	Sergeant of Police (IAB)	DLI Sergeant, review Division Level Investigations; Case presentation; Liaison between DLI Investigators and IAB; Liaison between CPRA Investigators and DLI Investigators and/or IAB Investigation Section; Investigate allegations of misconduct; Complete Reports of Investigation (ROI); Coordinate with the Office of the City Attorney (OCA) and the Community Police Review Agency (CPRA). Review new complaints processed by IAB; handle urgent matters; coordinate resources for special projects by the IAB Commander; manage work schedules for Police Intake Technician and Officers.
	Special Operations Services	The Special Operations Services include functions like Air Support, Canine Program, Mental Health Liaison, and City Work Safety Escort for Encampments.
	Special Victims Services	Investigates incidents of sexual assault and child abuse, while linking victims and their families with social services to address trauma. Investigates vice-related criminal incidents as well as child prostitution, internet crimes against children, child sex rings and human trafficking. Monitors compliance of all registered sex offenders living and/or working in Oakland. Investigates incidents of domestic violence and physical elder abuse while partnering with support services advocates housed at the Family Violence Law Center. Investigates missing persons and runaway cases to unite friends, families and loved ones; also investigates abduction cases involving non-custodial parents. Processes juveniles arrested or detained by law enforcement and provides referrals to internal and external services designed to improve life choices and prevent future incidents.
	Tactical Operations Team	Ancillary Duty assignment resource using special equipment and tactics for critical incidents and pre-planned high risk operations in order to enhance community and officer safety. Elements include; Entry Team, Sniper Element, Electronic Service Unit, Tactical Negotiators, Tactical Operations Service Tech (Dispatch), Tactical Commanders.
	Task Forces Coordination	OPD coordinates with various federal, state, and local law enforcement agencies through Task Forces. The Task Forces target a particular criminal activity, and often in a particular geographical area; combining the resources, intelligence, and talents of multiple law enforcement agencies to focus on a particular problem. Notable Task Force Partners include the Federal Bureau of Alcohol Tobacco and Firearms, the US Marshals, and the Alameda County Regional Auto Theft Task Force.
	Traffic Operations	California vehicle code; protecting the public by ensuring the safe operations of motor vehicles in the City of Oakland.
	Training	OPD provides ongoing required training to officers after Academy graduation as well as members of other ranks and professional staff. These components include 40-hour Continuing Professional Training (CPT) courses for officers and sergeants that are mandated by California Commission on Peace Officer Standards and Training (POST) to maintain certification, and training on use of force.
	Vehicle Enforcement Units	The Vehicle Enforcement Units (VEU) consists of: Vehicle Abatement, Abandoned Auto, Scofflaw, Commercial Vehicle, Bicycle Recovery, and Taxi and Tow. VEU works to improve Oakland's neighborhoods and enhance Oakland's physical assets by addressing the problems of abandoned vehicles on public and private property, while aggressively pursuing parking citation scofflaws. VEU enforces rules and regulations pertaining to commercial trucking, particularly around the Port of Oakland. VEU also regulates the City of Oakland taxi industry. The Bicycle Recovery Detail stores and processes bicycles recovered as evidence, safekeeping or as lost and found property.

Department	Name of Service	Description of Service
Police	Walking (Foot & Bike) Patrol Officers	Walking Officers are officers who primarily are assigned to a commercial/business district to assist the merchants with crime and community concerns. They build relationships and trust with local merchants. The Foot Patrol Officer's geographical area is usually much smaller than normal police beat, as they use other forms of transportation to increase visibility.
	Wellness Unit	The Wellness Unit is a resource available to all OPD employees. It serves as a liaison to bridge the gap between the professional resources available to employees, including: The Peer Support Team, Critical Incident Response Team, OPD Medical Unit, Employee Assistance Program (EAP), Human Resources Management (HRM) Agency, Risk Management Agency and (where available) all other City Departments.
Police Commission - CPRA		
	Data and Policy Analysis	Collect data and identify policy gaps relating to investigations into allegations of misconduct by sworn members of the Oakland Police Department.
	Dept. Board & Commission Support	Providing administrative, clerical, and logistical support to a City Board or Commission including agendas, minutes, and scheduling.
	Dept. Clerical & Admin support	Administrative work in support of division or department operations, complex clerical functions, management of scheduling, and office administrative support duties.
	Dept. Fiscal & Accounting Ops.	Perform fiscal operations such as budgeting, grant reporting, oversee handling of funds
	Dept. Leadership & Oversight	Oversight of Dept. Staff, development of Departmental policies and procedures
	Dept. Legislation Coordination	Preparing and coordinating City Council agenda materials on behalf of the Department.
	Dept. Payment Ops.	Perform payment operations such as accounts receivable, accounts payable, invoices, purchase orders, reimbursements, requisitions, and direct payments.
	Dept. Payroll	Perform division or departmental payroll matters including payroll entry, payroll adjustments, labor distribution adjustments or departmental liaison with the Citywide Payroll.
	Dept. Personnel	Perform or assist in departmental personnel matters including SPOC, recruiting, classification, training, employee relations and personnel rules and regulations; act as division or departmental liaison with the Human Resources Department.
	Dept. Public Information & Records Mgmt.	Administrative work in information and record managements, including press releases, public records requests, development of presentations, and responses to press inquiries
	Investigation of Community Complaints of Police Misconduct	Receiving and investigating community complaints of misconduct by sworn members of the Oakland Police Department (~500 complaints/year).
	Public Engagement Regarding Police Oversight and Reform	Community outreach and public engagement regarding CPRA oversight and investigative work.
Police Commission - Inspector General		
	Analysis of City Police Misconduct Payout	Per Oakland City Charter Section 604(f)5, the OIG may review legal claims, lawsuits, settlements, complaints, and investigations, by, against, or involving OPD and CPRA, to ensure all allegations of police officer misconduct and thoroughly investigated and to identify systemic issues regarding OPD an CPRA Policies.
	Auditing Services for NSA	Per Oakland City Charter Section 604(f)5, the OIG shall audit OPD's compliance with the 52 tasked described in the Negotiated Settlement Agreement (NSA), and make recommendations to OPD, City Council and the Police Commission
	Data and Policy Analysis	Collect data and identify policy gaps relating to investigations into allegations of misconduct by sworn members of the Oakland Police Department.
	Dept. Board & Commission Support	Providing administrative, clerical, and logistical support to a City Board or Commission including agendas, minutes, and scheduling.
	Dept. Clerical & Admin support	Administrative work in support of division or department operations, complex clerical functions, management of scheduling, and office administrative support duties.
	Dept. Fiscal & Accounting Ops.	Perform fiscal operations such as budgeting, grant reporting, oversee handling of funds
	Dept. Leadership & Oversight	Oversight of Dept. Staff, development of Departmental policies and procedures
	Dept. Legislation Coordination	Preparing and coordinating City Council agenda materials on behalf of the Department.
	Dept. Payment Ops.	Perform payment operations such as accounts receivable, accounts payable, invoices, purchase orders, reimbursements, requisitions, and direct payments.
	Dept. Payroll	Perform division or departmental payroll matters including payroll entry, payroll adjustments, labor distribution adjustments or departmental liaison with the Citywide Payroll.
	Dept. Personnel	Perform or assist in departmental personnel matters including SPOC, recruiting, classification, training, employee relations and personnel rules and regulations; act as division or departmental liaison with the Human Resources Department.
	Dept. Public Information & Records Mgmt.	Administrative work in information and record managements, including press releases, public records requests, development of presentations, and responses to press inquiries
	Investigation of Community Complaints of Police Misconduct	Receiving and investigating community complaints of misconduct by sworn members of the Oakland Police Department (~500 complaints/year).
	OPD Policy Analysis	Police Accountability is rooted in policy reform and a tool in cultural change as required by the NSA. Police Policies must be clear and direct. Conduct detailed policy analyses and reviews of existing OPD policies and make recommendations to modify and update policies to ensure alignment with national best practices or recommend the creation of policies that would align with constitutional policing.
	Public Engagement Regarding Police Oversight and Reform	Community outreach and public engagement regarding CPRA oversight and investigative work. Community outreach and public engagement with Police Policy and Practice.

Department	Name of Service	Description of Service
Police Commission - Inspe	Staffing Study for OPD	primary divisions of department. Conduct a Calls of Service analysis to determine alternative call responses and the prioritization and categorization of Calls for Service. Directed by City Council to ensure they are informed as well as the administration and members of the public of what resources are allocated and needed for an appropriate public safety response, as well as recommend possible staffing and resource alternatives.
	Public Ethics	
	Audits and Reviews	behested payment (Form 803), ticket distribution filings, and other mandatory disclosure reports as necessary to oversee compliance with campaign finance, lobbying, transparency, and government ethics laws.
	Compliance - Advice	candidates) on how to comply with City campaign finance, lobbying, transparency, and government ethics laws.
	Compliance - Education and Outreach	Provide trainings and develop educational resources to promote understanding and compliance with City campaign finance, lobbying, transparency, and government ethics laws by Oakland elected officials, City employees, candidates for office, lobbyists, City contractors, and community members.
	Democracy Dollars - Education & Compliance	Educate and inform candidates about the program, provide advice, draft manuals, and conduct trainings for candidates and treasurers.
	Democracy Dollars - Oversight and Implementation	Develop policies, procedures, and regulations necessary for implementation; oversee contracts and administration;
	Democracy Dollars - Public Outreach	Plan and conduct comprehensive citywide outreach before each election cycle to inform the public about the program and reach groups of City residents historically underrepresented in the political process.
	Democracy Dollars - Technology	Create a technology system to administer the program that provides an option for eligible residents to receive and/or redeem Democracy Dollar vouchers electronically and provides easy access to program and campaign finance data to the public.
	Democracy Dollars - Voucher Processing	Produce, distribute, and process Democracy Dollars vouchers and disburse funds to candidates.
	Dept. Board & Commission Support	Providing administrative, clerical, and logistical support to a City Board or Commission including agendas, minutes, and scheduling.
	Dept. Clerical & Admin support	Administrative work in support of division or department operations, complex clerical functions, management of scheduling, and office administrative support duties.
	Dept. Fiscal & Accounting Ops.	Perform fiscal operations such as budgeting, grant reporting, oversee handling of funds
	Dept. Leadership & Oversight	Oversight of Dept. Staff, development of Departmental policies and procedures
	Dept. Legislation Coordination	Preparing and coordinating City Council agenda materials on behalf of the Department.
	Dept. Payment Ops.	Perform payment operations such as accounts receivable, accounts payable, invoices, purchase orders, reimbursements, requisitions, and direct payments.
	Dept. Payroll	Perform division or departmental payroll matters including payroll entry, payroll adjustments, labor distribution adjustments or departmental liaison with the Citywide Payroll.
	Dept. Personnel	Perform or assist in departmental personnel matters including SPOC, recruiting, classification, training, employee relations and personnel rules and regulations; act as division or departmental liaison with the Human Resources Department.
	Dept. Public Information & Records Mgmt.	Administrative work in information and record managements, including press releases, public records requests, development of presentations, and responses to press inquiries
	Elected Official Salary Setting	Set the salary of the City Council (every two years), City Attorney (annually), and City Auditor (annually), pursuant to the rules in the City Charter.
	Enforcement - Hearings	Conduct administrative hearings to adjudicate alleged violations of City campaign finance, lobbying, transparency, and government ethics laws.
	Enforcement - Intake	Receive and process allegations of violations of City campaign finance, lobbying, transparency, and government ethics laws.
	Enforcement - Investigations	Conduct investigations of allegations of violations of City campaign finance, lobbying, transparency, and government ethics laws.
	Enforcement - Prosecution	Prosecute violations of City campaign finance, lobbying, transparency, and government ethics laws, which may result in the imposition of fines.
	Filing Officer - Behested Payments Disclosure Reports	Collect State-required filings of "Behested Payment" (CA FPPC Form 803) reports.
	Filing Officer - Campaign Finance Disclosure Reports	Collect State- and Oakland-required filings of local campaign finance disclosures, assist filers, ensure citizen access, and develop and manage disclosure systems. (Includes CA FPPC Forms 501, 410, 460, 461, 470, 496, and 497 and OCRA Forms 300, 301, 303, and 305.)
	Filing Officer - Lobbyist Disclosure Reports	Collect City-required filings of local lobbying disclosures, assist filers, ensure citizen access, and develop and manage disclosure systems.
	Legal, Policy, and Leadership	Assess and recommend changes in City and Agency policies, laws, systems, and technology to improve ethics compliance, equity in campaign engagement, and innovation.
	Limited Public Financing Program	Implement the City's Limited Public Financing Program for Council District elections, including receiving program applications, verifying eligibility, and disbursing eligible reimbursements.
	Public Records - Mediation Program	Assist in mediating disputes between records requestors and City departments, as required by the Oakland Sunshine Ordinance.
Public Works		
	Dept. Board & Commission Support	Providing administrative, clerical, and logistical support to a City Board or Commission including agendas, minutes, and scheduling.
	Dept. Clerical & Admin support	Administrative work in support of division or department operations, complex clerical functions, management of scheduling, and office administrative support duties.

Department	Name of Service	Description of Service
Public Works	Dept. Fiscal & Accounting Ops.	Perform fiscal operations such as budgeting, grant reporting, oversee handling of funds
	Dept. Leadership & Oversight	Oversight of Dept. Staff, development of Departmental policies and procedures
	Dept. Legislation Coordination	Preparing and coordinating City Council agenda materials on behalf of the Department.
	Dept. Payment Ops.	Perform payment operations such as accounts receivable, accounts payable, invoices, purchase orders, reimbursements, requisitions, and direct payments.
	Dept. Payroll	Perform division or departmental payroll matters including payroll entry, payroll adjustments, labor distribution adjustments or departmental liaison with the Citywide Payroll.
	Dept. Personnel	Perform or assist in departmental personnel matters including SPOC, recruiting, classification, training, employee relations and personnel rules and regulations; act as division or departmental liaison with the Human Resources Department.
	Dept. Public Information & Records Mgmt.	Administrative work in information and record managements, including press releases, public records requests, development of presentations, and responses to press inquiries
	Neighborhood Services	The Neighborhood Services Division (NSD) mission is: Every block is organized and every neighbor skilled, networked, and empowered to work together and in partnership with the City and outside agencies to solve problems and build a healthy resilient community. The division helps neighbors at the block level by promoting city programs that engage residents, promote stewardship and supports city initiatives. This is accomplished by promoting programs such as Adopt- A - Spot and Drain and Neighborhood Watch, and at the Neighborhood Level through Neighborhood Councils and CORE. The team also convenes the Neighborhood Enhanced Services Teams (NEST), to ensure interdepartmental coordination to address the needs of Oakland's most vulnerable neighborhoods and has created a volunteer model to reactivate closed EMT sites.
	Administration	Administration performs internal functions to support department operations, such as Fiscal oversight, Human Resources related functions, on-call contract professional services contracts, grant seeking, and procurement. Business Information and Analysis provides software application support to OPW and the Department of Transportation (DOT). This software such as Cityworks and SeeClickFix, PMWeb, Accela, and others to collect, manage, and analyze data for maintenance management, permitting, and other capital and internal tools. Grants Support Division oversees the assignment of on-call grant writing professional services to the other bureaus.
	Business Information and Analytics Division	The Business Information and Analytics division (BIAD) manages our departments' data analytics. In close coordination with ITD, BIAD manages Cityworks, SeeClickFix, OPW/DOT implementations of Accela, and ArcGIS. This division also produces reporting used to track compliance and performance metrics.
	Capital Contracts Administration	OPW administers a variety of Capital Improvement Project contracts (construction, consultant, and on-call) to support the delivery of the Capital Improvement Program. This division is responsible for implementing processes to ensure City requirements are being met, assists project managers to develop and provide Request for Proposals/Bids (RFP/B) that follow state and city guidelines for solicitations.
	CIP Planning, Programming and Management	(Watershed and Stormwater Management) to plan, program, and manage Capital Improvement Projects. Services include project management and project delivery, CIP programming services to Citywide department.
	Communications Division	The Communications Division within Oakland Public Works creates all internal and external communication. They craft the messages that are released to the public regarding upcoming engagement opportunities and project in their area that may require outreach due to disruptions. The division also develops and executes our internal communications strategies to keep OPW employees informed of important information within the department.
	Construction Management	OPW manages the construction of all City of Oakland major capital improvement projects. These construction projects are authorized, programed, and funded through the Capital Improvement Program. OPW manages construction progress, payment for construction and/or professional services contracts to ensure compliance of prompt payment and contract compliance policies and oversees staffing and all functions in construction management.
Environmental Services: Environmental Enforcement Officer Program	The Environmental Enforcement Officer Program (EEO) is a patrol and surveillance program assigned to areas for the purpose of removal and enforcement of regulations pertaining to illegal dumping, blight, and nuisance crimes. This program conducts proactive public outreach and issues citations for related violations per state and local regulations, carries out investigations to identify violators and owners of property on which violations occur, and notified to the appropriate authority. This program also attends various City and community-sponsored events to perform outreach and education related to illegal dumping and blight reduction.	
Environmental Services: Environmental Compliance	Administers the City's environmental compliance program that includes environmental site assessments and contamination mitigation, and hazardous material/waste management, oversees the inspections and routine maintenance of the City's fuel storage infrastructure, including related employee training, and obtains and maintains environmental regulatory permits.	

Department	Name of Service	Description of Service
Public Works	Environmental Services: Recycling Solid Waste	OPW implements the City's Zero Waste Program (ZWP) in accordance with City mandates and regulatory requirements. This program: <ul style="list-style-type: none"> - Enforces the Zero Waste Program to ensure compliance with minimum service standards and proper recycling of resources (e.g., administration of the Second Unit Exemption Program and Construction & Demolition Recycling Plan reviews); - Negotiates and administers the City's Mixed Materials & Organics and Residential Recycling collection services franchise agreements, as well as the program governing non-exclusive franchise agreements for construction & demolition debris collection services; - Stands up a commercial recycling non-exclusive franchise system to regular and administer recycling service for businesses; - Collaborates with Bay Area cities and regional organizations (e.g., Pacific Coast Collaborative) to leverage available external resources to effect recycling and resource recovery in Oakland; and - Promotes the City's Zero Waste Program with an active outreach campaign to Oakland residents and businesses and maintenance of a Recycling Hotline.
	Environmental Services: Stewardship	OPW promotes and administers the City's Adopt-A-Spot and Adopt-A-Drain Programs to clean and green Oakland. This program manages litter cleanups, habitat restoration, park care projects, public art installation, and large-scale volunteer cleanup events annually including the annual Earth Day, MLK Jr. Day of Service, and Creek to Bay Day cleanup events. This division also administers the Team Oakland summer job training program for Oakland high schoolers and young adults and a Lake Merritt Institute contract for routine Lake Merritt trash maintenance and public education, and provides active outreach to the community to promote greening and beautification initiatives including at the National Night Out, Town Nights, and ad hoc Mayor townhalls.
	Facility Services	The Facility Services Division (FSD) manages over 300 Facilities which services all City owned properties. Facilities Services provides direct tenant services to a wide variety of client agencies, including custodial services, building engineering, security and access controls, HVAC and air quality monitoring, emergency response and property management. This division is also responsible for preparing new building operating estimates, design and project oversight for all minor maintenance and maintenance related internal and Capital Improvement Projects. In addition, this division is responsible for the maintenance of and operation of underground storage tanks (UST's), emergency generators, HVAC, mechanical, electrical, and plumbing, preventative and routine maintenance, and service requests for the Emergency Operations Center, Oakland Fire Department, the Veterans Building, Oakland Animal Shelter, and various Oakland Public Libraries throughout the City. The Custodial unit is responsible for providing daily custodial services, including cleaning, disinfecting, sanitizing, debris removal and recycling at 26 Recreation and Head Start Centers, 36 sets of outside restrooms, 5 City pools and various parks including Joaquin Miller, Lake Merritt, De Fremery, Mosswood and Arroyo Viejo and tot-lots throughout the City, at the Main Library, African American Museum and Library of Oakland and 16 Branch libraries throughout the City. FSD also administers the security contract and is responsible for providing security and visitor screening services a City facilities, and also addressing homeless, and he impacts from homelessness at City ocations such as the Civic Center Plaza, Parks, Rec Centers, Libraries, etc.
	Fiscal Services Division	The Fiscal Services division processes over 25,000 financial transaction annually, including accounts payable, accounts receivable, reimbursements, Community Facilities Development, Capital Improvement Projects and general ledger/Grant/Project adjustments. They are also responsible for managing the department's budget from development through implementation and reporting. OPW Financial reportings to internal and external parties.
	Fleet & Equipment	OPW owns, operates, and maintains a fleet of 1,800+ vehicles and major pieces of equipment used to provide emergency, health & safety, and mission essential support to the citizens and businesses of Oakland. This equipment directly supports operations for the Fire, Police, Transportation, Public Works, and other city departments. Support staff performs the regulatory compliance reporting, preventative maintenance, mandated inspections, and repairs to ensure the equipment is in safe operating condition for the using Departments and keeping the City's fleet at a 92% availability rate.
	Graffiti Abatement	KOCB Painters respond to graffiti vandalism in parks, on litter containers, benches, retaining walls, fences, street light poles, and signal boxes located in the public right-of-way. Oakland strives to remove graffiti containing explicit language within twenty-four (24) hours of notification. Under extenuating circumstances, as a one-time courtesy, the City may abate graffiti on private property.
	Grant Support Division	New division established in OPW Bureau of Administration to centralize the unique and technical grant seeking and fiscal reporting for the department. The division manages 5 on-call grant writing consultants to assist subject matter expert staff with grant applications. The group is severely understaffed.
	Human Resources Division	The Human Resources division manages the recruitment, hiring, payroll, separation and employee relations for the department's personnel. It also manages the disciplinary process for any violations of City policies, procedures, and administrative instructions. This division works hand in hand with Human Resources Management Department (HRMD) and the Employee Relations and Risk Management Divisions.
	Illegal Dumping	KOCB Illegal Dumping crews are responsible for remove illegal dumping from public property, provide special event support, and clean homeless encampments on public property and in parks.
	Park Services	Park Services provides core functions that ensures safe and well-maintained city parks, trails and open space, and other city owned landscape assets. Functions include landscape, lawn, ballfield, median, and irrigation maintenance, installation, and repair. Park Services also provides maintenance support for OPYRD programs and special events.

Department	Name of Service	Description of Service
Public Works	Permit Issuance for Temporary Sewer Discharge	OPW administers Temporary Sewer Discharge Permits for projects that wish to pump wastewater into the City's sanitary sewer system.
	Permit Issuance for Temporary Storm Drain Discharge	OPW administers Temporary Storm Drain Discharge Permits for projects that wish to pump uncontaminated storm or ground water into the City's storm drain system.
	Private Sewer Lateral Program	OPW manages the Private Sewer Lateral Program and provides inspections for Private Sewer Lateral Permits from private residences, distributes notices of abatement to property owners with broken or improper connections, and coordinates with the Sewer Maintenance Division to address public complaints related to private sewer laterals.
	Regional Coordination & Participation for Wastewater Collection System	OPW coordinates communications, negotiations, and joint planning or activities between the City of Oakland and the EPA/Regional Water Board, Consent Decree Defendants, and community interests.
	Regulatory Compliance	OPW is responsible for ensuring that the City follows the Environmental Protection Act's Federal Consent Decree mandates and National Pollutant Discharge Elimination System (NPDES) discharge permit.
	Regulatory Compliance	This unit provides planning, intra-departmental coordination, program development and implementation, and regulatory oversight to ensure the City's compliance with applicable federal, state, and local regulatory requirements pertaining to the City's sanitary sewer system. It also provides technical consultation and functional direction to Public Works divisions and departments engaged in planning, reporting, and compliance activities, and coordinates and performs internal auditing and compliance investigations of the City's sewer system.
	Safety & Training Unit	The Safety and Training programs aggressively addresses and improves issues of employee safety and training needs. Reduces worker's compensation claims, increases the number of employees returning to work, and decreasing the amount of exposure and liability to the city. Activities within the program include training in sound safety and health practices, developing and enforcing safety and health rules, and investigating every accident promptly and thoroughly to determine cause and implement proper measures to prevent recurrence. This program works closely with the City Attorney's Office, the City's Risk Management Division and the third-party administrator.
	Sanitary Sewer Design	The Sanitary Sewer Design section responds to public complaints and coordinates the repair of sanitary sewer infrastructure, reviews infrastructure permits, and projects related to development and assesses the sewer mitigation fee for applicants.
	Sewer Maintenance	Oakland Public Works (OPW) owns, maintains, and operates the City of Oakland's Sewer Collection System which includes sewer mains, sewer structures, and pump stations. Maintenance of Sewer Collection System includes reducing sewer overflows; televising, inspect, and clean sewers; inspect and maintain sewer pump stations; and inspect and replace sewer maintenance hole covers.
	Street Sweeping	residential and commercial areas seven (7) days a week. Residential street sweeping - Monday through Friday from 9:00 a.m. to 3:30 p.m. Commercial street sweeping - Monday through Sunday from 11:00 p.m. to 7:30 a.m.
Tree Services	Tree Services manages the City's urban forest by prioritizing tree work such as hazardous tree removal in the public right of way and parks, tree permitting for removal for non-development and development permits, tree planting/ pruning, and stump grinding and removal.	
Vegetation Management/ Litter Container	KOCB Vegetation Management crews remove vegetation from public owned lots, pedestrian pathways, hard scaped medians/islands, returns - radiuses at the corner of sidewalks, sidewalks underneath overpasses, roadsides, gutters, and perform day lighting of roadsides and clearance of vegetation causing sight obstructions. Maintain, repair and replace as needed 1300 litter containers.	
Watershed and Stormwater Management/Overall Stormwater Permit Compliance	OPW Watershed and Stormwater Management (WSM) implements components of the City of Oakland Creek Protection Ordinance (O.M.C. Chapter 13.16) such as responding to, including through enforcement actions, public inquiries regarding erosion, watershed health and resources, non-stormwater discharges to the storm drainage system, creeks, and/or waterways, and other stormwater- or watershed-related matters. WSM also implements and facilitates implementation of the City's Municipal Regional Stormwater NPDES Permit (MRP) (current Order No. is R2-2022-0018) that regulates the discharge of stormwater to the City's storm drain system and includes prescriptive provisions regarding the prevention of non-stormwater discharges and discharge volume limitations. OPW WSM MRP compliance work includes implementing trash load reduction programs, public outreach and education efforts, green stormwater infrastructure planning and implementation, response to illegal discharges to storm drains, pollutants of concern load reduction programs, storm drainage asset management, MRP compliance cost reporting, MRP compliance training and support to other City departments and divisions, and Annual Report facilitation and completion. The business stormwater inspection requirements stormwater permit work is listed as a separate service. WSM also conducts plan review of public and private projects to ensure consistency with the MRP. Internal and external training on stormwater permit compliance. Includes review of Building department demolition permit submittals relating to Polychlorinated Biphenyls controls. Includes interfacing with encampment management team on complaints of encampment impacts to water quality. Includes special projects related to water quality regulations such as the pending Total Maximum Daily Load Alternative for Dissolved Oxygen in Lake Merritt.	
Storm Drain and Drainage Services	Oakland Public Works (OPW) owns, maintains, and operates the City of Oakland's Storm Drainage Collection System which includes 13,615 inlets and 468 Miles of stormwater pipes, Storm Drainage Inspects and Maintains 8 storm water pump stations twice per month, we perform Boardups during regular working hours, Maintain 170 Miles of creek areas per year, Inspect and clean 10,000 liner feet of V- ditches per year, Inspect and clean 133 Weirs per year, Hydro flush and CCTV storm mains to reduce flooding in the City Of Oakland, Inspect and clean 183 trash collection devices twice per year, Inspect and clean 10 CDS units (Full trash capture units) twice per year, We perform 10 pipe repair per year	

Department	Name of Service	Description of Service
Public Works	Homeless Encampment Clean-Up	Specialized team within Illegal Dumping Unit performing critical clean-up work in accordance with the Encampment Management Team's (EMT's) schedule for homeless encampment closures/ semi-closures and deep cleanings. Encampment Crews work in collaboration with internal departments and external agencies (i.e., OPD, HSD, OFD, DOT, Caltrans, BART, EBRP, etc.) to remediate the impacts to the unsheltered population and restore access to the public right of way. Encampment crews also provide encampments with routine garbage service and post-closure personal property storage services.
	Special Event Setup and Support	KOCB provides support and setup for citywide special events. Staff are tasked with delivery and setup of traffic control devices and barricades to support recurring annual community events such as Laurel street faire, Octoberfest, Pride parade, etc. Staff also provide pickup and disposal of materials for Creek to Bay day, Community Volunteer events etc. Lastly, KOCB staff are enlisted to provide transportation (ie. buses) for internal special events.
	Watershed and Stormwater Management/Stormwater Permit Compliance Business Inspection	Implement Business Stormwater Inspection Program to comply with Provision C.4 of the Municipal Regional Permit. Includes managing consultant task order and inspectors; inspection of complex sites, Oakland Municipal Code enforcement; invoicing, Accela and mobil app improvements; training; coordination with outside regulatory agencies.
	Watershed and Stormwater Management/Creek Protection Permit Review, Creek Determinations	OPW Watershed and Stormwater Management (WSM) implements components of the City of Oakland Creek Protection Ordinance (O.M.C. Chapter 13.16) such as providing review and technical input on Category III and IV Creek Protection Permit applications and CEQA documents and conducting creek determinations. Includes coordination with Planning and Building Department and training of internal and external customers.
	Watershed and Stormwater Management/CIP and other project design and construction	OPW WSM manages stormwater-related capital projects and other design and construction projects including creek and wetland restoration, green stormwater infrastructure, full trash capture, and storm drainage system repairs and improvements.
	Watershed and Stormwater Management/Stom Drainage Master Planning	OPW WSM provides storm drainage master planning efforts to inventory, update, and plan management efforts, including seeking sustainable funding, for the City's separate municipal storm drainage system. Watershed Division is the Asset Manager of the storm drainage system.
	Watershed and Stormwater Management/Drainage issues engineering	Watershed and Stormwater Management Division responds to public inquiries and complaints regarding flooding, drainage issues, and erosion issues where there is a need for engineering services
	Watershed and Stormwater Management/PX permit and other project review	PX Permit and other project and plan review - storm drainage engineering elements and stormwater permit alignment plan review
	BMIS - 311 After Hours Admin	Plan and execute weekend after-hours standby pre-shift and storm prep meetings as needed. Coordinate General and Sewer Standby Supervisor assignment, compile and publish standby rosters for all 6 OPW/DOT after-hours standby crews, provide guidelines and standard operating procedure, and review calls, route the follow up services needed to the appropriate division. Department liaison for OAK311, OPW, OPD, and OFD, and after-hours call routing vendor and contracts. Process after hours claims to third party and board billing to property owners. Perform call audits and reviews, perform quality control of all responses.
	Cost recovery services for substandard, unsafe, and unpermitted construction	Staff detect, document, and pursue cost recovery for substandard vendor and utility construction and unsafe and unpermitted construction work. Staff coordinate with internal departments, Fiscal Services, and Risk Management (George Hil) to quantify expenses, establish a claim, and then bill responsible parties through invoicing, property liens, and in some cases subrogation actions.
	Operations level grant funding identification and submission	Staff identify and write grants for functional areas such as vehicles, facilities, energy management, sewer, storm drain. Staff inform and liaise with the grants unit and potential consultants to apply for and be awarded grants needed to backfill funding due to the budget deficit. This is critical work that cannot be performed by third parties or other City staff lacking knowledge of operational aspects of the bureau
	Neighborhood Services, NEST Teams	The NSD team convenes the Neighborhood Enhanced Services Teams (NEST), to ensure interdepartmental coordination to address the needs of Oakland's most vulnerable neighborhoods. Manage meeting schedule and notices, identifies and tracks projects and coordinates City response to address neighborhood issues. Much of our focus has been on closing "Chop Shops" in partnership with UP, Caltrans, ACRATT and DOT.
	Neighborhood Watch, Merchant Watch Trainings, and promoting CORE	Organizing and training residents at the block level on the Neighborhood Watch Program and in Commerical Districts on the Merchant Watch Program and referrals to the City's CORE Program.
CPTED Evaluations and Neighborhood Safety Walks	Providing Crime Prevention Through Environmental Design (CPTED) evaluations of businesses, public facilities such as Recreation and Senior Centers, and mutli-family dwellings to provide written recomendations on how to improve security. Security Walks are an expanded CPTED evaluation done in partnership with residents along neighborhood corridors.	
Neighborhood Services, Environmental Stewardship	Staff promote, organize, and support environmetal stewardship activites and events such as Earth Day, Creek to Bay Day, MLK Jr. Day of Service, and ongoing Adopt-a-Spot and Adopt-a-Drain programs.Additionally, NSD uses the stewardship volunteer model to reactivte closed EMT sites.	
Race & Equity		
	Cultivate advocates and their capacity to focus on equity, build infrastructure and political will to support the change	City-wide capacity building through multi-level training opportunities to prepare staff and leadership with structured approach to advancing equity, offer short lunch programs, customized sessions and work groups to support synergy, collaboration and mobilize equity action
	Departmental Support	Support the development of Equity Teams, staff core equity competencies, and implementing strategic processes and analysis to embed equity practices in departmental activities.
	Dept. Board & Commission Support	Providing administrative, clerical, and logistical support to a City Board or Commission including agendas, minutes, and scheduling.
	Dept. Clerical & Admin support	Administrative work in support of division or department operations, complex clerical functions, management of scheduling, and office administrative support duties.

Department	Name of Service	Description of Service
Race & Equity	Dept. Fiscal & Accounting Ops.	Perform fiscal operations such as budgeting, grant reporting, oversee handling of funds
	Dept. Leadership & Oversight	Oversight of Dept. Staff, development of Departmental policies and procedures
	Dept. Legislation Coordination	Preparing and coordinating City Council agenda materials on behalf of the Department.
	Dept. Payment Ops.	Perform payment operations such as accounts receivable, accounts payable, invoices, purchase orders, reimbursements, requisitions, and direct payments.
	Dept. Payroll	Perform division or departmental payroll matters including payroll entry, payroll adjustments, labor distribution adjustments or departmental liaison with the Citywide Payroll.
	Dept. Personnel	Perform or assist in departmental personnel matters including SPOC, recruiting, classification, training, employee relations and personnel rules and regulations; act as division or departmental liaison with the Human Resources Department.
	Dept. Public Information & Records Mgmt.	Administrative work in information and record managements, including press releases, public records requests, development of presentations, and responses to press inquiries
	Equity representation in regional activities	Participate in regional equity processes as needed to advance equitable outcomes on behalf of the City
	Oakland Equity Indicator Report	Maintain the Oakland Equity Indicator Report, a baseline quantitative framework that can be used by City staff and community members alike to better understand the impacts of race, measure inequities, and track changes in the disparities for different groups over time.
	Race & Equity Program Design and Implementation	Develop Race and Equity Administrative Instructions (AI) and support the implementation of programs consistent with the mission and theory of change to advance equity in all that the City does.
	Support Advancing Inclusive Outreach Efforts	Participate in Inclusive Outreach Workgroup, support implementation of related AI and provide technical assistance on related matters
	Support Development of Workforce Equity strategies	Stand up and maintain workforce equity dashboard, and participate in workforce equity strategy development
	Technical review of Department work	Review department equity work, provide feedback and technical support
	Transportation	
	Construction, Planning, And Project Development	Develops, designs, and delivers capital improvement projects (pedestrian, transit, beautification, access, etc). Prepare construction plans and specifications. Inspect and approve construction of pavement, sidewalks, curb ramps. Provides transportation analysis and policy feedback for proposed private development projects; plans, performs public engagement and outreach on transportation policies, programs, services, and projects; prepares preliminary concepts, designs, plans for public, staff, city council consideration before advancing to final plans.
	Crossing Guards	Provide trained adult crossing guards at public elementary and middle schools to assist students and parents in crossing streets using criteria established through a multi-agency Safe Routes to Schools program comprised of representatives from OUSD, ACTC, OPD, OakDOT and non-profits.
	Dept. Board & Commission Support	Providing administrative, clerical, and logistical support to a City Board or Commission including agendas, minutes, and scheduling.
	Dept. Clerical & Admin support	Administrative work in support of division or department operations, complex clerical functions, management of scheduling, and office administrative support duties.
	Dept. Fiscal & Accounting Ops.	Perform fiscal operations such as budgeting, grant reporting, oversee handling of funds
	Dept. Leadership & Oversight	Oversight of Dept. Staff, development of Departmental policies and procedures
	Dept. Legislation Coordination	Preparing and coordinating City Council agenda materials on behalf of the Department.
	Dept. Payment Ops.	Perform payment operations such as accounts receivable, accounts payable, invoices, purchase orders, reimbursements, requisitions, and direct payments.
	Dept. Payroll	Perform division or departmental payroll matters including payroll entry, payroll adjustments, labor distribution adjustments or departmental liaison with the Citywide Payroll.
	Dept. Personnel	Perform or assist in departmental personnel matters including SPOC, recruiting, classification, training, employee relations and personnel rules and regulations; act as division or departmental liaison with the Human Resources Department.
	Dept. Public Information & Records Mgmt.	Administrative work in information and record managements, including press releases, public records requests, development of presentations, and responses to press inquiries
	Off-Street Parking Garages / Lots	Off-street parking offers parking in areas other than on the streets. The Off-Street Parking Program is overseen by professional parking operators who manage these facilities to maximize their value for the surrounding districts.
	Parking Citation Assistance	Processes all parking violation citations, and posts various citation payments. Facilitates payment plans for those unable to immediately meeting their financial obligations.
	Parking Enforcement	Enforce parking regulations to ensure parking turnover to support businesses, enforce pedestrian/traffic safety, provide equal access (e.g. disabled parking zones), street sweeping, elimination of blight (no overnight parking), issue citations, and generally promote quality of life on City streets. Operate, maintain, repair, and collect revenue from parking meters.
	Parking Meter Collections	Parking Meter Collections is responsible for collecting parking meter revenue from the on and off-street parking meters. They also perform counting, sorting, bagging of the coins for different coin denominations and Brink's pick up.
	Parking Mobiltity Management	Actively managing the City's parking system means managing both parking supply
	Right-of-Way Management	Provide Utilities, Developers, and Citizens the tools they need to work within Oakland's Right of Way while securing City assets, protecting the public, and preserving Oakland's infrastructure-- and do it with an unparalleled quality of service.

Department	Name of Service	Description of Service
Transportation	Street and Sidewalk Maintenance	Provide high quality repair and construction of sidewalks, curbs, gutters, and curb ramps; installs fencing and guardrails, repair concrete streets, construct pedestrian safety islands. Perform construction services including full-scale paving, pothole repair, crack sealing and gutter cleaning, and emergency response during and after storms and landslides. Maintain and install street signs, pavement markings and stripes.
	Street Lights and Signals Engineering and Maintenance	Manage utility undergrounding projects, lighting calculations, and review private development projects. Provide 24/7 service, installation and repair of street lights, and respond to downed poles. Install, operate, and maintain over 700 traffic signals to have safe and efficient arterial streets.
	Structure & Emergency Response	Provide professional engineering services for streets projects in response to disaster and emergencies, during and after events (e.g.; storm damage, landslides, fire recovery, earthquakes, etc.), as well as bridge repair/seismic retrofits, and pedestrian paths and stairs repair projects to provide safe infrastructure for all users.
	Survey	Provide quality, accurate, and dependable land surveying and map review services for the entire City.
	Traffic Engineering and Safety	Advance roadway safety and efficiency by applying engineering measures, establishing roadway rules and regulations, and making transportation safe, accessible, and equitable. Includes sustainable transportation options, including bicycles and bikeshare, walking, public transit, carshare, scooters, etc.
	Vehicle Enforcement Unit	Since 2023, OakDOT's Vehicle Enforcement Unit is organized, staffed and equipped to handle three basic service areas: Abandoned Auto; Scofflaw; and Vehicle Encampments.
	Violence Prevention	
	Dept. Board & Commission Support	Providing administrative, clerical, and logistical support to a City Board or Commission including agendas, minutes, and scheduling.
	Dept. Clerical & Admin support	Administrative work in support of division or department operations, complex clerical functions, management of scheduling, and office administrative support duties.
	Dept. Fiscal & Accounting Ops.	Perform fiscal operations such as budgeting, grant reporting, oversee handling of funds
	Dept. Leadership & Oversight	Oversight of Dept. Staff, development of Departmental policies and procedures
	Dept. Legislation Coordination	Preparing and coordinating City Council agenda materials on behalf of the Department.
	Dept. Payment Ops.	Perform payment operations such as accounts receivable, accounts payable, invoices, purchase orders, reimbursements, requisitions, and direct payments.
	Dept. Payroll	Perform division or departmental payroll matters including payroll entry, payroll adjustments, labor distribution adjustments or departmental liaison with the Citywide Payroll.
	Dept. Personnel	Perform or assist in departmental personnel matters including SPOC, recruiting, classification, training, employee relations and personnel rules and regulations; act as division or departmental liaison with the Human Resources Department.
	Dept. Public Information & Records Mgmt.	Administrative work in information and record managements, including press releases, public records requests, development of presentations, and responses to press inquiries
	Grant management	Award, negotiate, administer, and monitor grants to community-based organizations that deliver prevention and intervention services to Oakland residents in the areas of group violence, gender-based violence, and community healing.
	Intensive life coaching	Provide at least 12 months of intensive coaching to individuals who are at imminent risk of being victims or perpetrators of gun violence.
	Violence interruption	Identify and mediate group conflicts that have a high risk for future violence, and relentlessly pursue individuals at the highest risk for gun violence to engage them in life coaching services.
	Shooting and homicide response coordination	Coordinate shooting and homicide response and follow-up activities among violence interrupters from community-based organizations to prevent retaliation and deliver needed services to impacted community members.
	Gender-based Violence Response	Respond to incidents of gender-based violence, provide supports and connections to stabilizing services to survivors.
	Training and capacity building	Provide training to direct service staff at community-based organizations (CBOs) funded by the DVP in the areas of life coaching, crisis response and conflict mediation, gender responsive approaches, cognitive behavioral techniques, and trauma-informed practices. Also, provide training to administrative staff at CBOs regarding grant management and organizational development.
	Data collection and evaluation	Collect and monitor data on violence prevention and intervention services delivered by DVP direct service staff and by DVP-funded agencies to Oakland residents, and work closely with external evaluators to determine the impact of funded services.
	Fund development	Secure and manage state, federal, and private grants to enhance violence prevention and intervention services delivered by the DVP and DVP-funded agencies.
	Program design and oversight	Develop protocols, operations manuals, and tools to guide the implementation of DVP-funded services based on research, best practices, and expertise of direct service staff, and oversee program implementation to maintain model fidelity and maximize efficiency across service providers.
	Procurement	Perform payment operations such as accounts receivable, accounts payable, invoices, purchase orders, reimbursements, requisitions, and direct payments.
	Fiscal management	Perform fiscal operations such as budgeting, grant reporting, oversee handling of funds
	Human resources	Perform or assist in departmental personnel matters including SPOC, recruiting, classification, training, employee relations and personnel rules and regulations; act as division or departmental liaison with the Human Resources Department.