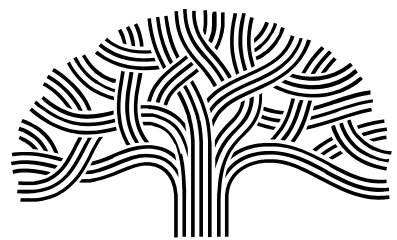


Public Safety, Emergency Response, Public Infrastructure, and Constituent Services



CITY OF
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Agenda

- Oakland Fire Department (OFD)
- Department of Violence Prevention (DVP)
- Oakland Police Department (OPD)
- Office of the Inspector General (OIG)
- Community Police Review Agency (CPRA)
- Public Safety and Services Oversight Commission (SSOC)
- Community Policing Advisory Board and the Privacy Commission

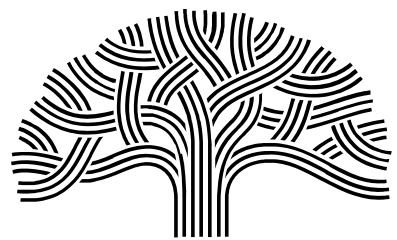
Agenda (continued)

- Public Safety Overview – Inter-departmental Coordination
- Emergency Operations/Response
- Oakland Public Works (OPW)
- Oakland Department of Transportation (OakDOT)
- Public Infrastructure and Capital Improvements
- Constituent Services and Oak311
- Abandoned Autos, Illegal Dumping, and Graffiti Abatement

Oakland Fire Department

Oakland Fire Department

Dr. Reginald D. Freeman
Fire Chief



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Oakland Fire Department

Mission Statement

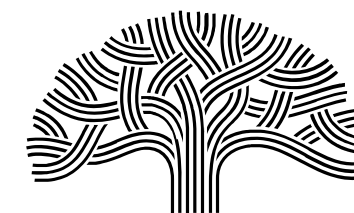
The proud members of the Oakland Fire Department are committed to providing the highest quality and highest level of courteous and responsive service to the citizens of Oakland.

This is accomplished by implementing comprehensive strategies and training in fire prevention, fire suppression, emergency medical services, all risk mitigation, emergency preparedness, 911 services and community-based fire services.

oaklandca.gov/departments/fire

Oakland Fire Department

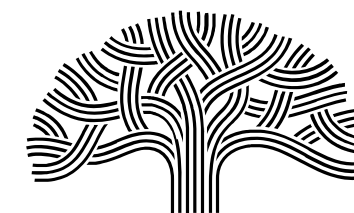
- Office of the Fire Chief
- Fiscal & Administrative Services Division
- Field Operations Division
- Medical Services Division
- Emergency Management Services Division
- Fire Prevention Bureau
- Support Services Division



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Fire Department Priorities

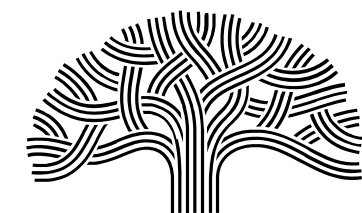
- Complete a Standards of Coverage Analysis and a Five-Year Strategic Plan
- Establish an Emergency Operations Plan (EOP)/Continuity of Operations Plans (COOPs)
- Upgrade the Emergency Operations Center to provide integration with 21st Century technology and ensure resiliency and sustainability through all-hazards incidents
- Streamline 911 Emergency Response – Fully Implement MACRO
- Implement Plans to Close FD Staffing Gaps
- Enhance and expand access to behavioral health services for members



**CITY OF
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Fire Department Priorities

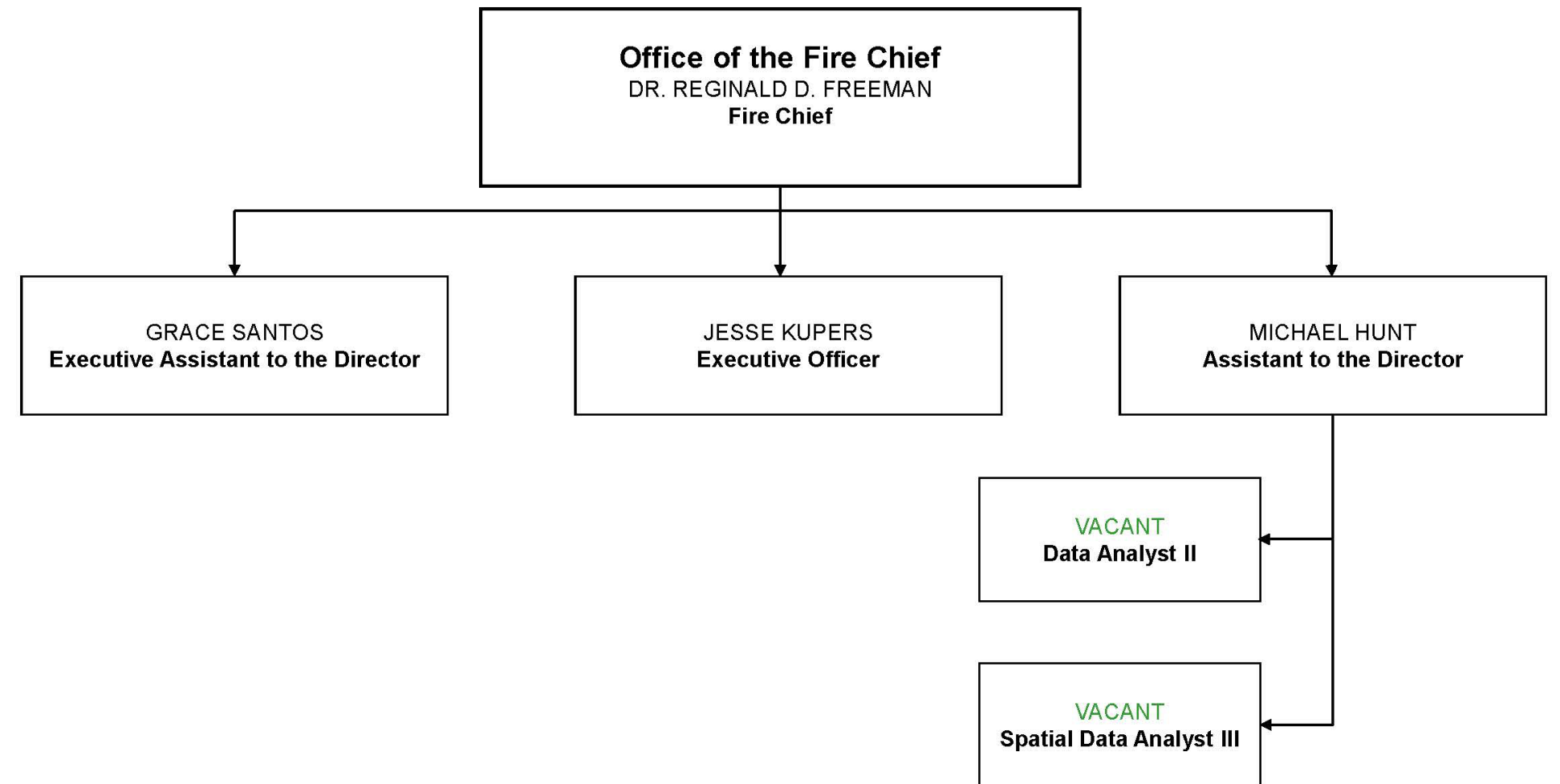
- Develop Annual Training, Exercises and Drills to Ensure Safety of Community and OFD Members (CERT / CORE)
- Encampment Management Support
- Complete 100% State Mandated Inspections
- Ensure 100% compliance in annual Vegetation Management Inspections
- Continue to recruit and hire diverse Firefighter candidates
- Support ongoing implementation of the Encampment Management Policy
- Continue renovations of Fire Stations in line with Capital Improvement Plan
- Fully implement ACCELA Program for permits, fees and inspections



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Office of the Fire Chief

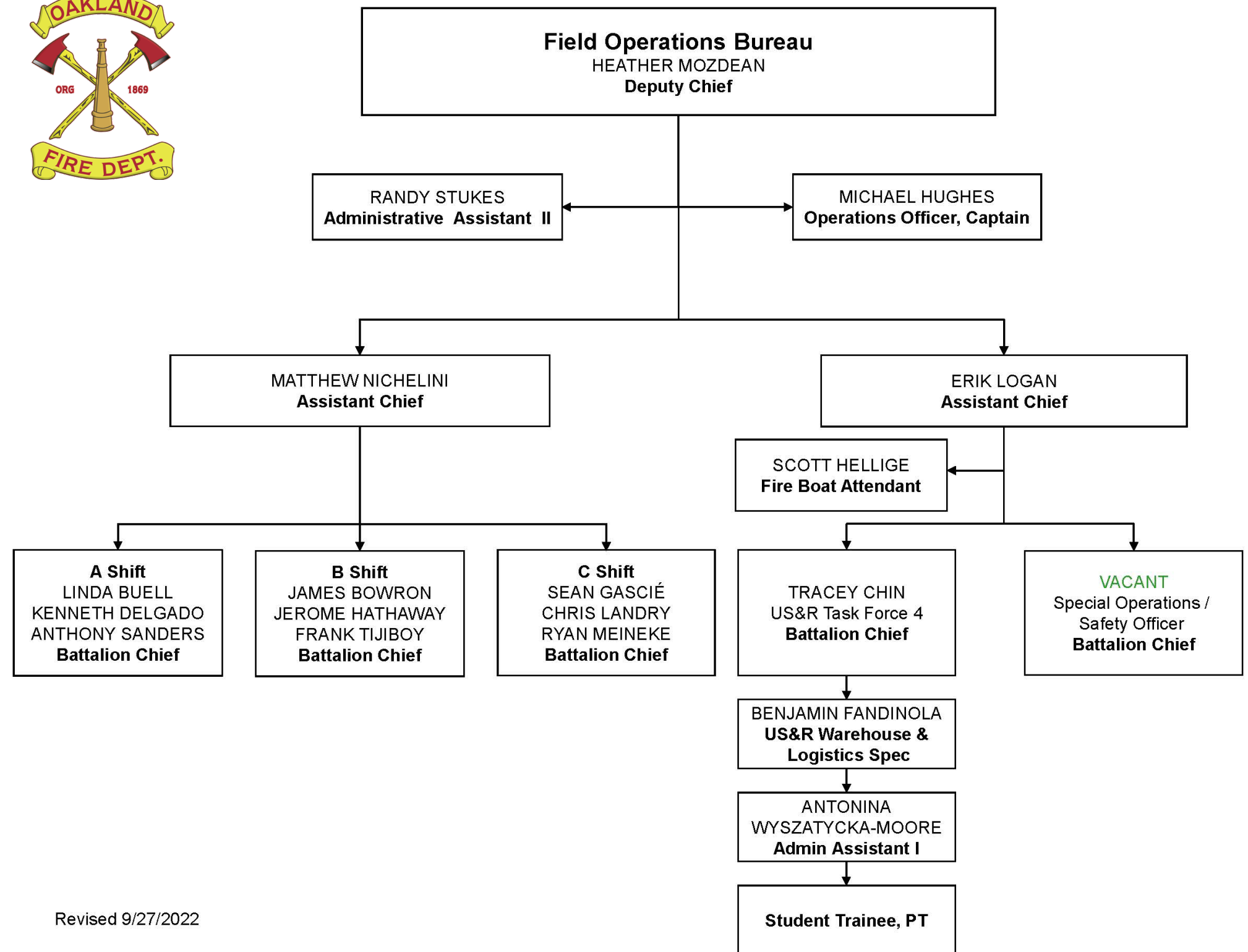
Responsible for all activities involving the planning, developing, response and implementation of the policies and programs required for fire emergency response and community risk reduction strategies for the community of the City of Oakland, including administration, suppression, emergency medical services, fire prevention and education, and all associated operational requirements.



Revised 9/27/2022

Field Operations Division

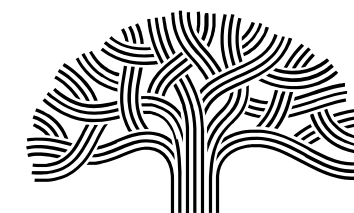
The Field Operations Bureau is responsible for emergency medical response, fire suppression, mitigation of disasters and rescue activities. The Field Operations Bureau is the Department's largest division employing 12 Battalion Chiefs and over 430 suppression personnel. The Field Operations Bureau handles over 60,000 emergency incidents a year, which includes fire, rescue, medical aid and other calls for service.



Revised 9/27/2022

Field Operations Division

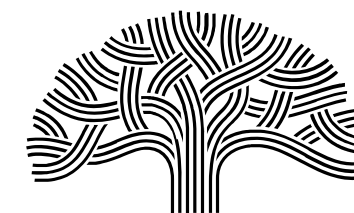
- There are three (3) Battalions made up of about 11 Companies – either Engine or Truck Companies.
- Staffing for each Engine is four (4) personnel – a Company Officer (Lieutenant or Captain), an Engineer, a Paramedic Firefighter, and an EMT Firefighter.
- Staffing for three (3) downtown Trucks is five (5) personnel – a Company Officer, and four (4) Firefighters. Staffing for the other four (4) trucks is four (4) personnel.
- Personnel are stationed in 25 fire stations throughout Oakland and work a 48/96 schedule (48 hrs. on, 96 hrs. off).



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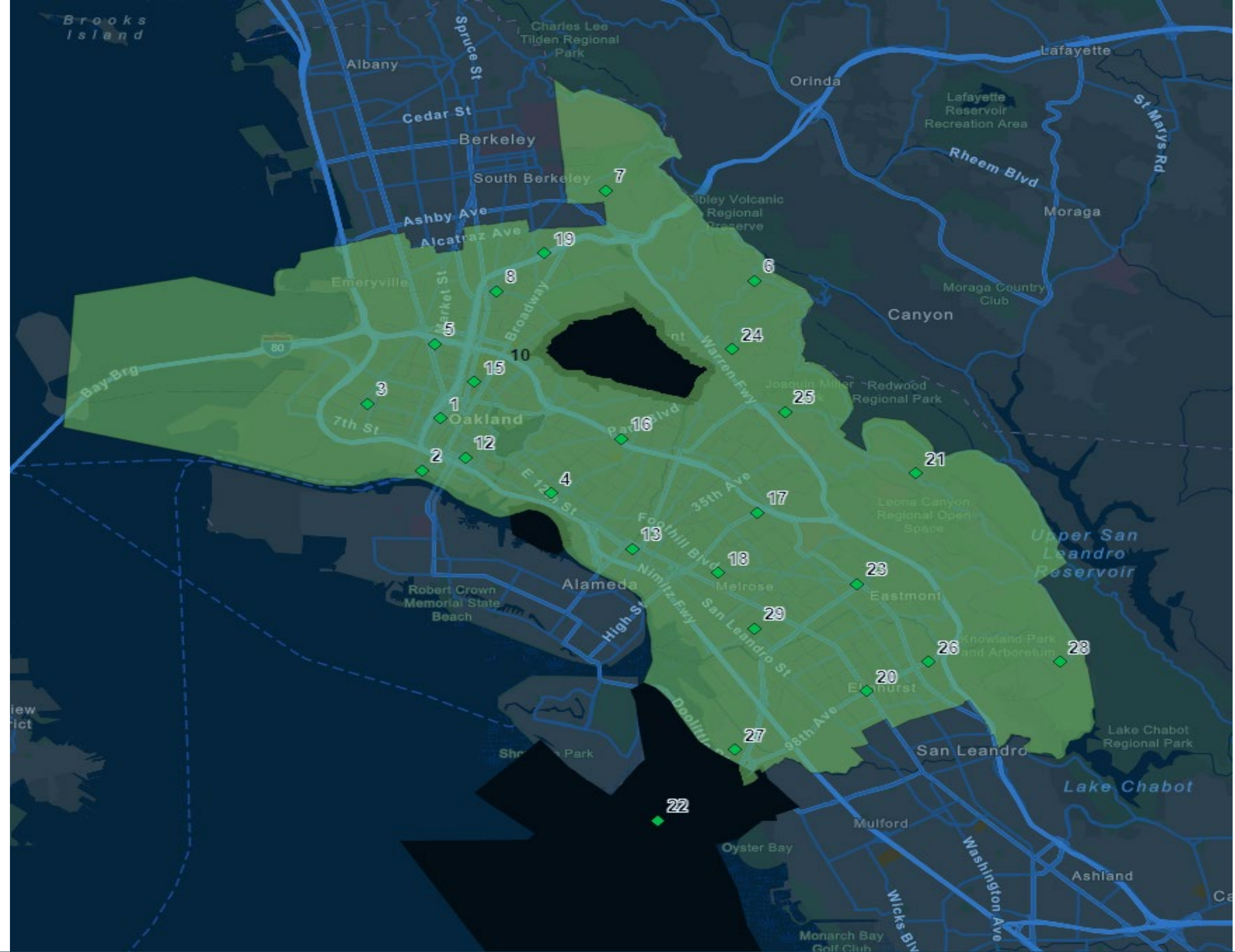
Field Operations Division

- 422 Sworn members work within the Field Operations Bureau. The daily minimum staffing on Emergency Apparatus (BCs, Engines, and Trucks) is 137.
- Staffing includes 24 Engines, seven (7) Aerial Ladder Trucks, and six (6) Airport Rescue Firefighting (ARFF) apparatuses for Fire and Emergency Medical responses.
- Members also provide cross-staffing for Hazardous Materials response, Heavy Rescue response, Water Rescue, Wildland Type 3 and Type 6 engines, and Trail Rescue response.



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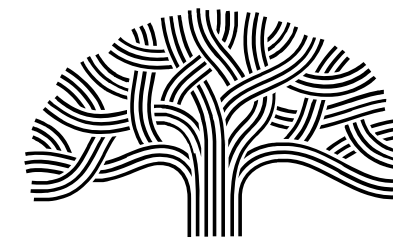
Fire Station Locations



Field Operations Responses



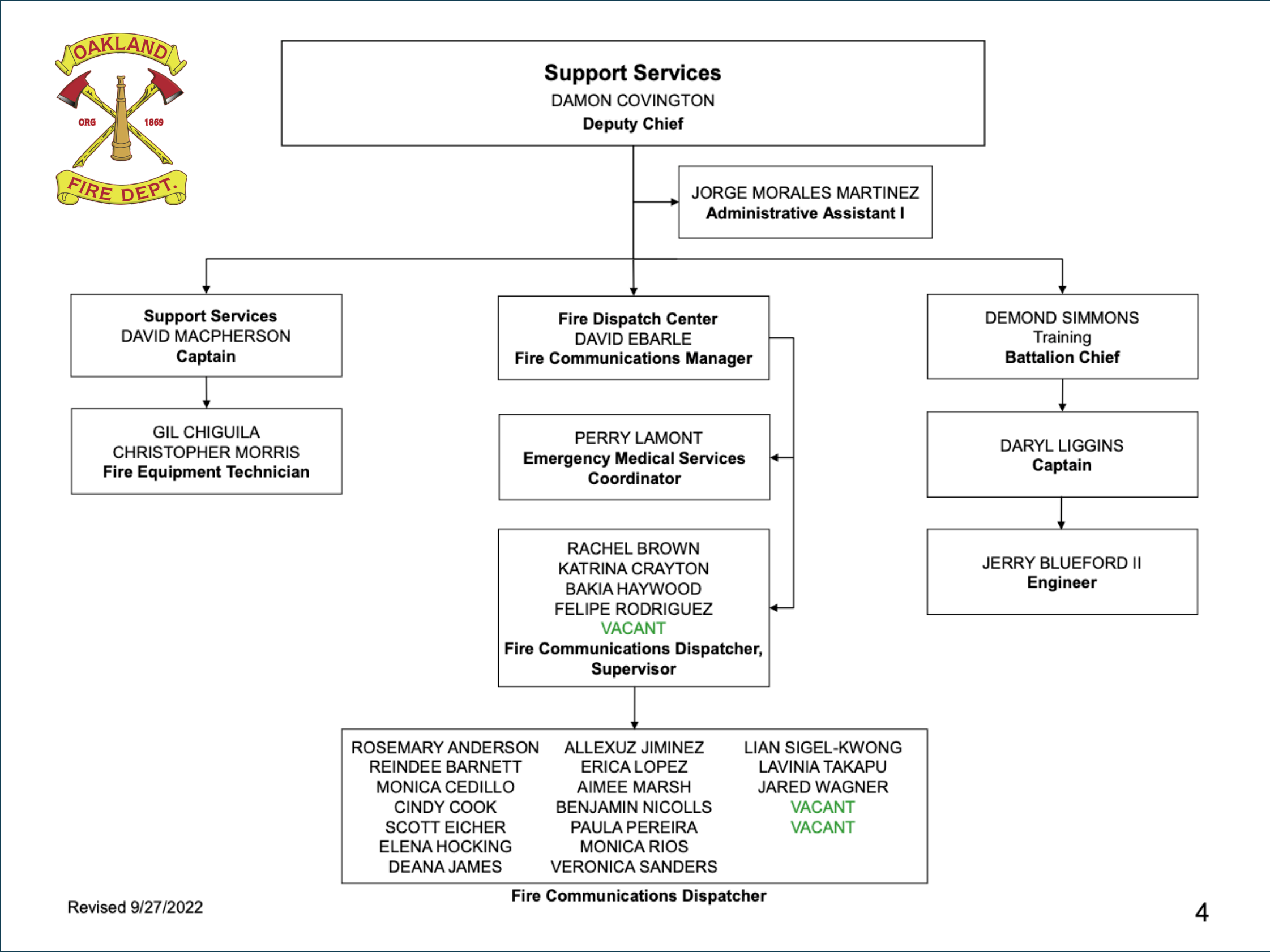
- Field Operations personnel respond to over 68,000 calls annually.
- Last 12m totals: 810 Confirmed Structure Fires, 1030 Vehicle Fires, 561 Vegetation Fires, 2865 Outside/Homeless Fires, 1391 Haz Mat/ Gas Responses, 3702 Utility Calls, 30 ARFF/ BART Responses, 377 Heavy Rescue/ Extrication calls, 53072 Emergency Medical Calls, 3654 Commercial Alarms, and 49 Mutual Aid responses.



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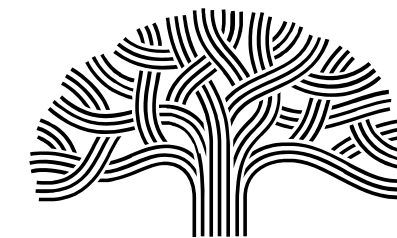
Support Services Division

The Support Services Division manages the timely and cost-effective purchase, acquisition, coordination, maintenance and/or repair of Fire Department facilities, fire apparatus, personal protective safety gear, and tool and equipment. The Training Center is responsible for annual department-mandated, and entry-level academy and probation training. In addition, it oversees the Operations of the Fire Dispatch Center which provides dispatch service support for emergency calls and non-emergency calls throughout the City. Coordinates with ITD, OPD and the Alameda County Regional Emergency Communication Center (ACRECC) to implement and maintain the City's Integrated Public Safety System (IPSS).



Support Services Division Priorities

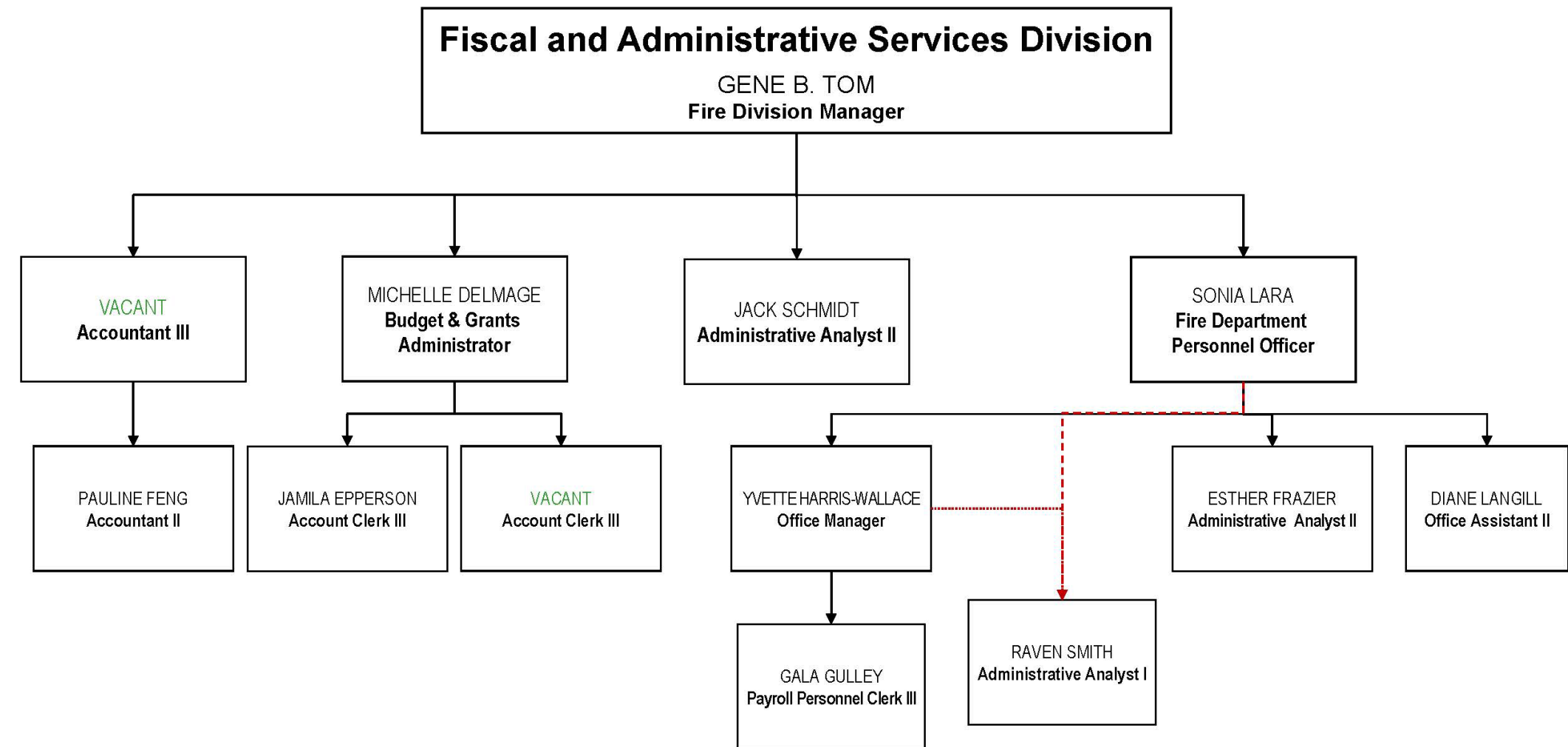
- Procure new apparatus in accordance with the replacement plan
- Identify a site for the new Fire Station 4
- Complete construction of the new Fire Station 29
- Secure mental health provider contracts for member treatment
- Strengthen partnership with the Public Works Department
- Provide world-class training for all OFD members



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Fiscal & Administrative Services Division

The Fiscal and Administrative Services Division manages entry level and promotional recruitments, performance management, worker's compensation, labor relations; provides training in labor law and practices to supervisory and executive-level staff; provides fiscal administration and analysis, payroll and benefits services.



Revised 9/27/2022

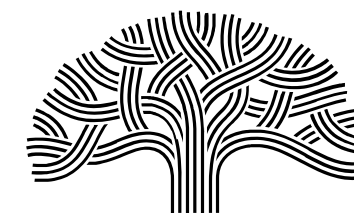


Fiscal & Administrative Services Division

Made up of three functional areas, supporting the Fire Department's core Public Safety functions:

- **Human Resources**

- Process personnel-related matters and maintains personnel files
- Divided into Personnel Administration, Employee Relations, Hiring and Recruiting, Workers' Compensation, and Medical
- Works hand in hand with the Human Resources Management Department (HRMD), Employee Relations and Risk Management Divisions



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Fiscal & Administrative Services Division

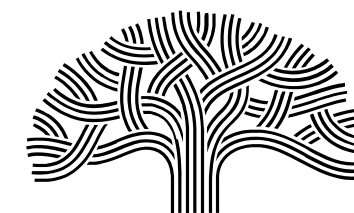


- **Fiscal Services**

- Provides accounting, accounts payable, accounts receivable, audits, budget development, contracting and purchasing, financial reporting, and grant services, reimbursements, and general ledger adjustments
- Works hand in hand with the Finance Department

- **Payroll**

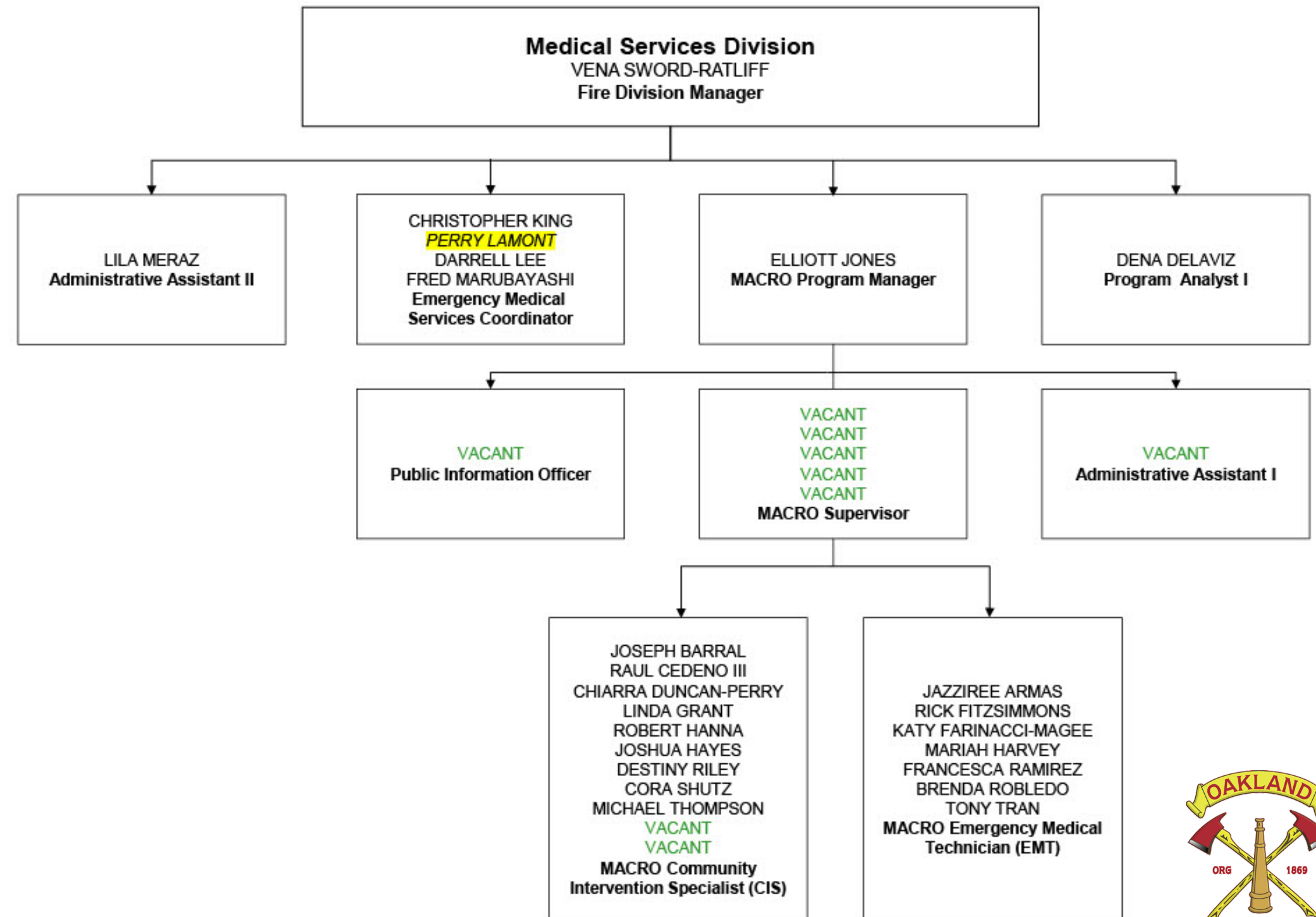
- Responsible for daily processing of all payroll-related matters and maintains payroll files



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Medical Services Division

The Medical Services Division (MSD) is responsible for providing Fire Department personnel and MACRO responders with continuing education and training which meets the state-mandated minimum requirements for Emergency Medical Technicians (EMT) and Paramedics (EMT-P). Fire personnel serves as first responders to emergency calls that may require basic and advanced emergency care when dispatched through the 911 system. We are committed to providing the highest quality medical care to the citizens and visitors of Oakland through training, disaster preparation, and managing the day-to-day needs in a high-call volume EMS system.

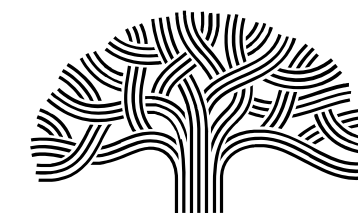


Revised 9/27/2022



Medical Services Division

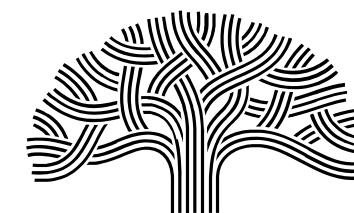
- Provides the highest level of first responder medical care to the citizens and visitors of Oakland.
- Adheres to the policies and procedures of our Local EMS Agency (LEMSA), Alameda County and California State Emergency Medical Services.
- Provides written guidelines and procedures related to the operation of first responder fire personnel, EMT and Paramedics.
- Provides continuing education, course requirements and skills testing to maintain license and certificates for Paramedic and EMT credentials.



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Medical Services Division

- Provides adequate medical equipment and supplies for all fire companies.
- Establishes procedures for patient care reporting for all patient contacts for legal documentation and quality assurance/quality improvement purposes.
- Provides Designated Infection Control Officer (DICO) duties for reporting exposures to suspected or actual communicable diseases, which has been a critical role during the COVID-19 pandemic.

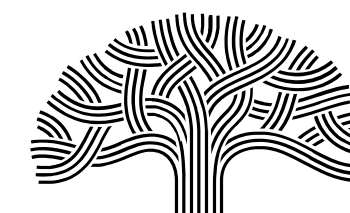


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Mobile Assistance Responders of Oakland (MACRO)



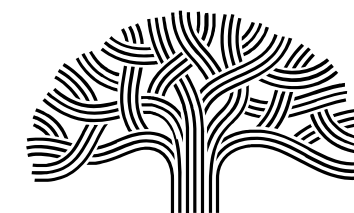
- The MACRO Program is a community response program for non-violent, non-emergency 911 calls.
- The purpose of MACRO is to meet the needs of the community with a compassionate care first response model grounded in empathy, service and community.
- MACRO mitigates non-emergency calls better suited for community resources by acting as an internal entity directly through the traditional 911 dispatch system.



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MACRO Continued

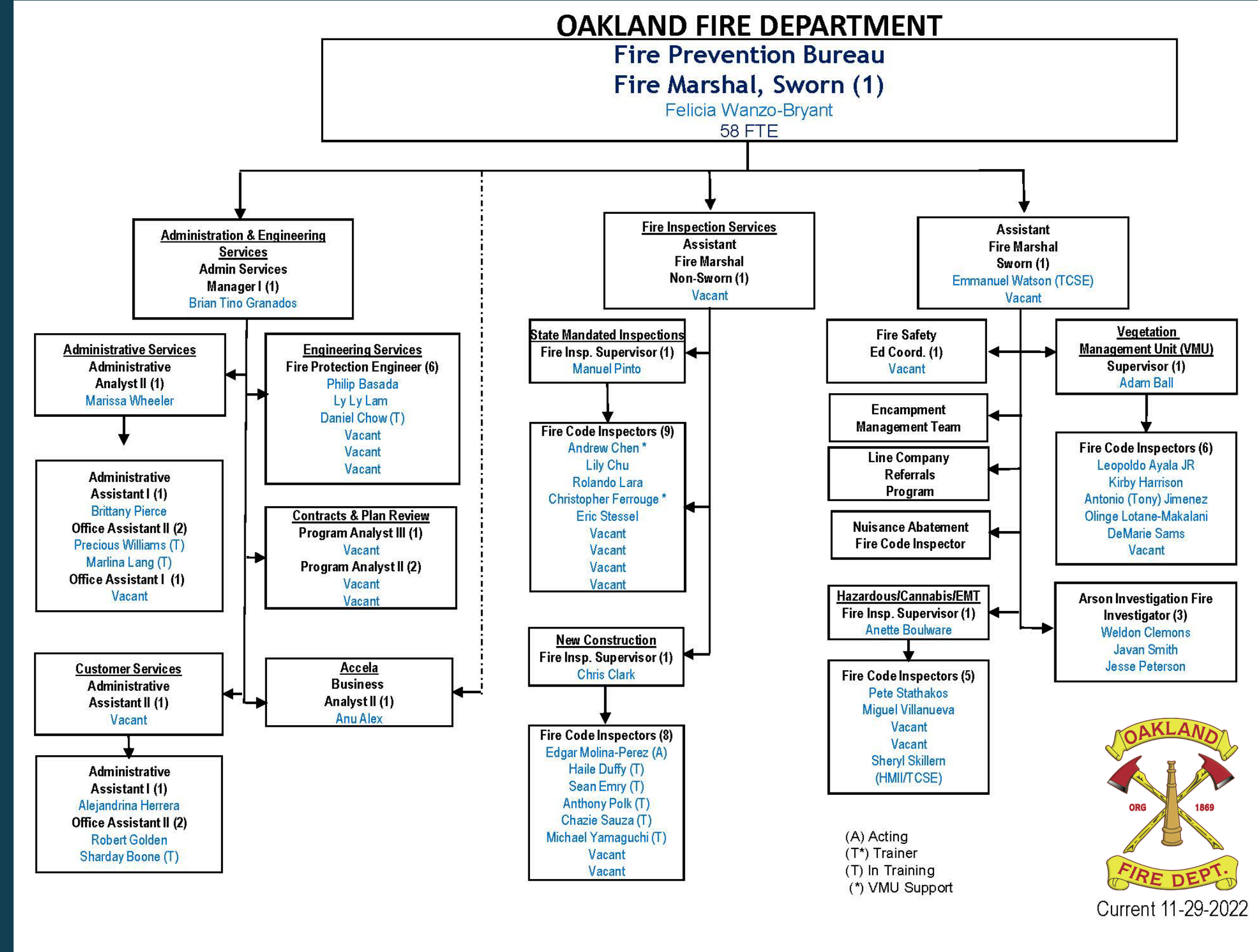
- Working to establish a direct line available for the public to request a MACRO response through OFD Dispatch.
- Low-acuity, non-emergent calls from the police and fire departments are triaged to MACRO units appropriately trained to meet the service recipient's needs by connecting them to the appropriate resources and services.



**CITY OF
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Fire Prevention Bureau

The Fire Prevention Bureau (FPB) provides overall fire code regulatory compliance functions for the City of Oakland. The FPB serves to directly benefit the health and life safety well-being of the entire community, through comprehensive fire protection engineering review and approval of new construction and tenant improvement plans, for fire and life safety comportment, and through comprehensive inspection and enforcement of the CA Fire Code. Annual inspection programs include State-mandated and operational permit inspections conducted by FPB code inspectors, with non-permitted and multi-unit residential inspections performed by engine company personnel.

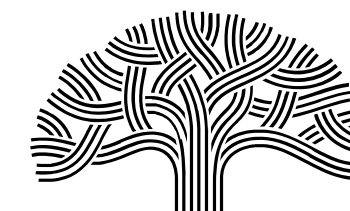


Fire Prevention Bureau Inspection Program



Commercial, Residential, Life Safety and State-Mandated

- Conducts fire safety inspections of apartment buildings and retail businesses.
- Inspects cannabis operations for Fire Code violations and investigates non-permitted operations.
- Reviews building plans, plans for tenant improvements and new construction.
- Conducts state-mandated inspections of buildings used for public assemblies, educational purposes, institutional facilities, multi-family residential dwellings, and high-rise structures.

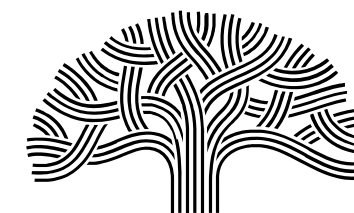


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Fire Prevention Bureau Vegetation Management



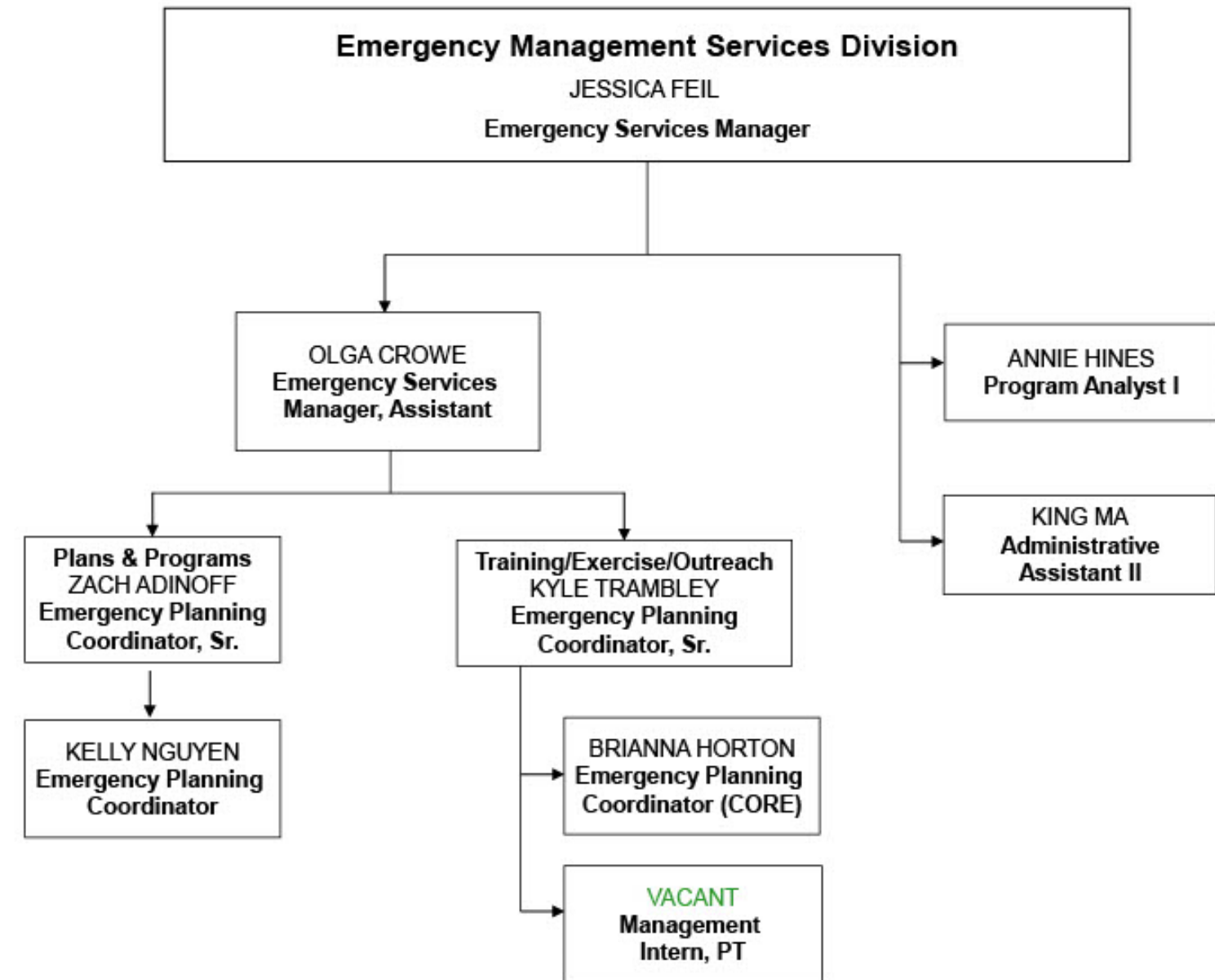
- The Oakland hills fall within High or Very High Fire Hazard Severity Zones (VHFHSZ), as designated by the California Department of Forestry and Fire Protection. Vegetation must be actively managed to reduce the threat and devastating effects of future wildfires.
- Vegetation Management (VM) Inspectors, along with Engine companies, are responsible for inspecting the over 25,000 properties (homes and vacant parcels) in the Oakland hills.
- The VM Unit strives to identify and mitigate hazards that could contribute to the spread, growth, and intensity of wildfire.
- Inspections are done annually, and property owners are required to actively maintain their parcels in a fire-safe condition year-round.



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Emergency Management Services Division

The Fire Prevention Bureau (FPB) provides overall fire code regulatory compliance functions for the City of Oakland. The FPB serves to directly benefit the health and life safety well-being of the entire community, through comprehensive fire protection engineering review and approval of new construction and tenant improvement plans, for fire and life safety comportment, and through comprehensive inspection and enforcement of the CA Fire Code. Annual inspection programs include State-mandated and operational permit inspections conducted by FPB code inspectors, with non-permitted and multi-unit residential inspections performed by engine company personnel.



Revised 9/27/2022

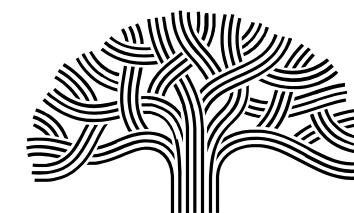


Emergency Management Services Division

We build community resilience through preparedness, mitigation, response, and recovery to all-hazards

Goals:

- Mitigate barriers to resilience to achieve equitable outcomes for Oakland residents
- Bolster comprehensive all-hazards emergency response plans and procedures
- Strengthen capacity and capability to respond to and recover

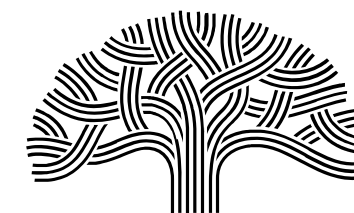


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Emergency Management Services Division



- Spearheads the coordination with local, state and federal disaster preparedness and response agencies.
- Develops mitigation, response, and recovery plans in coordination with the whole community.
- Manages the City of Oakland's Emergency Operations Center (EOC).
- Develops annual training and exercise plan to build City staff and residents capacity and capability to respond and recover from disasters
- Manages the Communities of Oakland Respond to Emergencies (CORE) program and collaborates with community-based organizations on disaster preparedness and response.

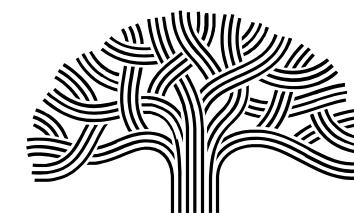


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Emergency Management Services Division Successes



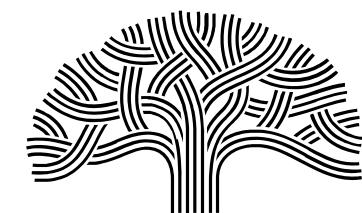
- Completed Local Hazard Mitigation Plan update
- Launched Oakland CERT Program - awarded 2021 program of the year
- Activated Warming and cooling centers with City Staff and trained volunteers.
- Developed and implemented:
 - 2 full-scale exercises
 - 6 Emergency Operations Center Trainings
 - 10 CERT training events
 - 4 Personnel Emergency Preparedness Training Events
 - 11 Emergency Respite Center Series trainings
 - Trained over 400 City staff and 390 members of the public



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Who to Contact?

- For questions regarding the content of this presentation, please contact: Fire Chief Reginald Freeman at **RFreeman2@oaklandca.gov**
- For questions or direct concerns to Michael Hunt at **MHunt@oaklandca.gov**



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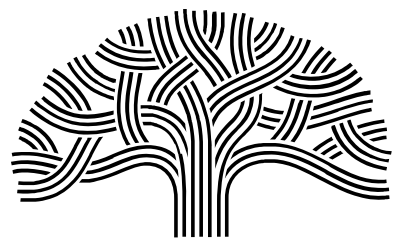
Department of Violence Prevention

Department of Violence Prevention

Guillermo Cespedes

Chief of Violence Prevention

Department of Violence Prevention

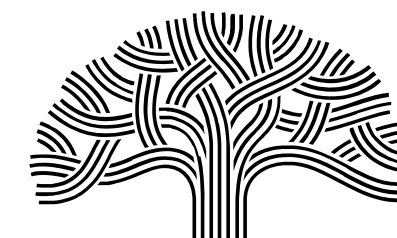


**CITY OF
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Mission Statement

The Department of Violence Prevention (DVP) works directly with individuals, peer groups, families and communities of victims, potential victims, and perpetrators of multiple forms of violence including gun-related, group/gang-related, intimate partner violence, and commercial sexual exploitation. The DVP pursues a public health approach guided by community-led violence prevention and intervention strategies to realize sustained safety and stability of the communities most-impacted by violence.



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Background

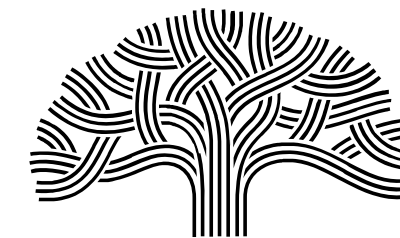
- July 2017: City Council Approves the creation of the Department of Violence Prevention(DVP)
- September 2019: Guillermo Cespedes is hired as Oakland's first Chief of Violence Prevention
- July 2020: Oakland Unite, formerly a division of Human Services Department, transitions staff and funded programs into the DVP



DVP Mandates

1. Reduce Gun Violence
2. Reduce Intimate Partner Violence
3. Reduce Commercial Sexual Exploitation
4. Reduce Trauma Associated with Cold Cases
5. Reduce Overall Community Trauma

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**CITY OF
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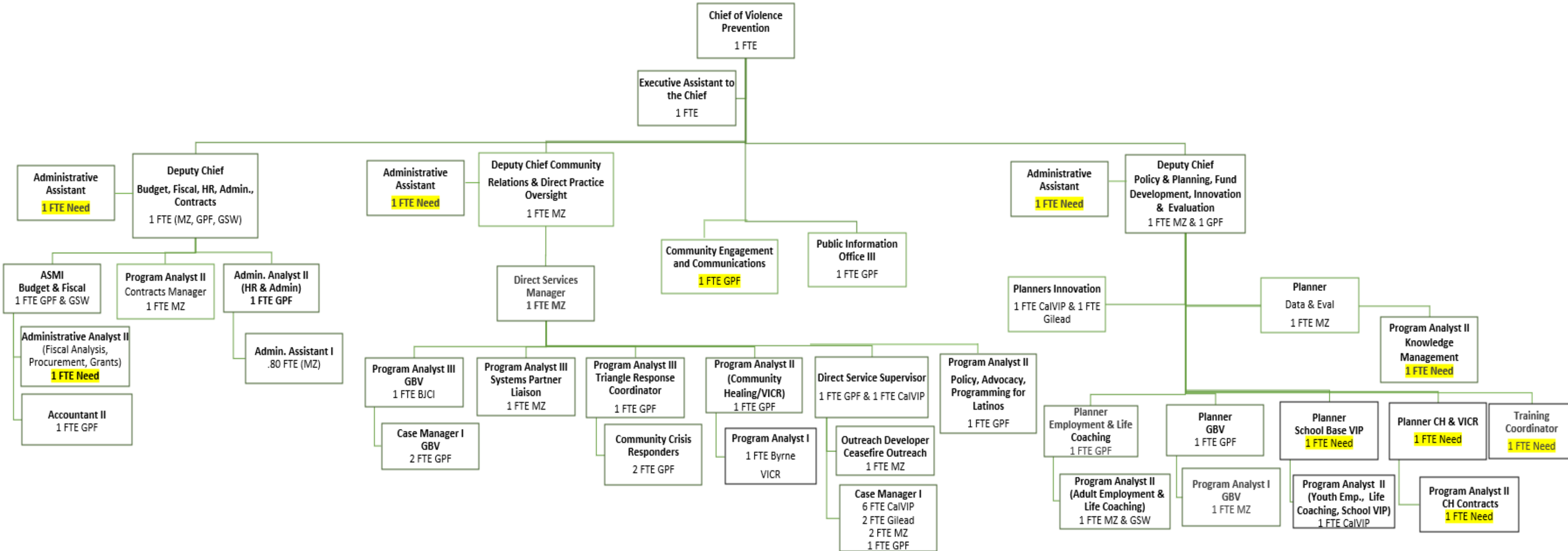
DVP- Hybrid Model

- Provides grants, monitors and coordinates the performance of 32 community-based organizations (CBOs) with system partners to deliver violence prevention and intervention services.
- Direct practice is focused on individual, family, peer, community and school level domains.
- Prioritizes hiring personnel with “lived experience” as a critical component of city government.
- Develops evidence-based technical designs for fund development and knowledge management purposes.

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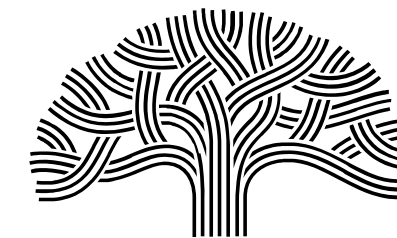
DVP- Organizational Chart



FY 2022-2023 Budget



Photo by Derick Daily on Unsplash



**CITY OF
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FY 2022-2023 Budget

Measure Z, General Purpose Funds, State, Federal, and Philanthropic

| Category | Percent of Total Budget | FY 2022-23 Amount | FTE |
|-----------------------|-------------------------|-------------------|------|
| Measure Z | 35% | \$10.6 million | 15.5 |
| General Purpose Funds | 42% | \$12.8 million | 18 |
| Grants | 23% | \$7 million | 15.5 |
| TOTAL | 100% | \$30.4 million | 49 |

FY 2022-2023 Use of Funds

| Category | Use of Funds |
|------------------------------|--------------|
| Violence Prevention Services | 76% |
| Personnel | 22% |
| Operating Budget | 1% |
| Participant Stipends | 1% |
| TOTAL | 100% |

Strategy Areas Overview

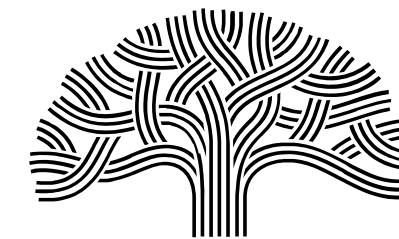
| DVP Spending Plan Measure Z & General-Purpose Funds | FY 2022-2023 |
|---|-----------------|
| Gun/Group/Gang Violence Response | \$10.50 million |
| Gender-Based Violence Response | \$4.40 million |
| Community Healing and Restoration | \$4.45 million |
| TOTAL | \$19.35 million |

Grant Awards FY 2022-2023

| Strategy Area/Sub-Strategy | # Awards | Funding |
|---|-----------|------------------------|
| GUN/GROUP/GANG VIOLENCE RESPONSE | | |
| Violent Incident Crisis Response | 8 | \$3.12 million |
| Youth Diversion and Youth and Adult Life Coaching | 11 | \$3 million |
| Youth and Adult Employment & Education Support Services | 7 | \$1.8 million |
| School-site Violence Intervention and Prevention Teams | 7 | \$2.4 million |
| GENDER-BASED VIOLENCE RESPONSE | | |
| Crisis Response | 3 | \$900,000 |
| Housing | 4 | \$1.1 million |
| Wraparound Services | 8 | \$2.4 million |
| COMMUNITY HEALING AND RESTORATION | | |
| Neighborhood and Community Teams with Town Nights | 6 | \$2.4 million |
| Healing/Restorative Activities | 4 | \$1 million |
| Therapeutic Supports | 1 | \$200,000 |
| Community Capacity-Building and Mini-Grants | 2 | \$850,000 |
| GRAND TOTAL | 61 | \$19.35 million |

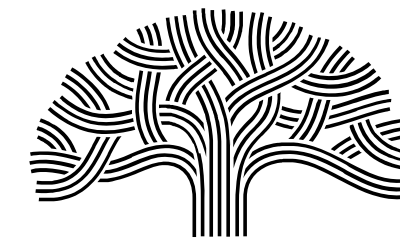
Funded Agencies

1. Abode Services
 2. Building Opportunities for Self-Sufficiency
 3. Catholic Charities of the Diocese of Oakland
 4. Center for Employment Opportunities, Inc.
 5. Communities United for Restorative Youth Justice
 6. Community & Youth Outreach, Inc.
 7. Community Works West, Inc.
 8. Covenant House California
 9. Destiny Arts Center
 10. East Bay Asian Youth Center
 11. Lao Family Community Development Inc.
 12. Movement Strategy Center (Urban Peace Movement)
 13. National Institute of Criminal Justice Reform
 14. Oakland LGBTQ Community Center, Inc.
 15. Oakland Kids First
 16. Oakland Private Industry Council, Inc.
 17. Oakland Unified School District Office of Equity
 18. Oakland Unified School District-Juvenile Justice Center
 19. Restorative Justice for Oakland Youth
 20. Roots Community Health Center
 21. Ruby's Place
 22. Safe Passages
 23. Sister-to-Sister 2 Inc.
 24. Student Program for Academic and Athletic Transitioning
 25. Family Violence Law Center
 26. The Mentoring Center
 27. Youth Employment Partnership, Inc.
 28. The Youth Leadership Institute
 29. Trybe, Inc.
 30. Urban Strategies Council
 31. Young Women's Freedom Center
 32. Youth ALIVE!
- **Please note this list does not include subgrantees.



**CITY OF
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Featured Programs



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Town Nights

Town Nights is a community-driven, multi-generational violence prevention and intervention strategy that involves four components:

- 1) Outreach to community members to attend events
- 2) Employment opportunities for residents who work at events
- 3) Recreational activities and food available for free to all attendees
- 4) Violence interruption dialogues facilitated by violence interrupters and community engagement teams that are intended to reduce future violence



| | # of Nights | # of Locations | # of Estimated Attendees |
|-------------|-----------------------------|----------------|--------------------------|
| Winter 2021 | 3 | 8 | 4,000 |
| Summer 2022 | 5 | 9 | 12,000 |
| Total | 69 total Town Nights events | | 16,000 |

During the entire 4-week period that Summer 2022 Town Nights operated, beginning on June 17, 2022, and ending on July 15, 2022, 82 assaults with a firearm or homicides took place in Town Nights police beats or adjacent police beats compared to 131 during comparison days in 2021. This is a 37% reduction.

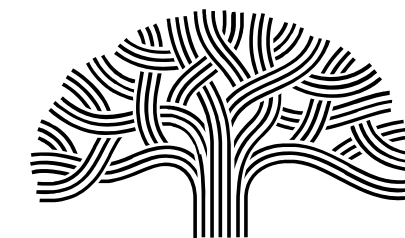
Triangle Incident Response (TIR)

Triangle Incident Response (TIR) is a 24/7 real-time, coordinated crime scene response that aims to reduce retaliatory group/gang related violence, reduce the levels of trauma experienced by individuals, families, and impacted community members, and improve police-community relationships.

TIR partners, staffed by professionals with different orientations and responsibilities, include:

1. DVP CBO funded Violence Interrupters
2. DVP Personnel, Crime-scene Response Advocates, with expertise in crisis intervention principles
3. Law enforcement with knowledge of the geographic areas in which the triangle is implemented.

Since March 2022, the DVP and its funded agencies have responded to over **330** shootings and homicides to provide support and resources to victims and their families.



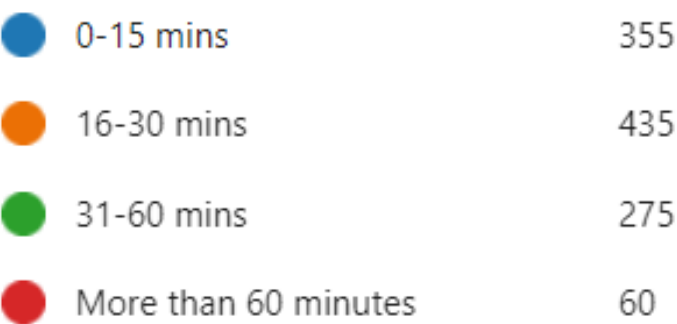
**CITY OF
OAKLAND**

Community Engagement Teams

Community Engagement Teams (CET) send trusted messengers with lived experience and familiarity in neighborhoods of focus to deliver outreach messages to community members and connect individuals to services. Since April 2022, CET members have conducted outreach to over **1,000 individuals**.

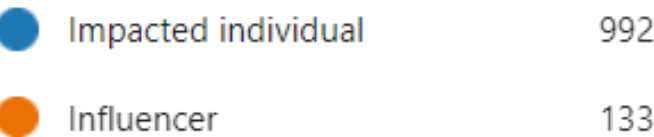
Duration of contact (minutes)

[More Details](#)



Type of person contacted

[More Details](#)



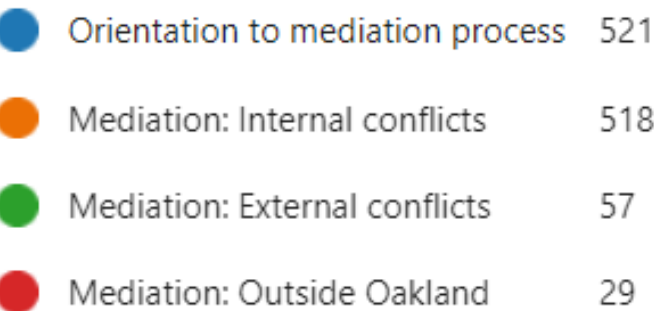
Method of contact

[More Details](#)



Type of message delivered

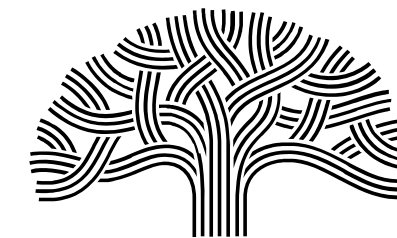
[More Details](#)



Federal, State & Philanthropic Grants



Photo by Derick Daily on Unsplash



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Gilead Foundation, Oakland Fund for Public Innovation

- **Term:** July 2022 to June 2025 (3 Years)
- **Amount:** \$1,800,000
- 3 FTE
 - 1 FTE Administrative
 - 2 FTE Direct Practice
- **Grant Activities:**
 - Implement family systems work with high-risk students in OUSD schools
 - Host Summer 2023 Town Nights events for 8 weeks at 9 locations
 - Develop and implement a violence prevention and intervention awareness media campaign

The Board of State and Community Corrections (BSCC)'s California Violence Intervention and Prevention (CalVIP)

- **Term:** July 2022 to December 2025 (3.5 Years)
- **Amount:** \$6,000,000
- 8 FTE
 - 1 Administrative
 - 7 Direct Practice
- **Grant Activities:**
 - Implement family systems work with high-risk individuals affiliated with Case/Acorn, ENT/Ghost Town, or Norteños groups
 - Hire 24 Community Engagement Team members to perform street outreach with above groups
 - Implement Cognitive Behavioral Therapy training with high-risk individuals
 - Implement Crime Prevention through Environmental Design (lighting, blight remediation, etc.)

The Bureau of Justice Assistance Byrne Discretionary Grants

- **Term:** January 2023 – May 2024 (17 months)
- **Amount:** \$200,000
- **1 FTE** Administrative
- **Grant Activities:**
 - Hire a Program Analyst I to support the department's violence incident crisis response activities, specifically to:
 - Manage contracts with eight community-based organizations (CBOs) that are funded through the DVP to hire and supervise violence interrupters and hospital-based responders
 - Provide administrative support to violence interrupters and crime scene response advocates who participate in the DVP's triangle incident response (TIR) to shootings and homicides.

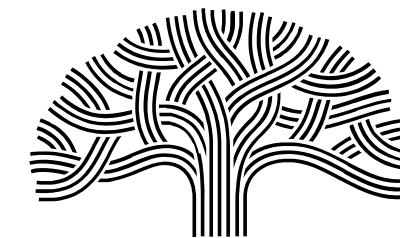
Byrne Criminal Justice Innovation Program

- **Term:** October 2021 – September 2024 (3 years)
- **Amount:** \$1,000,000
- **2 FTE** Direct Practice
- **Grant Activities:**
 - Triangle incident response for group violence and gender-based violence in hot-spot neighborhoods of East Oakland
 - Engage community in reducing collective trauma and solution building
 - Enhance collaboration among criminal justice partners
 - Improve relationships between community and city government

California Department of Corrections and Rehabilitation – Golden State Works

- **Term:** July 2022 – June 2025 (3 years)
- **Amount:** \$11.84 million
- **1.5 FTE** Administrative
- **Grant Activities:**
 - Contract with sub-grantee to provide life skills education and job training to people on parole who are returning to Oakland
 - Partner with Caltrans to provide rapid employment for 800 people on parole in Oakland

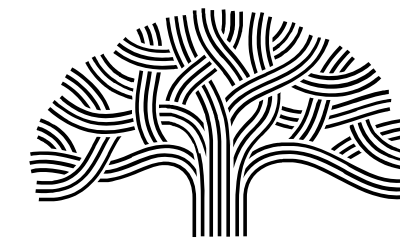
Challenges/Opportunities



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DVP Challenges/Opportunities

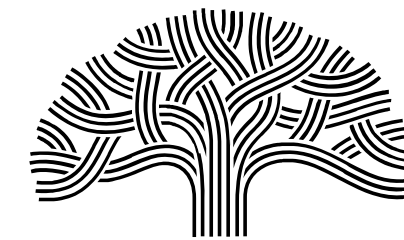
- Increase capacity to meet the broad range of mandates
- Secure on-going funding
- Review mandate of trauma associated with cold cases
- Strengthen supervision and develop professional support for the direct practice team.



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DVP Challenges/Opportunities (continued)

- Establish a robust communications, branding and marketing plan, print materials, and community awareness campaign
- Establish city-wide criteria for levels of intervention based on levels of risk
- Manage and reduce the recent increase in violence at Oakland schools
- Culturally relevant support services for unaccompanied minors

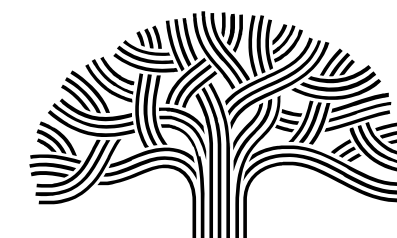


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Learn More

Visit our website to learn more about violence prevention and intervention program strategies, funding opportunities, upcoming events, news and updates!

oaklandca.gov/departments/violence-prevention



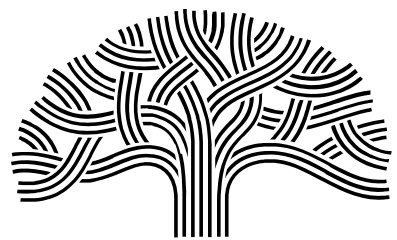
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Thank You



Oakland Police Department

Oakland Police Department

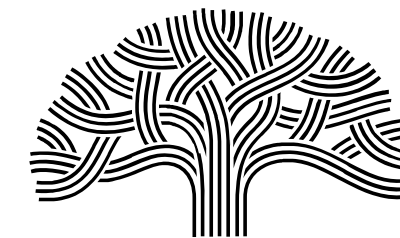


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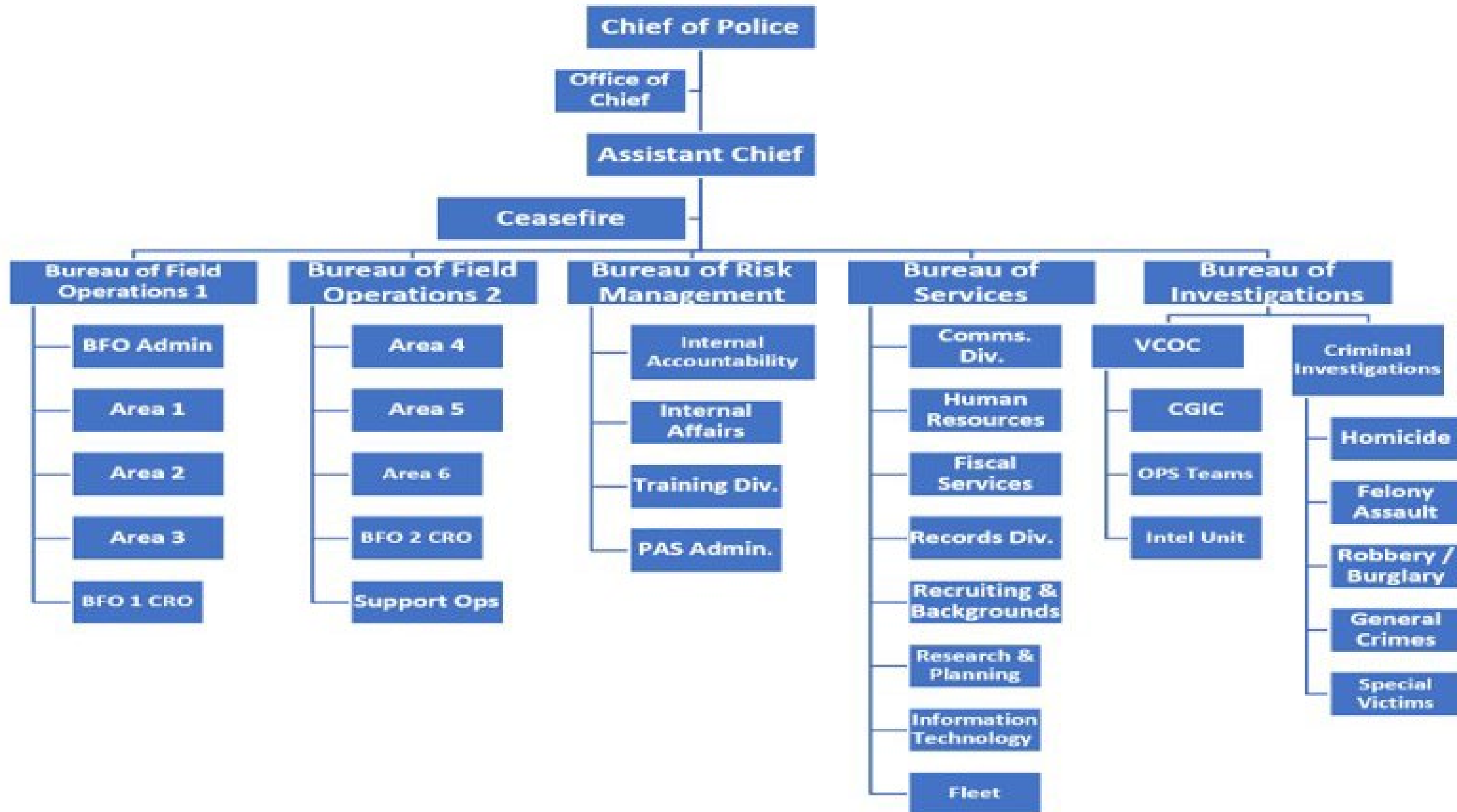
Mission Statement

The Oakland Police Department's mission is to provide police service focused on public safety and the sanctity of life, to hold ourselves accountable to a high standard of conduct, efficiency, and efficacy, and to promote mutual respect between the Department and the Communities of Oakland.



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Oakland Police Department Staffing



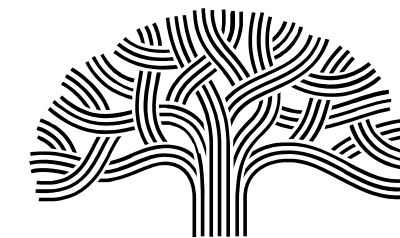
Budget Sources

| FUNDING SOURCES | AMOUNTS | STAFFING | FROZEN |
|--|-------------------------|--------------------------------------|---------------------------------|
| 1010 General Fund: General Purpose | \$330,989.842.71 | 348.50 (Professional) 792 (Sworn) | 14 (Professional) 66 (Sworn) |
| 1100 Self Insurance Liability | \$4,968,293.00 | | |
| 1150 Worker's Compensation Insurance Claims | \$572,214.00 | 2.00 | |
| 2113 Department of Justice – COPS Hiring | 0.00 | | |
| 2159 State of California Other | \$603,894.96 | | |
| 2172 Alameda County: Vehicle Abatement Authority | \$459,131.11 | 1.59 | |
| 2218 Measure BB Local Streets and Roads | 0.00 | | |
| 2252 Measure Z – Violence Prevention and Public Safety Act of 2014 | \$15,846,919.81 | | |
| 2411 False Alarm Reduction Program | \$1,515,581.47 | 53.72 | |
| 2416 Traffic Safety Fund | \$32,995.73 | 5.17 | |
| 2995 Police Grants | \$2,177.83 | | |
| 4200 Radio/Telecommunications | \$218,069.00 | 1.00 | |
| TOTAL | \$355,164,119.62 | 1,203.98 | 80.00 |

OPD Top Priorities

#1 Reducing Crime to Improve Public Safety

- OPD has increased its partnership with the Department of Violence Prevention (DVP) on violence prevention initiatives.
- OPD has increased the number and frequency of Ceasefire call ins.
- There has been a reduction in violent crime, in particular homicides and shootings.

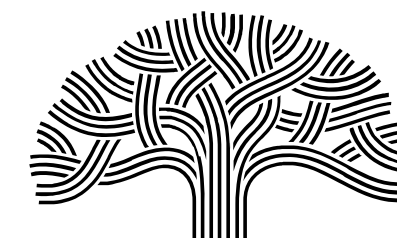


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OAKLAND**

OPD Top Priorities

#2 Improve Community Engagement and Strengthen Community Trust

- OPD has expanded de-escalation training and offered de-escalation training to Community members.
- OPD has hosted Community events that encourage participation by both residents and OPD employees including block clean ups, trunk or treat for Halloween, three citywide CommUNITY Tours, and starting the Conversation Toward Solutions series.



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OPD Top Priorities

#3 Develop and Foster a High-Quality, Involved, and Respected Workforce

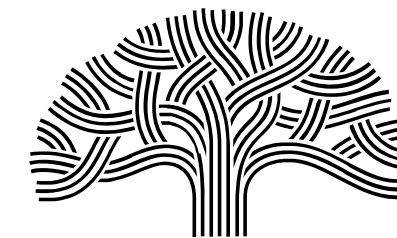
- OPD has established and deployed its employee recognition program.
- OPD has monthly video updates from the Chief and other executive command staff on an ongoing basis.
- OPD has created and implemented leadership training programs including sergeant and officer Continuing Professional Training (CPT), command retreat, and others.



OPD Top Priorities

#4 Demonstrate Sustained Compliance with the Negotiated Settlement Agreement

- For the first time in its history OPD has reached a period of sustainability.
- OPD has outlined a process and continues to actively monitor the 11 remaining tasks.

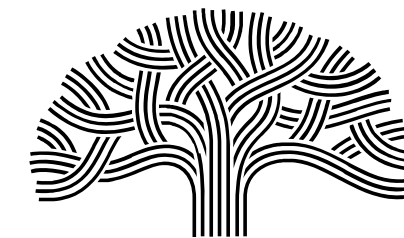


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OPD Top Priorities

#5 Prepare for the Future of Police Service Delivery

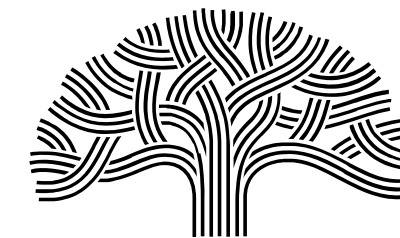
- OPD continues to work closely with MACRO to increase the number of calls that can be referred for non-police response.
- OPD is in communication with OUSD on response to school related crimes.



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Partnership with DVP

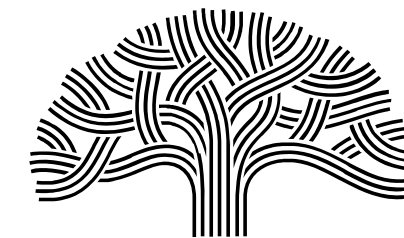
- OPD continues to partner with DVP on Ceasefire direct communication and homicide triangle response.
- OPD Victim Services works in conjunction with DVP to ensure victims are connected with resources and services.
- OPD has collaborated with DVP on system partner and violence interrupter trainings.
- OPD and DVP continue to coordinate efforts to respond to school violence; however, there are some challenges around school response when law enforcement is needed.



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OPD Challenges

- Violent crime
- Staffing (recruiting and retention)
- Inability to utilize technology to address crime
- Morale
- Increased calls for service (1,000,000 calls in 2022)



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LEARN MORE

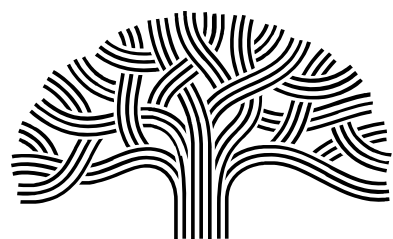
For questions regarding the content of this presentation or for direct constituent concerns, please contact Chief LeRonne Armstrong at larmstrong@oaklandca.gov and Assistant Chief Darren Allison at dallison@oaklandca.gov.

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Office of the Inspector General

Office of the Inspector General

Michelle N. Phillips
Inspector General



CITY OF
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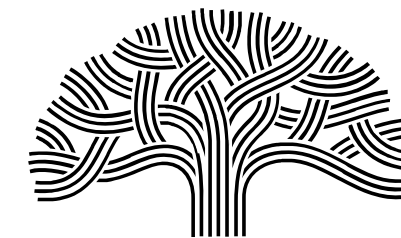
OIG Key Staff

Michelle N. Phillips, Inspector General

MPhillips@oaklandca.gov

510-238-2916 (O)

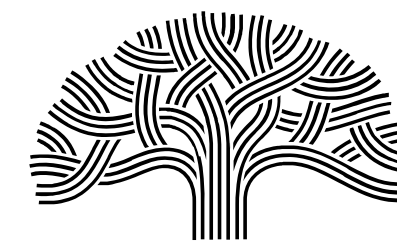
510-381-2916 (C)



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Mission Statement

The Office of the Inspector General is an independent, non-partisan oversight agency that will assist with increasing community trust and ensuring accountability in the Oakland Police Department. In its administration of duties, the Office of the Inspector General will implement a fair, thorough, and autonomous system of civilian oversight of law enforcement. This is accomplished by conducting detailed, objective, and timely audits, reviews, inspections and evaluations of the Oakland Police Department and the Community Police Review Agency, to ensure compliance with laws and policies. The Office of the Inspector General will drive best practices by recommending improvements to policies and trainings as well as engaging in collaborative initiatives that promote systemic advancements.



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Core Services

The OIG shall audit and monitor OPD compliance with the Negotiated Settlement Agreement

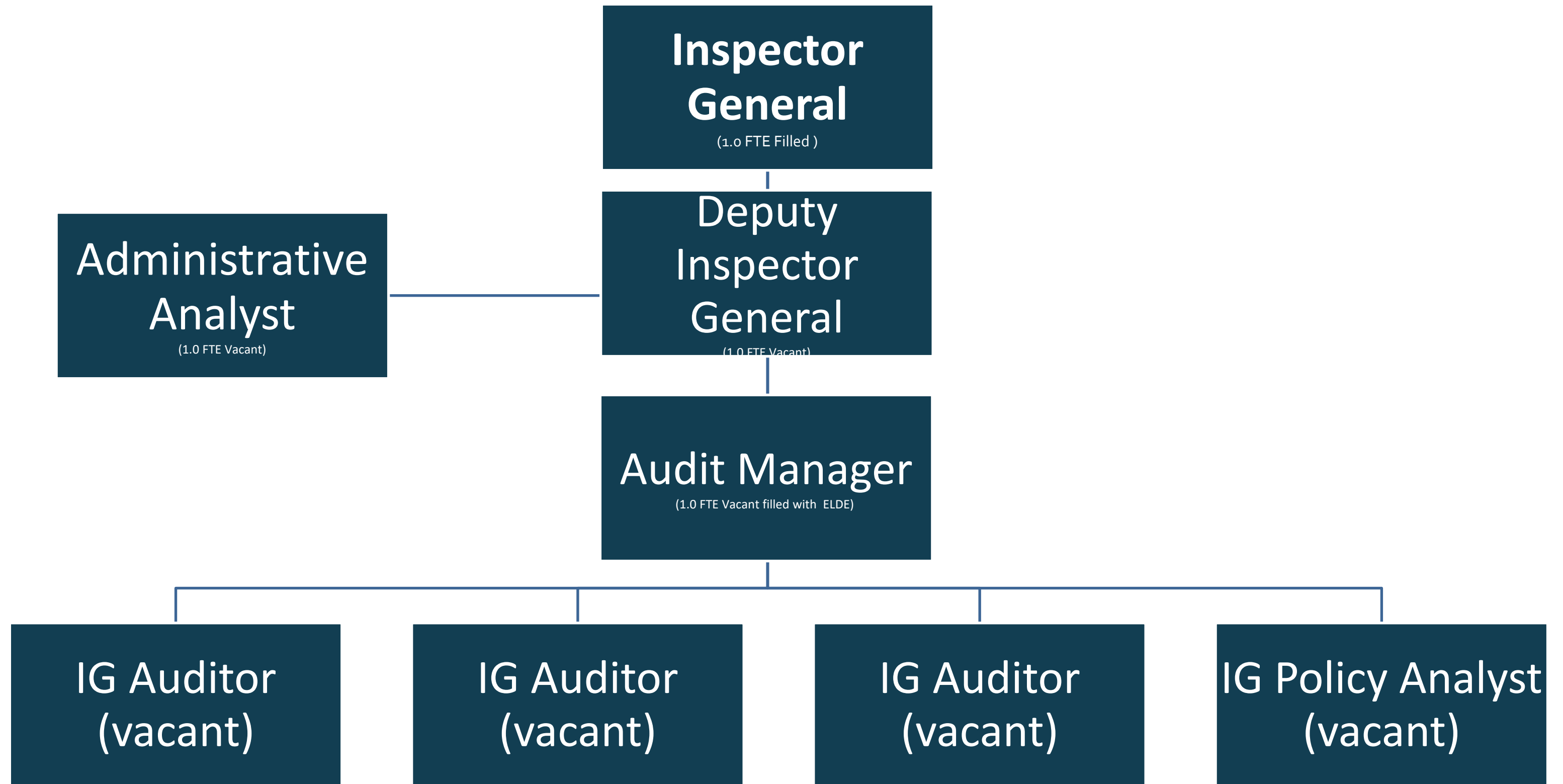
The OIG may review claims, lawsuits, settlements, complaints, and investigations, by, against, or involving the Oakland Police Department and the Community Police Review Agency

Independent
Civilian Oversight
of the Oakland
Police Department

Attend community engagement events. Facilitate community conversations surrounding independent civilian oversight of the Oakland Police Department

Make recommendations to the Oakland Police Commission, City Council or other action holders based on audits, reviews, evaluations and inspections

Organizational Chart



Current Budget

| | | | | | | | | | Sum of | | |
|---------|---------------------------------|---|-----------------|---------|---------|------|-----------|-----------|-----------|-----------|---------|
| | | | | | | | | | Sum of | FY22-23 | Sum of |
| | | | | | | | | | FY22-23 | Working | FY22-23 |
| | | | | | | | | | Working | One | Working |
| Departm | Org and | Project | Acct and | | | Prog | Ongoing | Time | Total | | |
| ▼ | Desc | and De | ▼ | Catego | ▼ | Desc | ▼ | | | | |
| DP660 - | 66311 - | 1000002 | ISF | | | | | 0 | 0 | | |
| | | 1000002 - DP020 Administrative Project To | | | | | 0 | | 0 | | |
| | | 1003737 | ISF | | | | | 29,732 | 29,732 | | |
| | | | O&M | 52211 - | PG_IP06 | | | 25,000 | 25,000 | | |
| | | | | 52213 - | PG_IP06 | | | 18,000 | 18,000 | | |
| | | | | 52911 - | PG_IP06 | | | 500 | 500 | | |
| | | | | 53314 - | PG_IP06 | | | 6,000 | 6,000 | | |
| | | | | 53611 - | PG_IP06 | | | 500 | 500 | | |
| | | | | 55119 - | PG_IP06 | | | 10,000 | 10,000 | | |
| | | | | 55212 - | PG_IP06 | | | 6,000 | 6,000 | | |
| | | | O&M Total | | | | | 48,000 | 18,000 | 66,000 | |
| | | | Personnel & OH | | | | | 2,339,794 | 36,186 | 2,375,980 | |
| | | | Utilities | 53117 - | PG_IP06 | | | 5,000 | | 5,000 | |
| | | | Utilities Total | | | | | 5,000 | | 5,000 | |
| | | 1003737 - DP660 Administrative Project To | | | | | 2,422,526 | 54,186 | 2,476,712 | | |
| | 66311 - Inspector General Total | | | | | | | 2,422,526 | 54,186 | 2,476,712 | |

Top Priorities

Problem Statement:

Fill the current OIG vacancies with skilled permanent individuals to solidify and stabilize the agency.

Background:

Prior to the Inspector General appointment, OIG was budgeted to hire positions exclusively in the Oakland Police Department. To avoid confusion in the hiring process, new job classifications were created for the OIG.

Challenges:

The creation and approval of new job classifications took approximately six months. OIG is working with the human resources team to hire for the newly created positions. This process is lengthy and will take approximately five months.

Successes:

OIG hired three exempt limited duration employees in the eleven months it has been operational, with the assistance of the human resources and budget departments.

Top Priorities (continued)

Problem Statement:

Timelines completing work products such as audits and reviews

Background:

Charter Oakland City Charter 604(f)(5) mandates the following for the OIG:

- Audit OPD compliance with the fifty-two (52) tasks described in the Settlement Agreement
- Make recommendations to OPD, the Commission, and the City Council based on its audit(s)
- Two exempt limited duration employees assigned to work on the OPD task compliance.

Top Priorities (continued)

Background (cont'd) :

Charter Oakland City Charter 604(f)(5) mandates the following for the OIG:

- Currently reviewing task 42, which launched August 2022 with an entrance conference.
- Review legal claims, lawsuits, settlements, complaints, and investigations, by, against, or involving the Department and the Agency, to ensure all allegations of police officer misconduct are thoroughly investigated, and to identify any systemic issues regarding Department and Agency practices and policies.
- The Inspector General is currently reviewing several closed but connected complaints at the direction of the Oakland Police Commission and Oakland City Council.

Top Priorities (continued)

Challenges:

A lack of staffing resources directly impacts the productivity timelines, the prioritization of administrative reports, in conjunction with project priorities. The Inspector General (IG) and the Executive Assistant to the IG are solely responsible for the administrative function of the OIG.

Successes:

OIG released one public synopsis, initiated a review of six closed complaints/investigations (still ongoing) and launched its first OPD audit in 2022. OIG has continued to communicate with stakeholders to ensure realistic expectations as it expands its workforce and stabilizes its structure.

OIG Needs Moving Forward

- Adequate staff and office space to ensure an effective operation.
- A coordinated effort by all stakeholders to stabilize the entire oversight structure to be sound and effective.
- Sufficient support of the civilian oversight function in its entirety is a key factor in successfully resolving the Delphine Allen NSA and enhancing community-centered, constitutional policing in the City of Oakland.

Learn More



City of Oakland



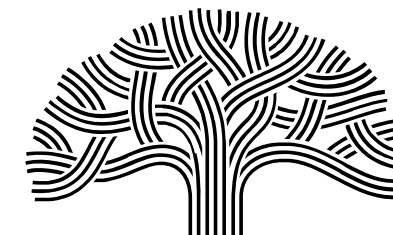
Office of the Inspector
General



General Email: OIG@oaklandca.gov

Website: <https://www.oaklandca.gov/departments/inspector-general>

****All Social Platforms continue to be a work in progress**



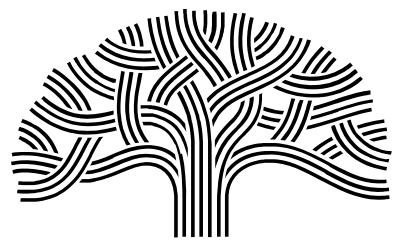
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Community Police Review Agency

Community Police Review Agency (CPRA)

Charlotte Jones
Interim Executive Director

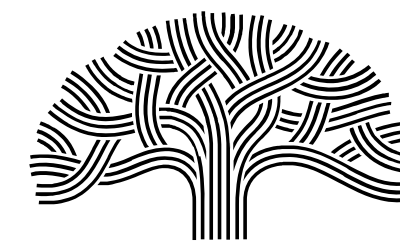


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Police Oversight

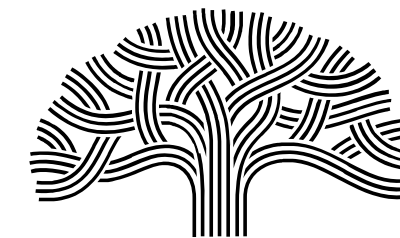
- 2016 Measure LL created the Oakland Police Commission and the Community Police Review Agency (CPRA), formerly the CPRB. 2020, Measure S1 expanded the independence, authority and staffing of the Police Commission and CPRA.
- Police Commission, among other duties, oversees policies and procedures of the Oakland Police Department.
- CPRA is the civilian investigative arm of the Police Commission, with the primary role of investigating complaints of misconduct arising out of community interactions with OPD officers.



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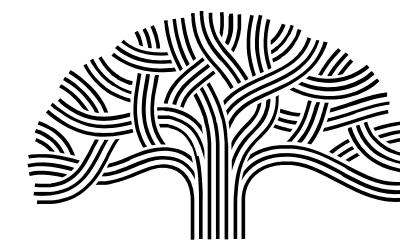
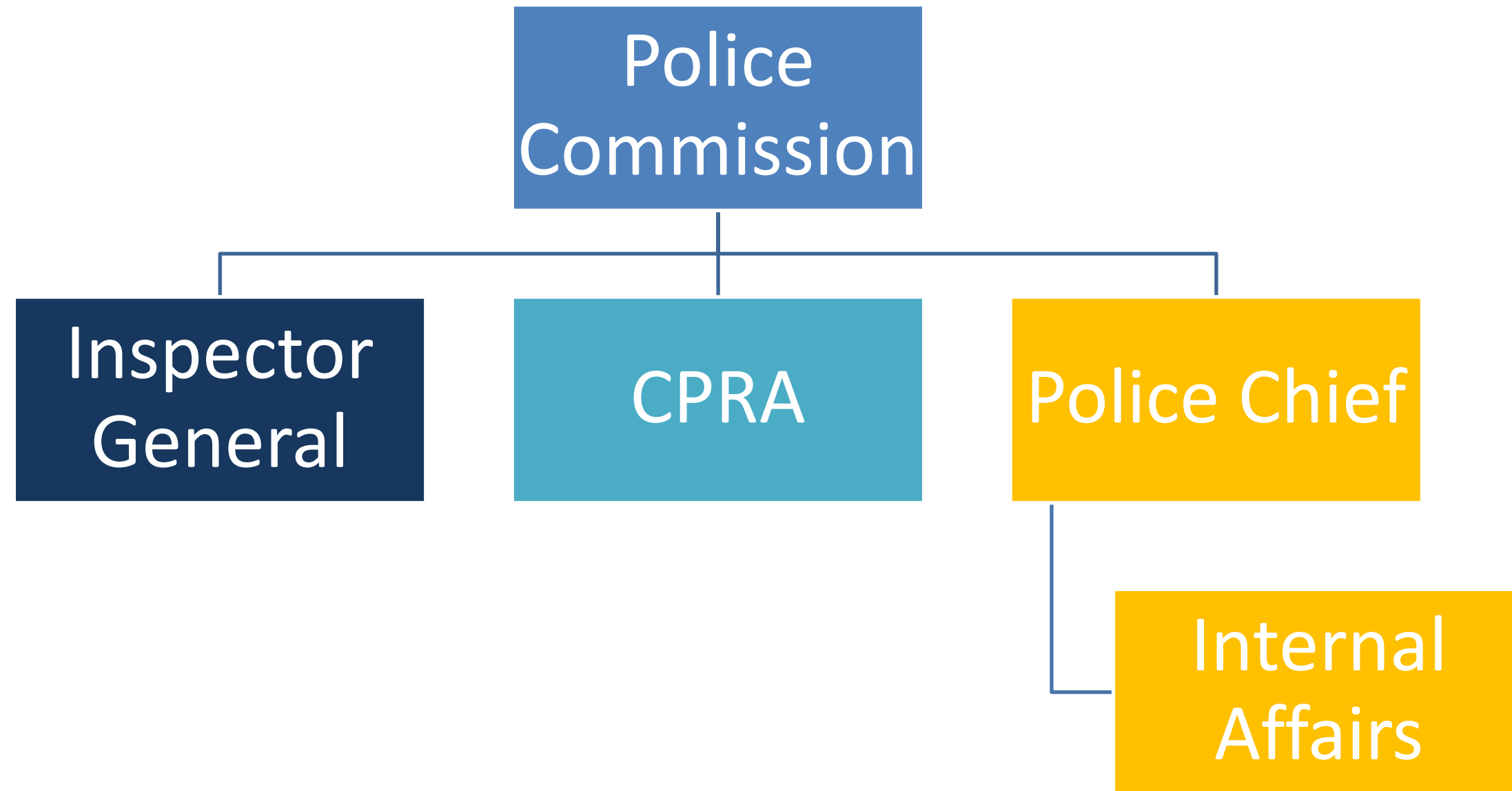
Mission Statement

To contribute to effective police oversight and increase police accountability to the community through impartial, thorough, and timely investigations of complaints against sworn employees of OPD, objective findings, and fair discipline recommendations.



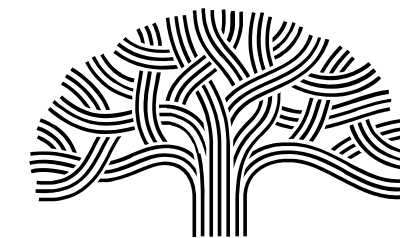
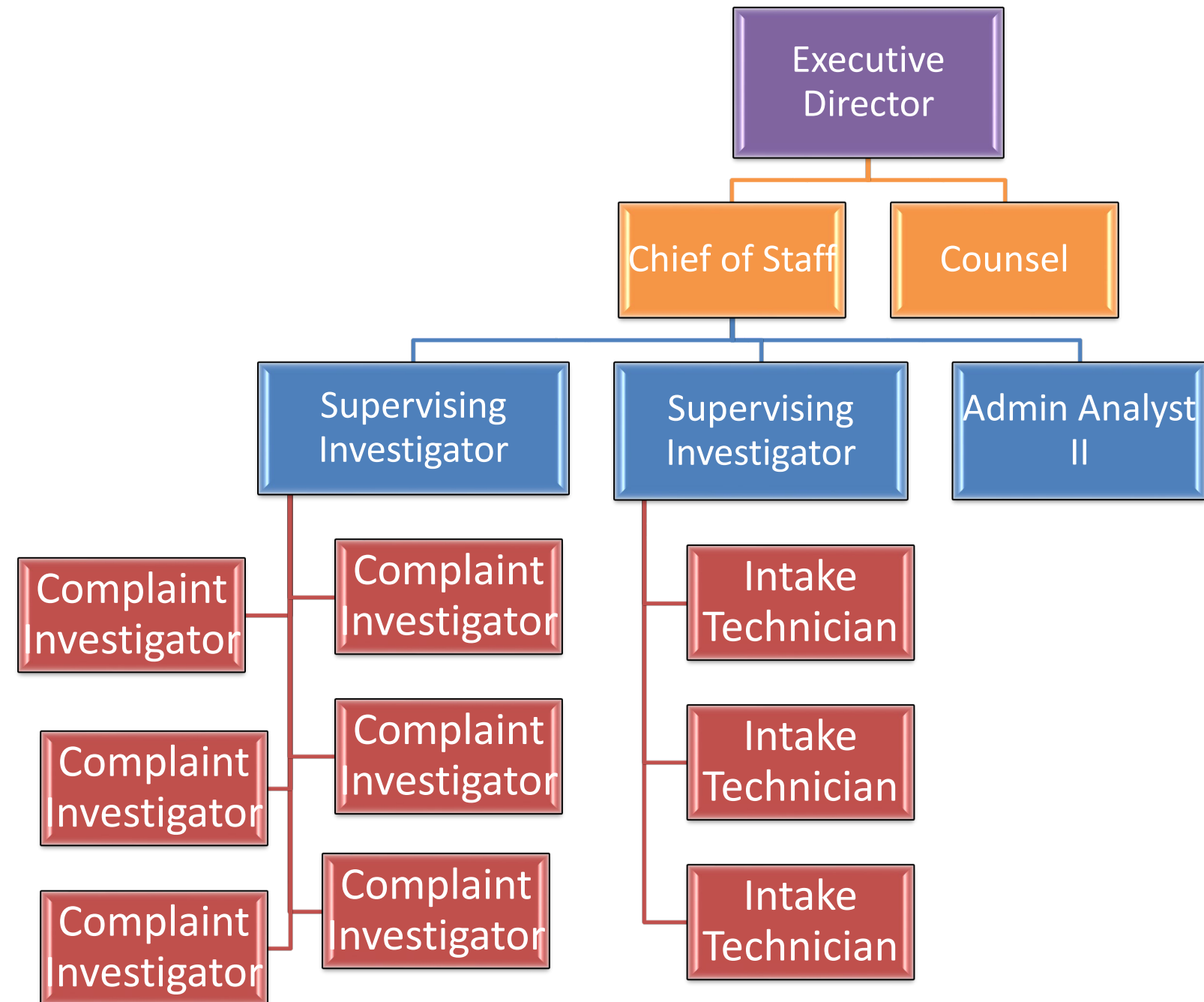
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Structure of Oversight



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CPRA Structure



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Filing Complaints

Can be made with
an OPD supervisor
in the field

With Internal
Affairs Division
(IAD)

IAD forwards to
CPRA within 24
hours

With CPRA online,
in person, phone,
letter, email

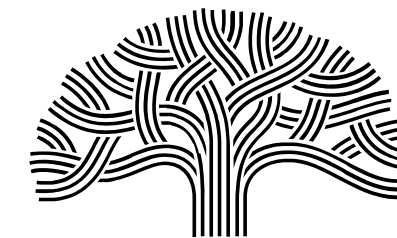
Can be anonymous
and third party

Can include
multiple
allegations and/or
multiple officers

Mandated Complaints

CPRA is mandated to investigate complaints involving:

- Use of Force
- In-custody deaths
- Profiling/discrimination based on protected characteristics identified by federal, state or local government
- Untruthfulness
- First Amendment Assemblies



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CPRA Investigative Process

1. Intake: Determine mandated or non-mandated
2. Mandated: assigned for investigation
3. CPRA investigation separate and independent from OPD
4. Result: Report, Findings (Sustained, Exonerated, Unfounded, Not Sustained)
5. Sustained: Discipline recommendation
6. Submit to: Chair of Commission and Chief of Police
7. Disagreement: Police Commission Discipline Committee
8. Skelly / Arbitration

LEARN MORE

Visit the website to learn more about filing a complaint, request a complaint form, file an online complaint, and learn more about CPRA

[OAKLANDCA.GOV/CPRA](https://oaklandca.gov/cpra)

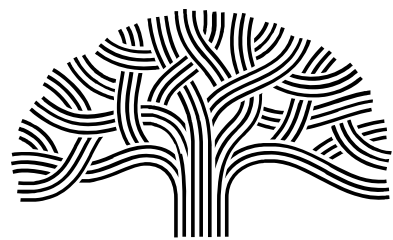


Public Safety and Services Violence Prevention Oversight Commission (SSOC)

Public Safety and Services Oversight Commission (SSOC)

Tonya Gilmore

Assistant to the City Administrator



CITY OF
OAKLAND



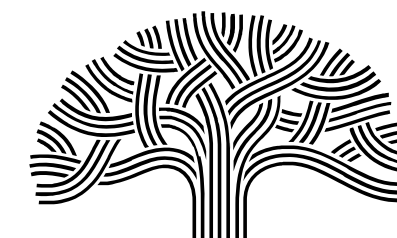
Mandated Duties of the SSOC

- Evaluate, inquire & review the administration, coordination and evaluation of strategies and practices mandated in this Ordinance
- Make recommendations to City Administrator regarding scope of program evaluation
- Receive draft performance reviews before evaluator finalizes the report
- Report issues identified in the annual fiscal audit to the Mayor & City Council
- Review annual fiscal and performance audits & evaluations



Mandated Duties of the SSOC

- Report in a public meeting to the Mayor & City Council on the implementation of MZ and recommend ordinances etc to ensure compliance with the requirements of MZ
- Provide input on strategies: at least every 3 years each head of a department receiving funds from MZ shall present a spending plan for the funds received from MZ
- Semi-annual progress reports shall be received by Commission from the departments receiving funds updating their progress toward desired outcomes.

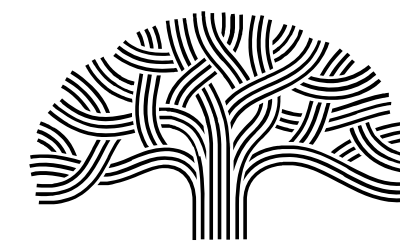


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SSOC 2022-2024 Strategic Plan



IMAGE CREDIT: OAKLAND SUPERHEROES MURAL, MARKET ST AND 580



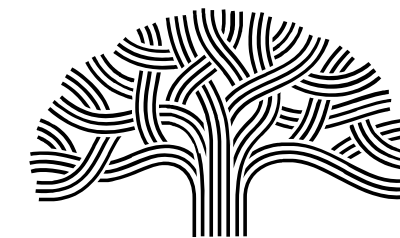
**CITY OF
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SSOC Strategic Plan: Background

- Purpose of SSOC is to oversee revenue spending by and evaluate the strategies of the Oakland Police Department, Oakland Fire Department and the Department of Violence Prevention, the three city departments tasked fulfilling the goals of Measure Z:
- Reduce homicides, robberies, burglaries, and gun-related violence
- Improve police and fire emergency 911 response times and other police services
- Invest in violence intervention and prevention strategies that provide support for at-risk youth and young adults to interrupt the cycle of violence and recidivism

SSOC Strategic Plan: Mission

To ensure that the Public Safety and Services Violence Prevention Oversight Commission (“SSOC”) fulfills its duties under Measure Z in an effective and strategic manner, resulting in improved public safety, a more informed community, and a healthier quality of life for all Oakland residents.



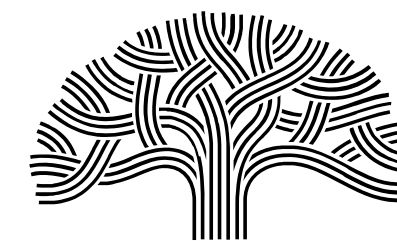
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SSOC Strategic Plan: Implementation

The bulk of the Strategic Plan is designed to be implemented through reports presented at the monthly meetings of the SSOC. Some of the objectives of the Plan will be realized through the creation of ad-hoc committees.

The 14 objectives can be completed in a single year or spread out over two years.

The plan is intended to be flexible. The SSOC can vote to modify, add or remove objectives based on new or evolving circumstances.



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LEARN MORE

<https://www.oaklandca.gov/boards-commissions/public-safety-and-services-violence-prevention-oversight-commission>

<https://www.oaklandca.gov/documents/2022-safety-and-services-oversight-commission-joint-meeting>

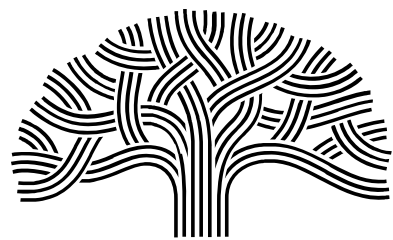


Community Policing Advisory Board
and the Privacy Advisory Commission

Community Policing Advisory Board and the Privacy Advisory Commission

Joe DeVries
Deputy City Administrator

Felicia Verdin
Assistant to the City Administrator



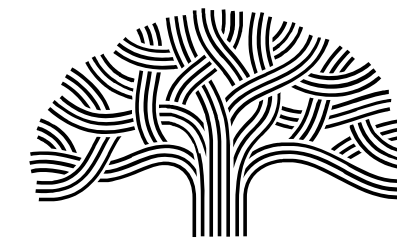
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Community Policing Advisory Board

The Community Policing Advisory Board (CPAB) is responsible for the implementation of [Resolution 79235](#); the City's Community Policing Model

- Resolution 79235 supports the empowerment of neighborhoods by helping them to identify problems, prioritize concerns, and develop solutions in collaboration with public employees, and public officials
- The CPAB advises the City on implementation of 79235 through ongoing recommendations to City leadership, especially to OPD
- The CPAB supports the network of Neighborhood Councils and is empowered to certify NCs and to mediate disputes regarding compliance



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Community Policing Advisory Board

- The CPAB supports programs and measures to increase neighborhood level participation in events such as neighborhood clean-ups, block-level engagement, and safety walks
- In 2023, CAO staff will partner with the CPAB to revise Resolution 79235 to further enhance it's focus on organizing block level groups, supporting Neighborhood Councils and increasing citywide community engagement.

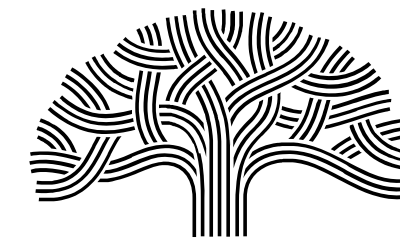


Privacy Advisory Commission (PAC)

There are three (3) ordinances and one (1) resolution that empower the Privacy Advisory Commission:

1) Surveillance Technology Ordinance

- Adopted in May 2018 adds Chapter 9.64 to the OMC Establishing Rules for The City's Acquisition and Use of Surveillance Equipment.
- Requires PAC review and recommendation to City Council of all Use Policies and Impact Statements for existing and new technology.
- Requires Annual Reporting to the PAC and Council



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Privacy Advisory Commission (cont'd)

2) Transparency for City Participation with Federal Agencies Ordinance

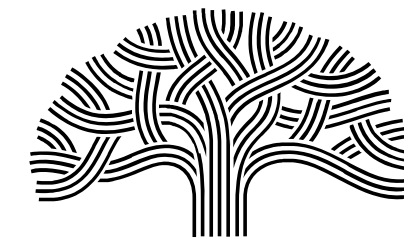
- City Council adopted Ordinance No. 13457 in July 2017 adding Chapter 9.72.010 to the OMC to ensure greater transparency
- The role of PAC is to:
 - Review and provide a recommendation on any MOU that the City wishes to enter into with federal law enforcement agencies.
 - Review and provide a recommendation on all Annual Reports for these MOUs.



Privacy Advisory Commission (cont'd)

3) Sanctuary City Contracting and Investment Ordinance

- City Council adopted Ordinance No. 13540 in June 2019 prohibiting city contracts or investments in companies contracting with the United States Immigration And Customs Enforcement (ICE) Or Customs And Border Protection (CBP) To Provide Services Or Goods For Data Collection Or Immigration Detention Facilities. The ordinance requires the City to:
 - Take enforcement action if it is discovered that a contractor is in violation of the ordinance
 - Monitor and avoid investments in said entities
 - Provide an annual report to the PAC and City Council.



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Privacy Advisory Commission (cont'd)

4) Privacy Principles

City Council adopted Resolution 88071 in March 2020 establishing as City policy seven privacy principles to assist City Departments develop and implement internal policies that protect the privacy of all Oakland residents, visitors, and the public.

The PAC provided a “Roadmap” for implementation and staff will be developing guidance and training for departments in the coming year to further the implementation of these principles.



LEARN MORE

oaklandca.gov/boards-commissions/the-community-policing-advisory-board-cpab

oaklandca.gov/boards-commissions/privacy-advisory-board



Public Safety Overview – Inter-departmental Coordination

Office of the Inspector General (IG) and the Department of Violence Prevention (DVP)

- Coordinate on community engagement strategies, including but not limited to Town Nights.
- Coordinate on policy and analysis development based on data and community feedback.
- Conduct monthly coordination meetings.

Office of the Inspector General (IG) and the Oakland Fire Department (OFD)

- OIG had several meetings with MACRO management about coordinating efforts to provide the community proper information about services, jurisdiction and data.
- These interactions will assist the OIG with identifying any potential data or policy gaps and/or deficiencies that may need to be evaluated to help assist in the success of public safety responses via policy recommendations.

Office of the Inspector General (OIG) and Oakland Police Department (OPD)

- Continue fostering a relationship with the Ceasefire program in hopes to collaborate with data transparency and possibly program evaluations.
- On a larger scale the OIG, with the Community Police Review Agency and Oakland Police Commission, all three bodies will have some level of civilian oversight of OPD.
- OIG is in regular communications with the Bureau of Risk Management and the Bureau of Services, among other units within OPD as the OIG reviews, audits, evaluates and observes the OPD.

Department of Violence Prevention (DVP) and Oakland Police Department (OPD)

- Ceasefire- Continue to partner on Ceasefire direct communication. DVP provides Life Coaching, Violence Interruption and Temporary Emergency Relocation Services to participants identified by Ceasefire.
- Continue to partner by gathering data, providing technical assistance and exploring fund development opportunities.
- Homicide Response- DVP provides crime scene assistance to families and community services; assists OPD in reducing potential community conflicts at scenes

DVP Coordination with OPD Continued

- Collaborate with the OPD Victim Liaison to coordinate provisions of service for families.
- DVP, OPD, and OUSD coordinate appropriate level of response for conflicts on school campuses. However, there are some challenges around school response when law enforcement is needed.
- Capacity Building & Training- continue partnering on trainings for direct service practitioners and OPD officers.



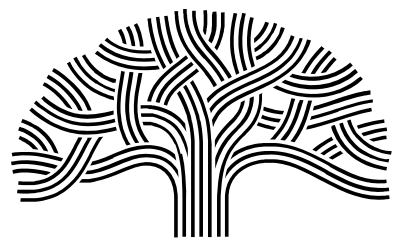
DVP and OFD - Mobile Assistance Community Response of Oakland (MACRO)

- DVP will coordinate with MACRO to carry out joint responses to community incidents in which the mission of each department intersect.
- DVP will coordinate with Oakland Fire Department/MACRO in community awareness activities designed to inform and or clarify the function of each department.



Emergency Operations/Response

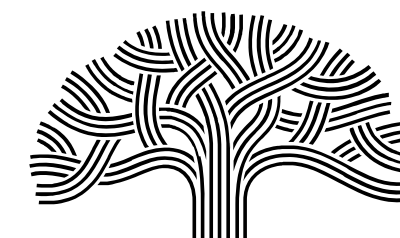
Oakland Fire Department, Emergency Management Services



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Module 1 – Emergency Operations Center Concepts

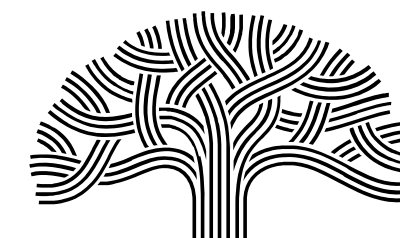


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Response Goals



- Life Safety
- Incident Stabilization
- Protect property
- Preserve the environment
- Restore area to a new normal

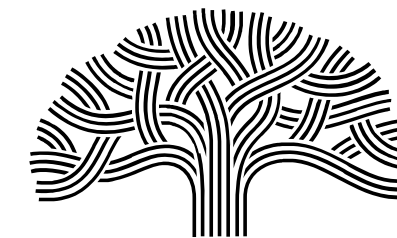


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The Emergency Operations Center (EOC)



The physical location where the coordination of information and resources to support incident management (on-scene operations) activities normally takes place.



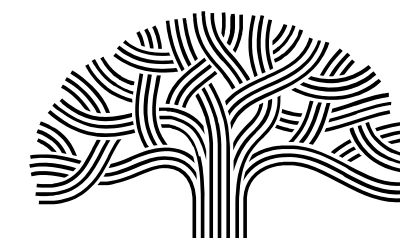
**CITY OF
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Roles and Responsibilities of an EOC



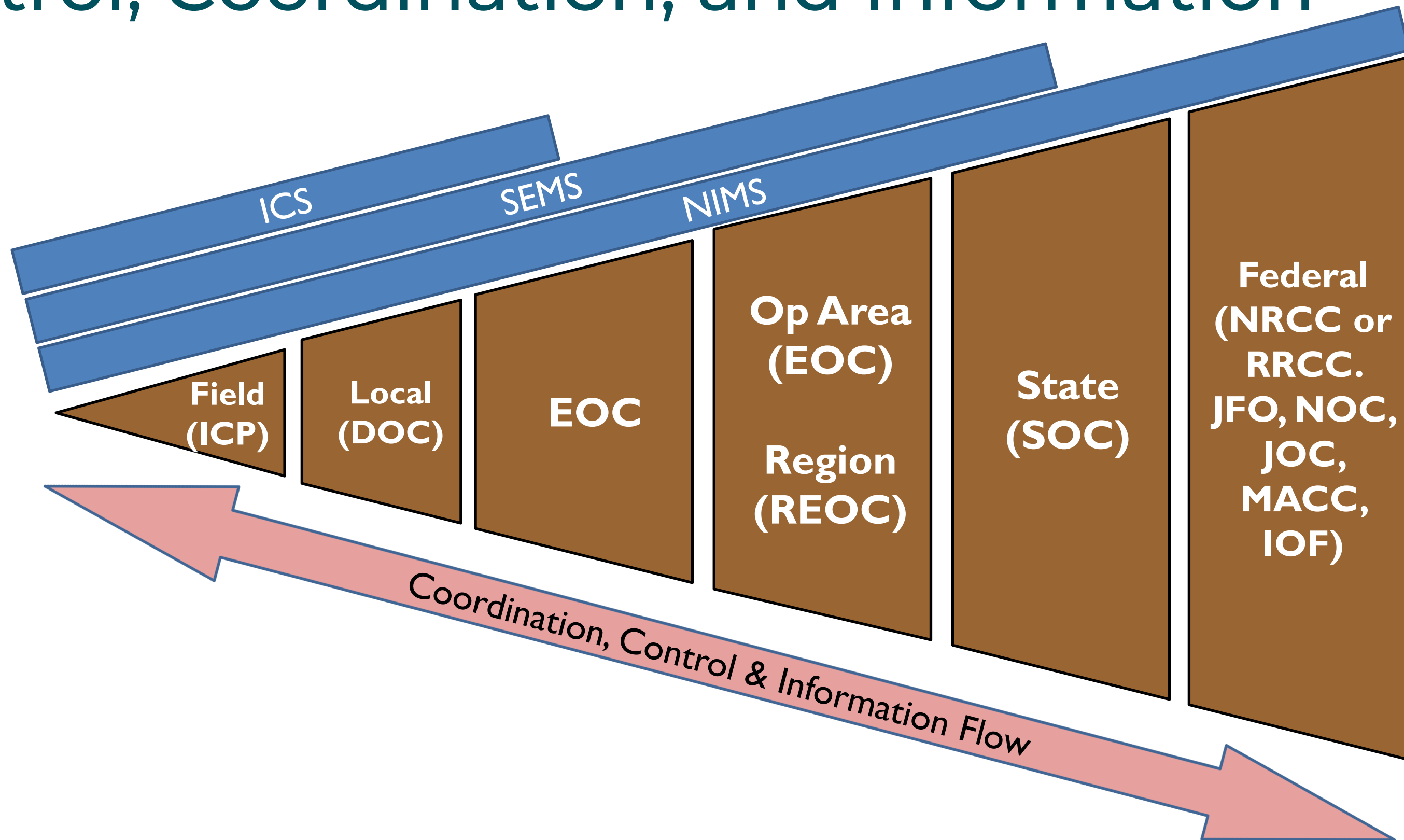
FACILITATION + COORDINATION

1. Inter-Agency Coordination
2. Executive Decision Making
3. Information Collection,
Evaluation, Dissemination
4. Priority Setting
5. Resource Management



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Control, Coordination, and Information

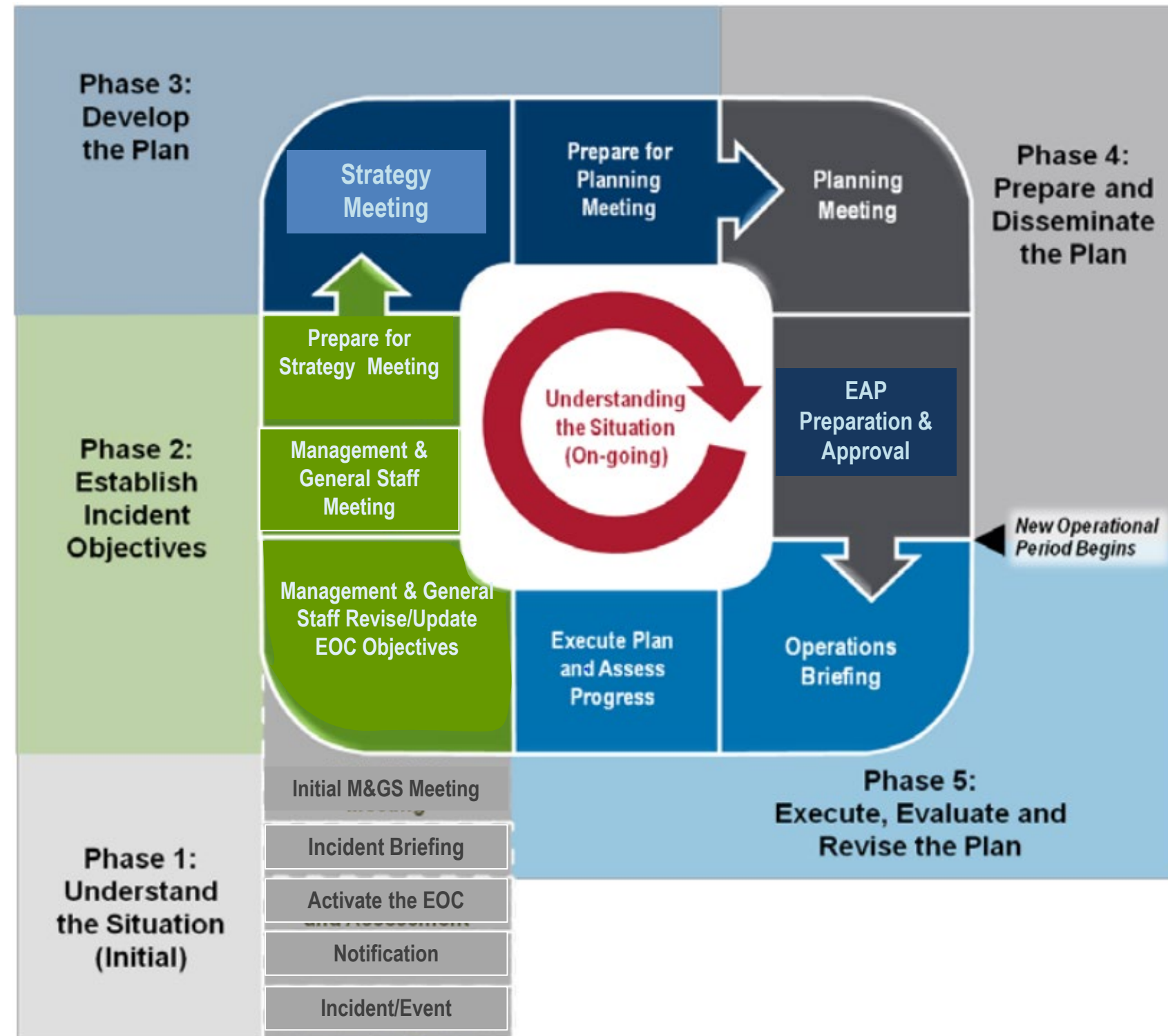




What is an Incident Command Post?

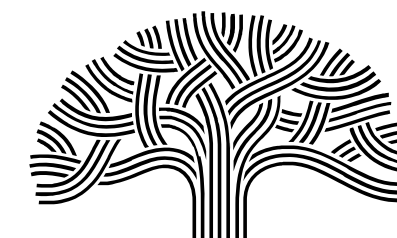


EOC Action Planning Process



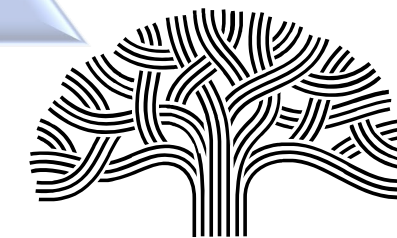
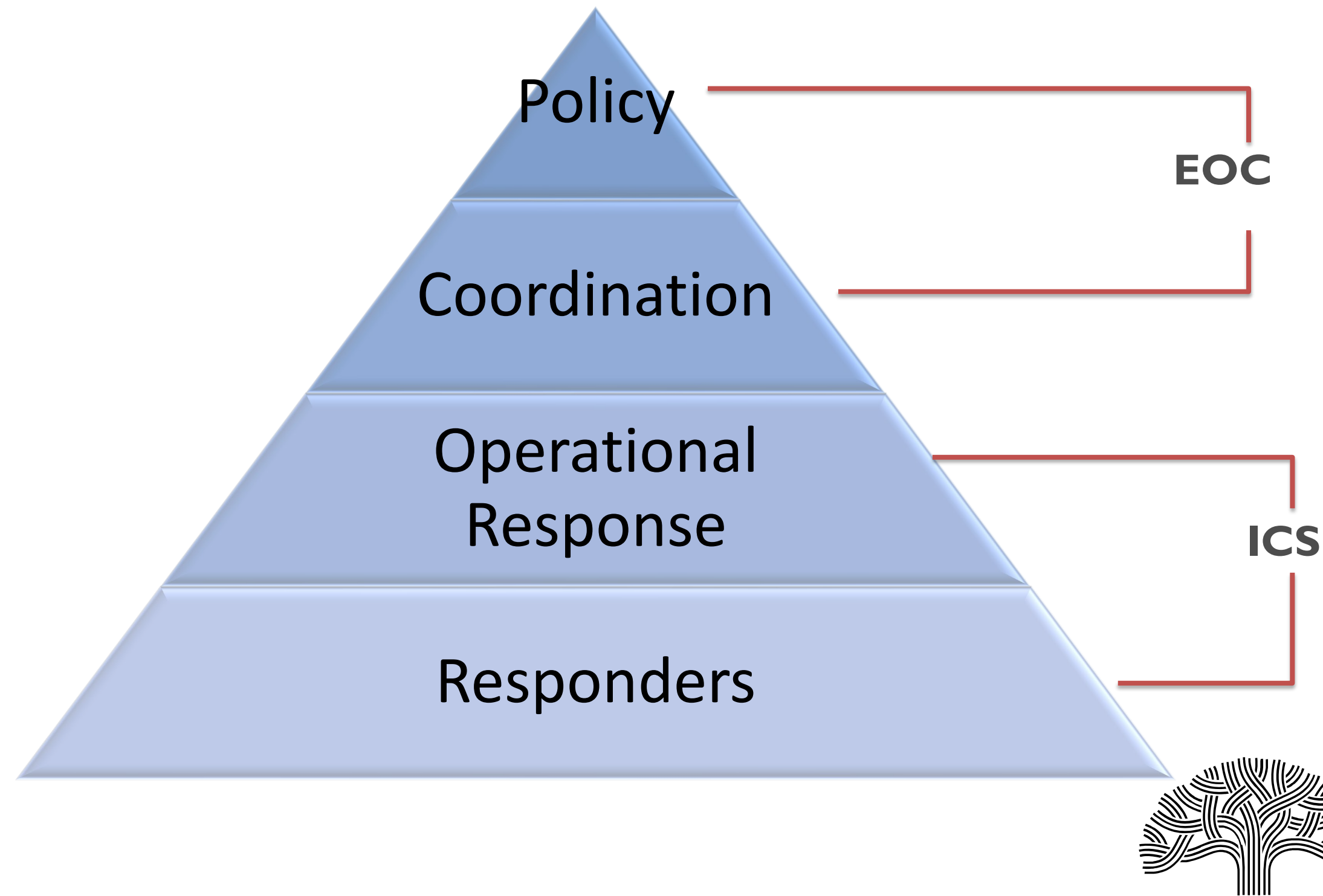
The Planning “P” depicts the phases and activities in the EOC Action Planning process Planning “P” vs “O” (Primary vs Ongoing)

The leg of the Planning “P” includes the EOC’s initial steps to gain situational awareness and establish the EOC organization



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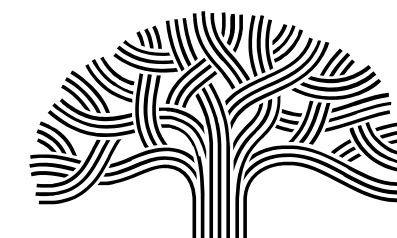
Roles and Responsibilities of an EOC



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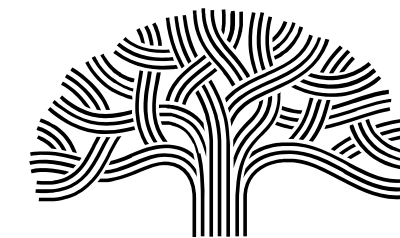
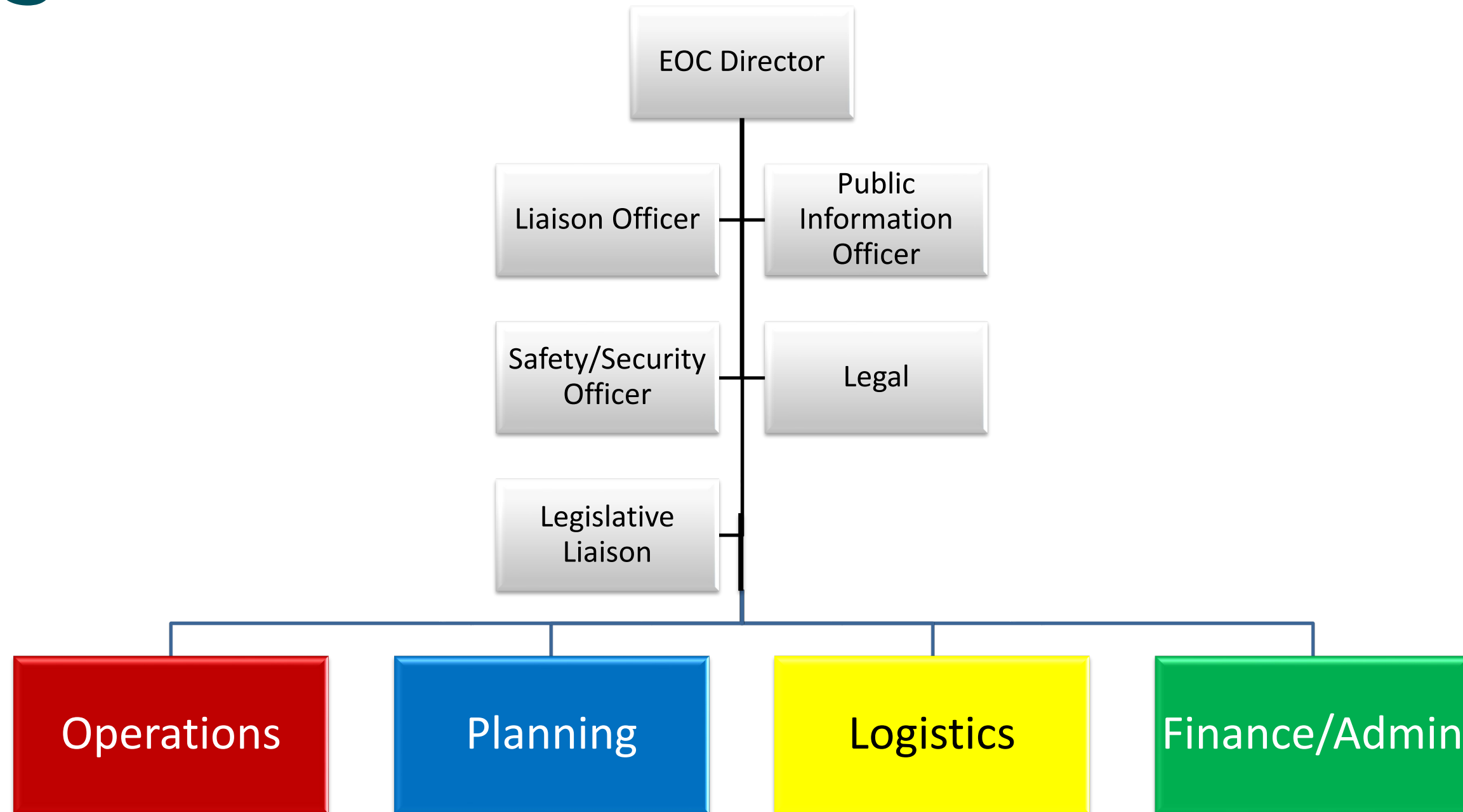
Roles and Responsibilities of an EOC

| | |
|---|--|
| S | • Provide SUPPORT |
| C | • Via COMMUNICATION & |
| C | • COORDINATION |
| P | • Focus on POLICY guidance |
| P | • Determine PRIORITIES |
| I | • Comprehensive INFORMATION management |
| R | • Comprehensive RESOURCE management |
| D | • DOCUMENTATION |

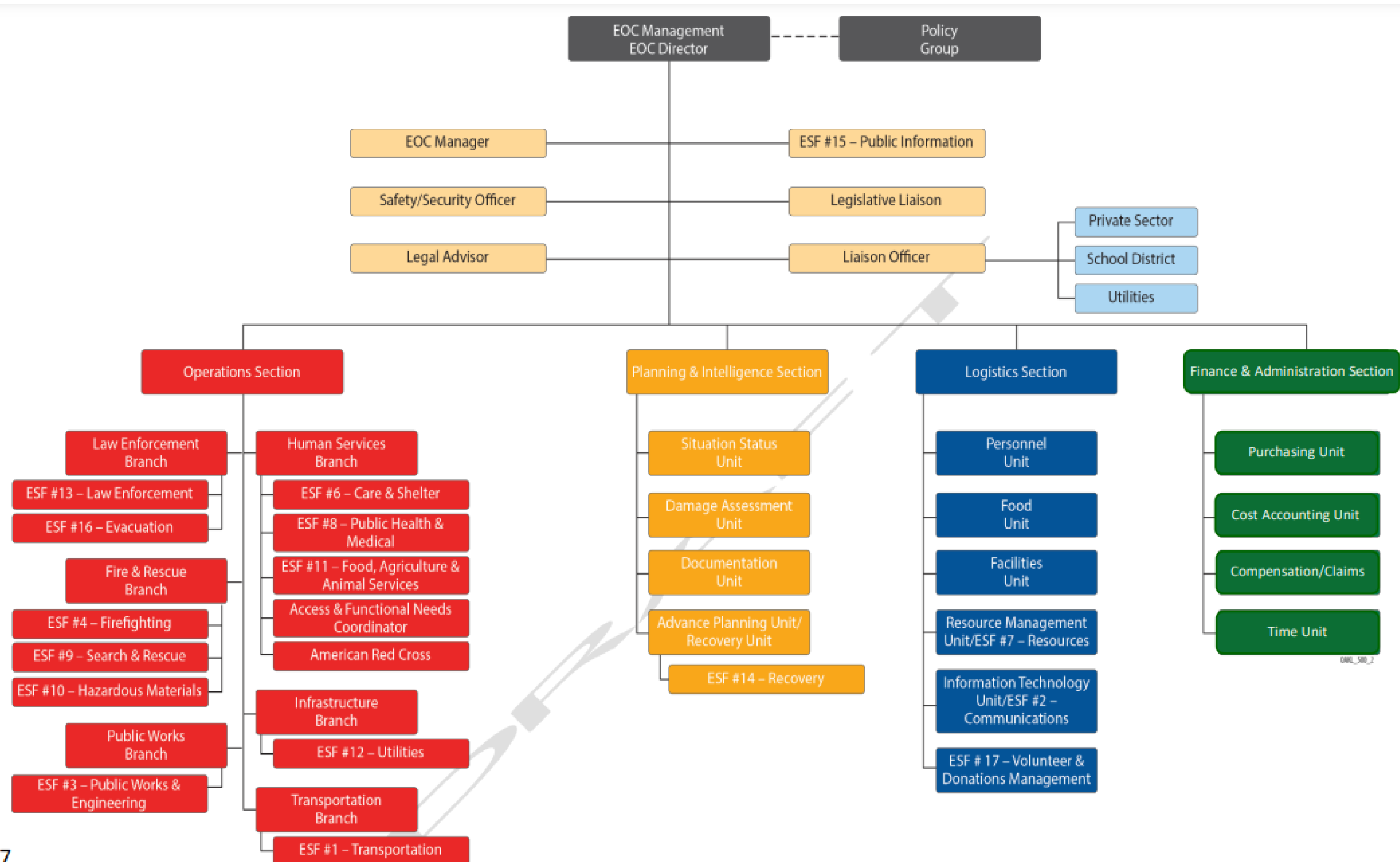


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EOC Organizational Structure



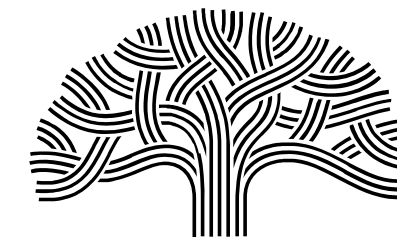
**CITY OF
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Module 2 – Emergency Operations Plan (EOP)

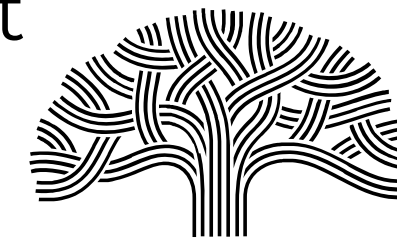
- I. Base Plan
- II. Functional Annexes
- III. Hazard Specific Annexes



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Functional Annexes

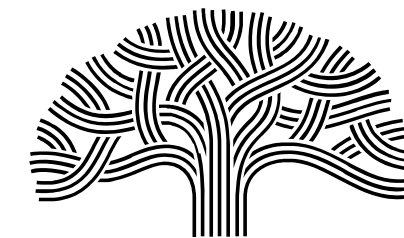
- Transportation
- Communications
- Public Works & Engineering
- Firefighting
- Management
- Mass Care & Shelter
- Resources
- Public Health & Medical
- Search and Rescue
- Hazardous Materials
- Food, Agriculture & Animal Services
- Utilities
- Law Enforcement
- Recovery
- Public Information
- Evacuation
- Volunteer & Donations Management



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Hazard Specific Annexes

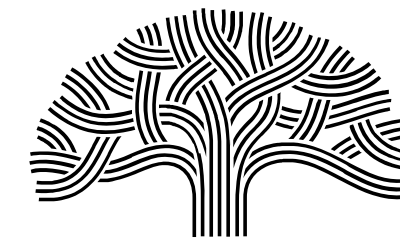
- Civil Unrest
- Earthquake
- Severe Weather
- Terrorism
- Tsunami
- Wildland Fire



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Module 3 – EOC Operations

- Activation
- Operations
- Demobilization

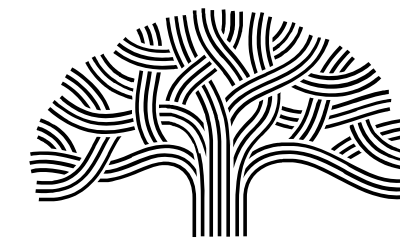


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Activation Authority

- City Administrator
- Fire Chief
- Chief of Police
- Emergency Manager
- Director of Public Works



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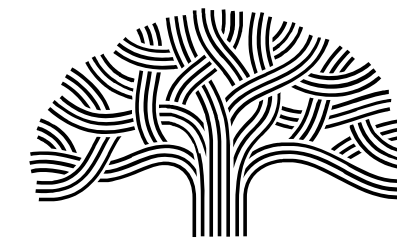
EOC Activation Levels

- Level 3: Decentralized Coordination & Direction **(Standby, Monitoring, and Alert)**
 - Examples: Civil Unrest, 5 Alarm Fire, Red Flag Warning
- Level 2: Centralized Coordination & Decentralized Direction **(Partial or Full Activation)**
 - Examples: Civil Unrest, 4th of July, COVID-19, PSPS
- Level 1: Centralized Coordination & Direction **(Full Activation)**
 - Examples: Major Earthquake

Level 3

Level 2

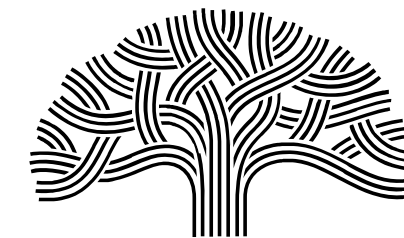
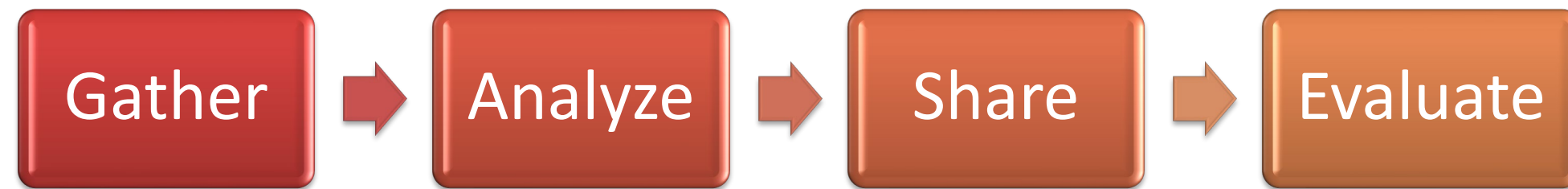
Level 1



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Information Flow and Sharing

- How is it received?
- How is it passed on?
- What do you do with it?



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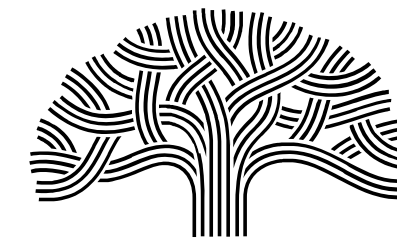
Demobilization

Each Section Chief recommends resources & staff for demobilization to the PSC

Planning Section Chief/Demobilization Unit Leader coordinate with EOC Director for release of resources & staff

Debrief after EOC activations

After Action Report/Improvement Plan



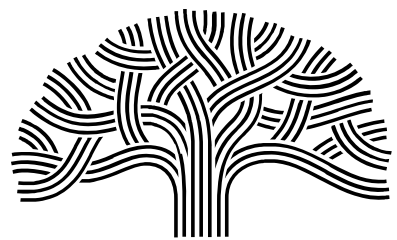
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LEARN MORE

[https://www.oaklandca.gov/departments/fire#emergency-
management-services-division](https://www.oaklandca.gov/departments/fire#emergency-management-services-division)

Oakland Public Works

Oakland Public Works Department (OPW)



CITY OF
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Mission

Oakland Public Works is dedicated to you! We strive to maintain, improve and preserve Oakland's infrastructure and environment for the residents, businesses, visitors and future generations of every neighborhood in our diverse city.

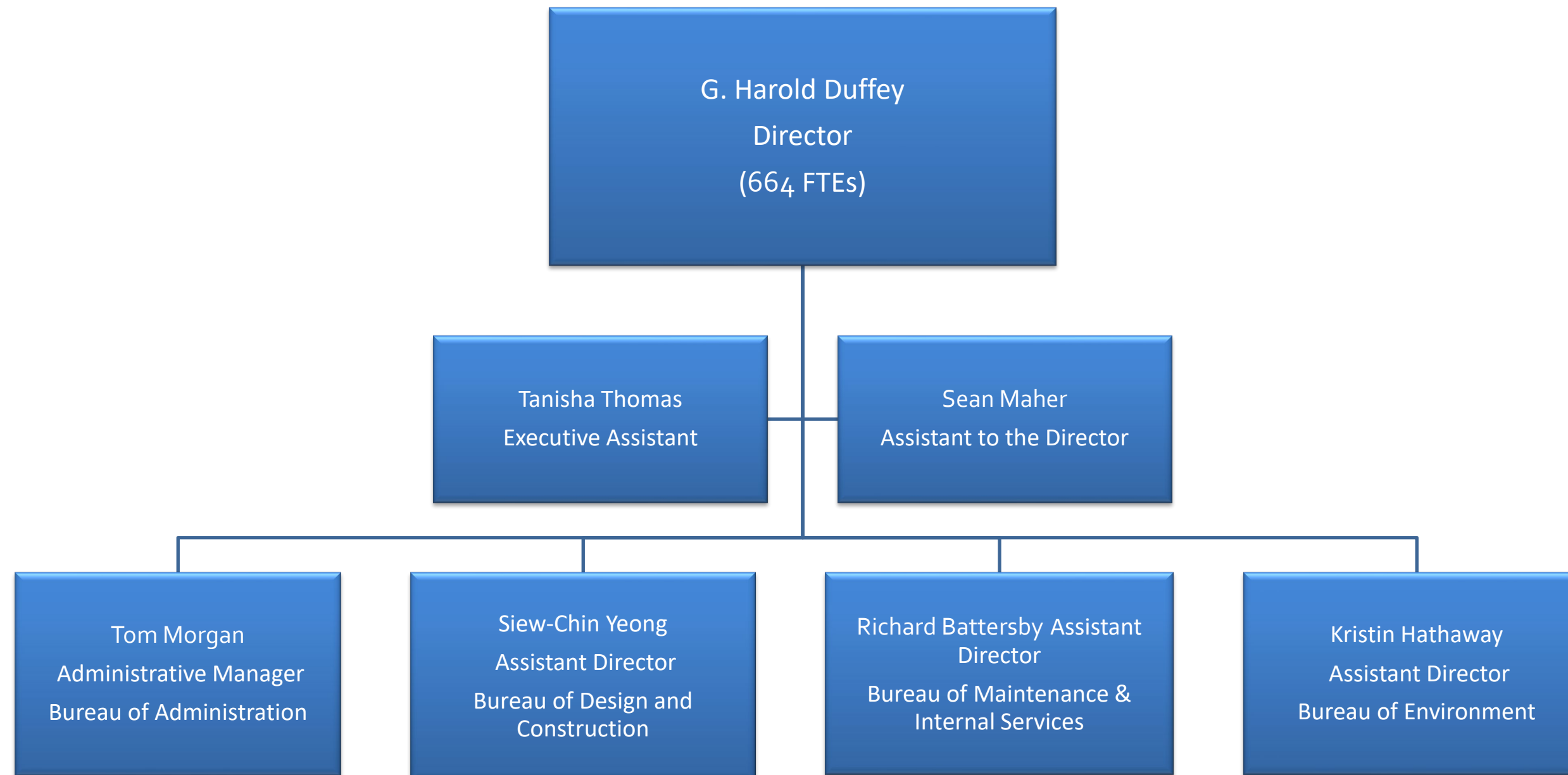
VISION STATEMENT

We envision an Oakland that provides and supports:

- Living and working conditions that are healthy, safe and clean
- Easy and equitable access to services
- Transparent, accountable, and efficient use of public resources
- Responsible, sustainable stewardship of our environment

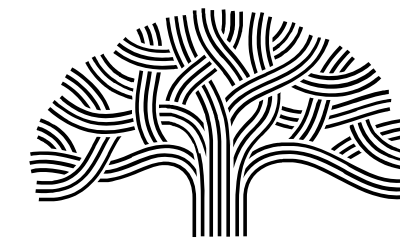
Together we will achieve this vision through innovation, civic engagement, and customer service.

Organizational Structure



OPW Organization

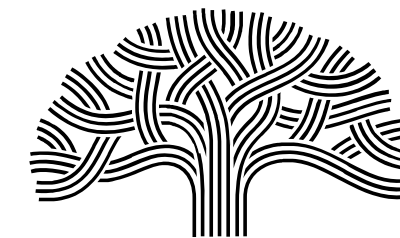
- 664 Full-Time Equivalent positions, 543 filled
- Four Bureaus, three led by an Assistant Director (BDC, BOE, BMIS) and one Bureau manager (BOA)
- The Assistant Directors oversee Division Managers, who in turn oversee Program Supervisors.
- Plans, builds and maintains Oakland's physical and environmental infrastructure for residents, businesses and visitors, making Oakland a sustainable and desirable place to live, work, invest and visit.



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Infrastructure/Assets

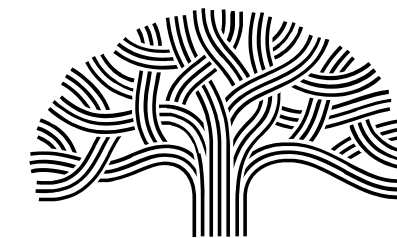
- 42,600 official street trees
- 11,500 storm drainage structures
- 1,875 vehicles & pieces of equipment including fire trucks & police cars
- 1,100 miles of City Streets cleaned annually
- 934 miles of sewer pipes
- 400 miles of storm drainpipes
- 309 Public Buildings
- 200 installed and 1400 planned trash capture devices
- 140 City parks
- 100+ street medians
- 80+ miles of open creek
- 12 Storm drain pump stations
- 11 Sewer pump stations
- All open space & park trees



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Bureau of Administration

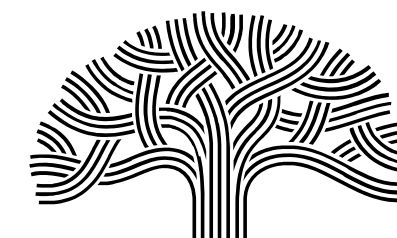
- ❖ Fiscal Services
- ❖ Human Resources
- ❖ Business Information and Analytics
- ❖ 41.00 FTE budgeted



**CITY OF
OAKLAND**

Fiscal Services and Human Resources Deliverables

- Develop the department's complex biennial budget and midcycle amendment.
- Monitor hundreds of contract purchase orders
- Supports department's efforts to stay fully staffed
- Handle the department's labor relations issues
- Payroll entries and transactions
- Performance management processes
- Safety training programs and conducts more than 4,000 hours of training each year.



**CITY OF
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Business Information & Analytics

- Implement and use of technical tools for business and data analysis, reporting and communication
- Cityworks, SeeClickFix, FleetFocus, Networkfleet, Accela, Granite XP and Microsoft Power BI
- Tools quantify the work we do and identify challenges that may need additional attention or resources.

Management Report
 Category: **Cityworks totals (all departments)**
 Asset: (nil)
 Description: (nil)
 Asset Manager: (nil)
 Some data from: (nil)
 Formerly shown as: ADOT

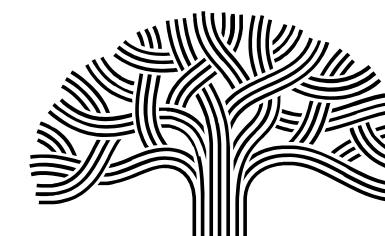
Reporting Month: **Oct 2022**
 Percent of Fiscal Year: **33%**
 Report Date: **11/01/2022**
 Report Status: **FINAL**
 Fiscal Numbers Status: **Fiscal Numbers Updated**

| | | | | |
|---|--|------------|------------|------------|
| Safety Training Compliance (OPW): | | 83% | 84% | 84% |
| Average Cal. Days WO Finish to WO Close (OPW): | | 8 | 4 | 8 |
| Average Cal. Days WO Finish to WO Close (OutDOT): | | 88 | 100 | 88 |

Good (everyone):

| | Actual | Jul-22 | Aug-22 | Sept-22 |
|--|---------|--------|--------|---------|
| Requests Processed*** | 106,258 | 7,645 | 8,312 | 7,661 |
| Requests Received* | 60,000 | 6,565 | 7,202 | 6,599 |
| Requests Closed* | 60,000 | 5,334 | 5,910 | 5,900 |
| Average Business Days to Close** | Info | 31 | 29 | 28 |
| % Resolved within 30 calendar days** | 85% | 90% | 90% | 90% |
| Unresolved Requests Over 30 Calendar Days Old* | 0 | 44,567 | 45,584 | 45,821 |
| Average Age of Unresolved Service Requests (Days)* | Info | 1,087 | 1,088 | 1,091 |
| Unresolved Priority 1 Requests Over 30 Days Old* | 0 | 1,072 | 1,000 | 907 |
| Requests processed in language other than English | Info | 36 | 48 | 45 |
| Total requests processed FYTD | 106,258 | 7,645 | 15,957 | 23,811 |

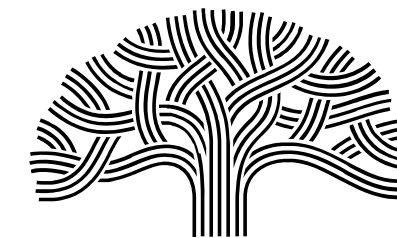
Requests Closed includes all requests for the all categories. Requests Received are total non-cancelled, non-referred, non-unfunded received in the month. Total Closed is the sum of "Requests Closed" and "Requests Cancelled". "Requests Cancelled" are for service requests with work orders, and compare them under Actual Finish Date with Service Request Initiated Date. "Total Closed" differs from "Requests Received" because it includes requests that were cancelled (e.g., combined with existing requests), referred (e.g. to an outside partner), and unfunded.



**CITY OF
OAKLAND**

Bureau of Environment

- ❖ Keep Oakland Clean & Beautiful (KOCB)
- ❖ Environmental Services
- ❖ Parks Ground and Median Maintenance
- ❖ Tree Management and Maintenance
- ❖ 245.71 FTE budgeted



**CITY OF
OAKLAND**

Bureau of Environment



Keep Oakland Clean & Beautiful

- Maintains and enhances the cleanliness, health, and appearance of City streets and neighborhoods
- Responds to over 31,000 annual requests for removal of illegal dumping
- Cleans over 1,200 homeless encampments annually
- Abates 500,000 sq. ft. of graffiti
- Abates over 7.5 million sq. ft. of vegetation
- Provides support to volunteer cleanup and beautification events, special events
- Conducts street sweeping of 614 routes monthly



Environmental Services

- Maintains environmental compliance for City facilities
- Manages franchise contracts (Waste Management, California Waste Solutions) and promotes recycling, compost, and waste reduction citywide
- Supports the efforts of community volunteers



Parks & Grounds Maintenance

- Provides landscape maintenance, litter removal and homeless encampment abatement for 134 parks and public spaces, including
 - Two region-serving parks, nine community parks, 53 neighborhood parks, 15 special use parks, 26 athletic fields, plus many mini-parks, linear parks, and public grounds.
 - 1,055 acres of Resource Conservation Area (open space)
 - 100 landscaped medians and streetscapes



Tree Management & Maintenance

- 55,000 street trees; 12,000 trees in public parks, medians, streetscapes; 250,000 trees in open space areas
- Processes over 300 tree permits annually under the City's Protected Tree Ordinance
- Priority One Service = Fallen tree or branch that poses an immediate hazard
- Tree Inventory and Urban Forest Master Plan

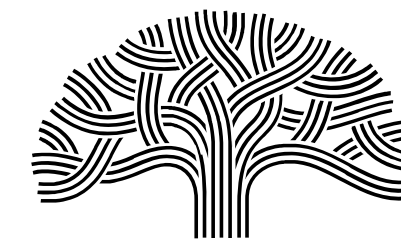


Bureau of Maintenance & Internal Services



Bureau of Maintenance & Internal Services

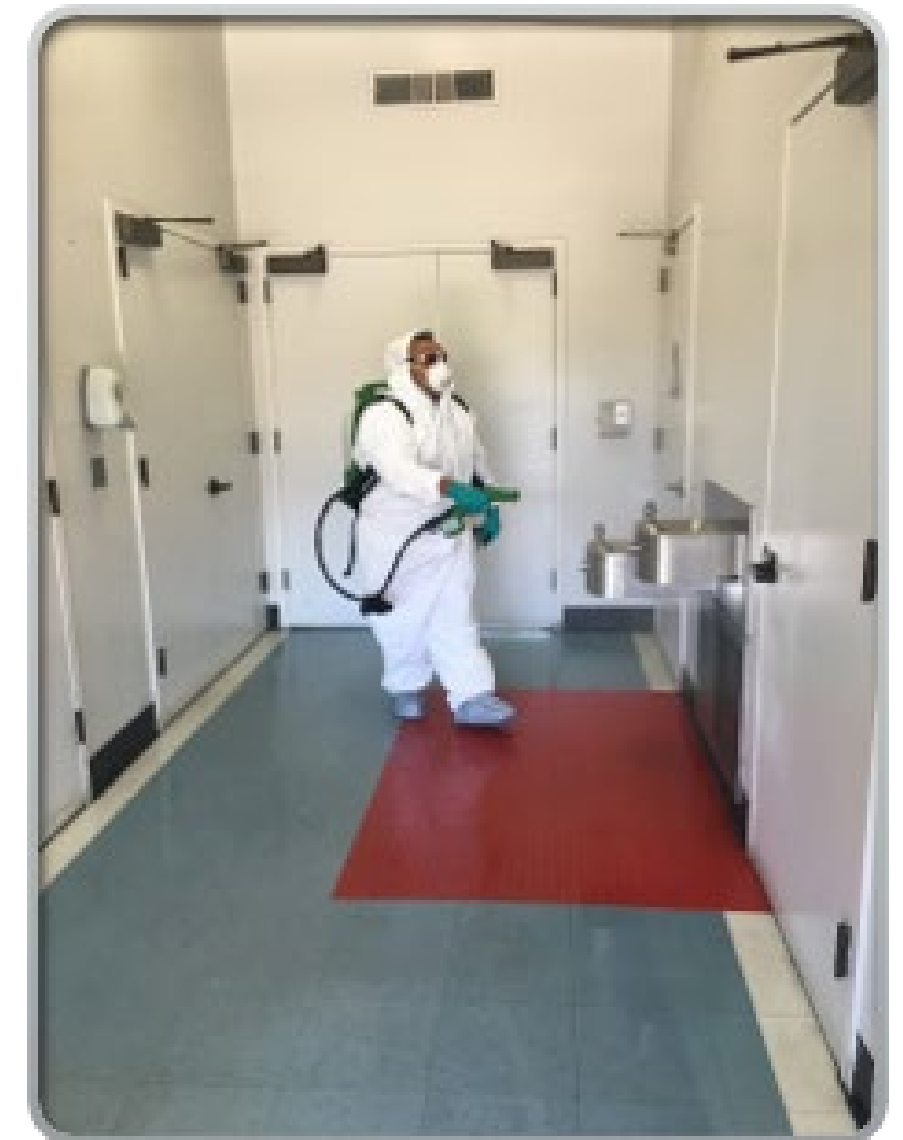
- ❖ Buildings & Facilities Management & Maintenance
- ❖ Fleet & Equipment Management & Maintenance
- ❖ Sanitary Sewer and Storm Drain Maintenance
- ❖ 294.29 FTE budgeted



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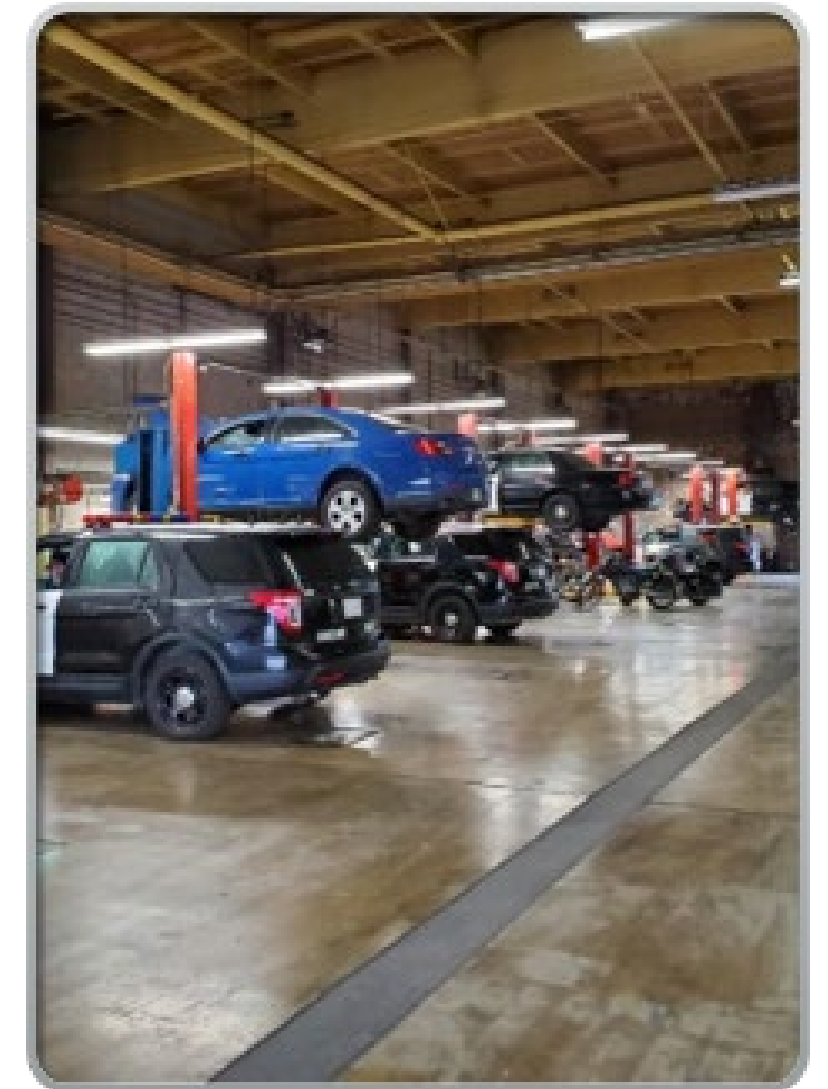
Building & Facilities: Management & Maintenance

- Provides full-spectrum facilities support, custodial services, security, preventative and general maintenance, and repairs/modifications to:
 - 300 City-owned buildings (estimated 2.5 million square feet)
- Leads in managing City's efforts to ensure safe and healthy working environments in response to COVID-19 pandemic.
- Funding from two previous Capital Improvement Project (CIP) Funds - Minor CIP (MCIP) and Emergency CIP (ECIP) - combined into a single renamed Deferred Maintenance Fund



Fleet & Equipment: Management and Maintenance

- 1,875 vehicles and major pieces of equipment -- including Police and Fire
- Green Fleet Policy; 44% of the City of Oakland's fleet is powered by Alternative Fuels, reducing our Green House Gas emissions by more than 3,000 metric tons
- 14,000 individual repair and maintenance requests annually
- Featured in Government Fleet Magazine and recognized as one of the top 50 Fleets in the nation in 2020

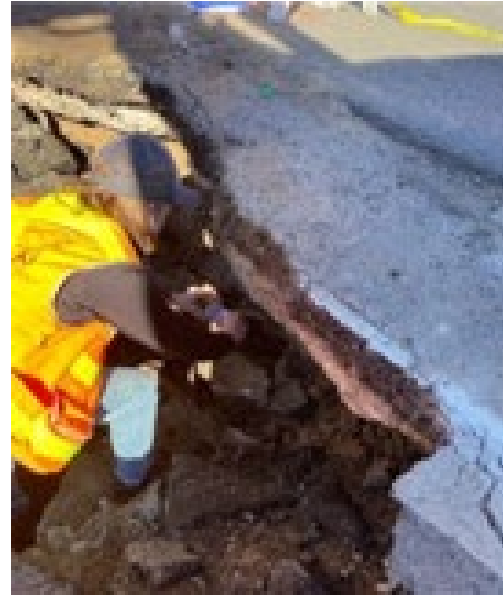


Sanitary Sewer & Storm Drain Maintenance

- Performs spill prevention and sewer pipe rehabilitation
- Responds to sewer overflows and spills to close and repair:
 - 934 miles of pipe
 - 11 pump stations
 - 28,554 maintenance holes and structures
 - 35 million gallons daily
 - Much of system is 50 years old
- Complies with 22-year Consent Decree

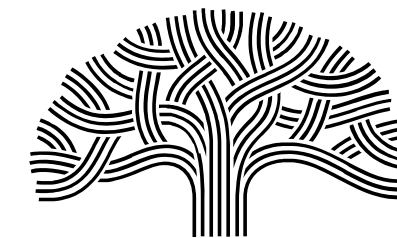


Bureau of Design & Construction



Bureau of Design & Construction

- ❖ Project & Grant Management
- ❖ Construction Management
- ❖ Capital Contracts
- ❖ Wastewater Engineering Management
- ❖ Watershed & Stormwater Management
- ❖ 73.00 FTE budgeted



**CITY OF
OAKLAND**

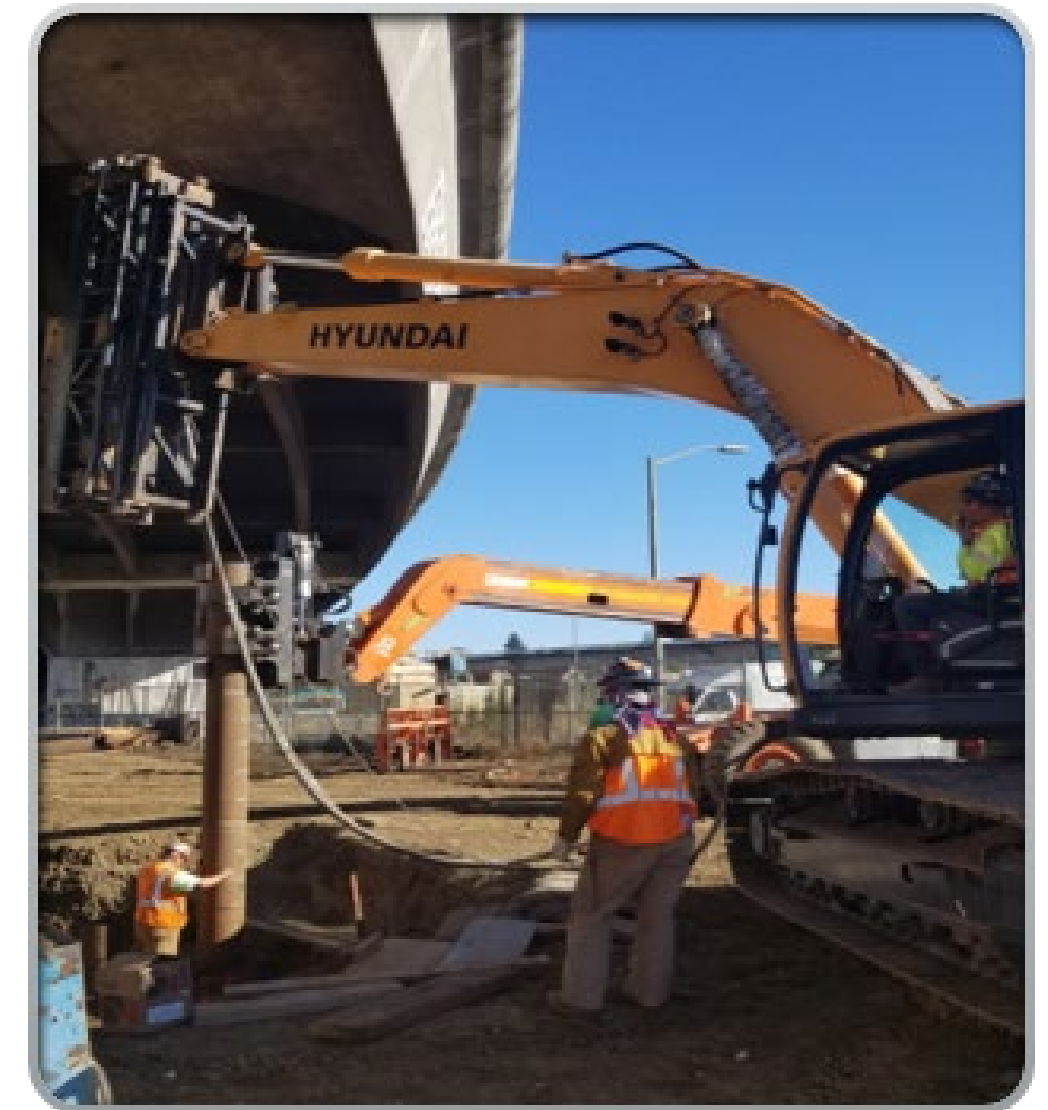
Projects and Grant Management

- Leads the Capital Improvement Program (CIP) process and coordinates for 13 client departments (all City departments except for OakDOT)
- Delivers buildings and park projects approved by City Council in the Capital Improvement Prioritization and Budget process
- Capital infrastructure budget of \$316m+ among 50+ projects.
- Recent passage of Measure U allows the completion of projects shovel ready or in design.
- Capital assets include City buildings, facilities, parks, sanitary, stormwater, technology



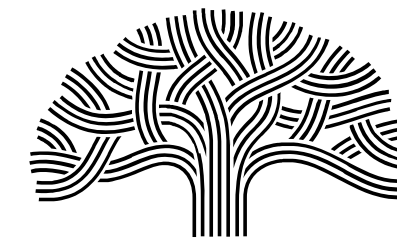
Construction Management

- Manages the construction of all the City's major Capital Improvement Projects including buildings, facilities, parks, streetscape, sanitary sewer, stormwater system, paving and creek restoration.
- 30 projects totaling approximately \$47 million were successfully completed in past 12 months.
- Manages the construction of 34 active capital projects currently, which value at approximately \$110 million.



Capital Contracts

- Administers the execution and solicitation of a variety of Capital Improvement Project Contracts (construction, consultant, and on-call)
- Administers the development and solicitation of RFP/RFQs and bidding and awarding
- Facilitates pre-bid/proposal meetings, developing summary of bids/proposals, and contract amendments, filing Notice of Completions, contract outreach support



**CITY OF
OAKLAND**

Wastewater Engineering Management

- Rehabilitates an average of 13 miles of pipeline per year in Oakland's sanitary sewer system
- Renovates 7 sewer pump stations, rehabilitates 95 sewer laterals at City owned facilities, root-foams 50 miles of sewer pipes per year
- Eliminates infiltration and inflow (I/I) of storm water into the sewer system, and decreases the number and volume of sewer overflows
- Developing a two-year sanitary sewer master plan project for short/long-term planning, identify capacity needs
- Inspects private sewer lateral construction from permitted jobs, access sewer mitigation fees and temporary wastewater discharges from private developments
- Maintains sewer network digital infrastructure from Geographical Information Systems (GIS) Program

Watershed and Stormwater Management

- Facilitates multi-faceted compliance with the City's National Pollutant Discharge Elimination System (NPDES) stormwater discharge permit.
- Delivers creek restoration, trash capture, and storm drainage rehabilitation projects approved by City Council in the Capital Improvement Prioritization and Budget process.
- Developing a new Storm Drainage Master Plan to identify and prioritize projects and support funding initiatives for currently unfunded Stormwater Capital Program.
- Assets: 402 miles of pipe - ranging from 6" to 98" in diameter; 15,000 structures; ~200 trash capture devices such as hydrodynamic vaults and inlet screens; and over 80 miles of open creek.

Looking Back & Looking Ahead

- Infrastructure bonds: completing delivery of Measure KK and implementing Measure U (facility projects)
- Implementing Measure Q (parks maintenance)
- Managing illegal dumping with improved waste services, enforcement and cameras, community cleanup programs
- Urban Forest Master Plan
- Sustained progress to improve sewer system
- Race and Equity staff training
- Capital Improvement Prioritization Process
- Local Business Empowerment Through Contracting
- Recruitments



WHO TO CONTACT?

For questions regarding the content of this this presentation, please contact OPW Assistant to the Director Sean Maher at smaher@oaklandca.gov.

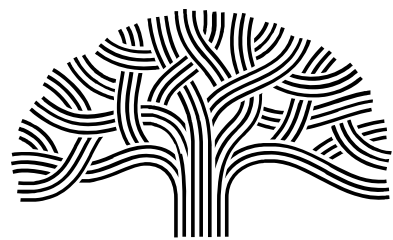




Oakland Department of Transportation (OakDOT)

Department of Transportation (OakDOT)

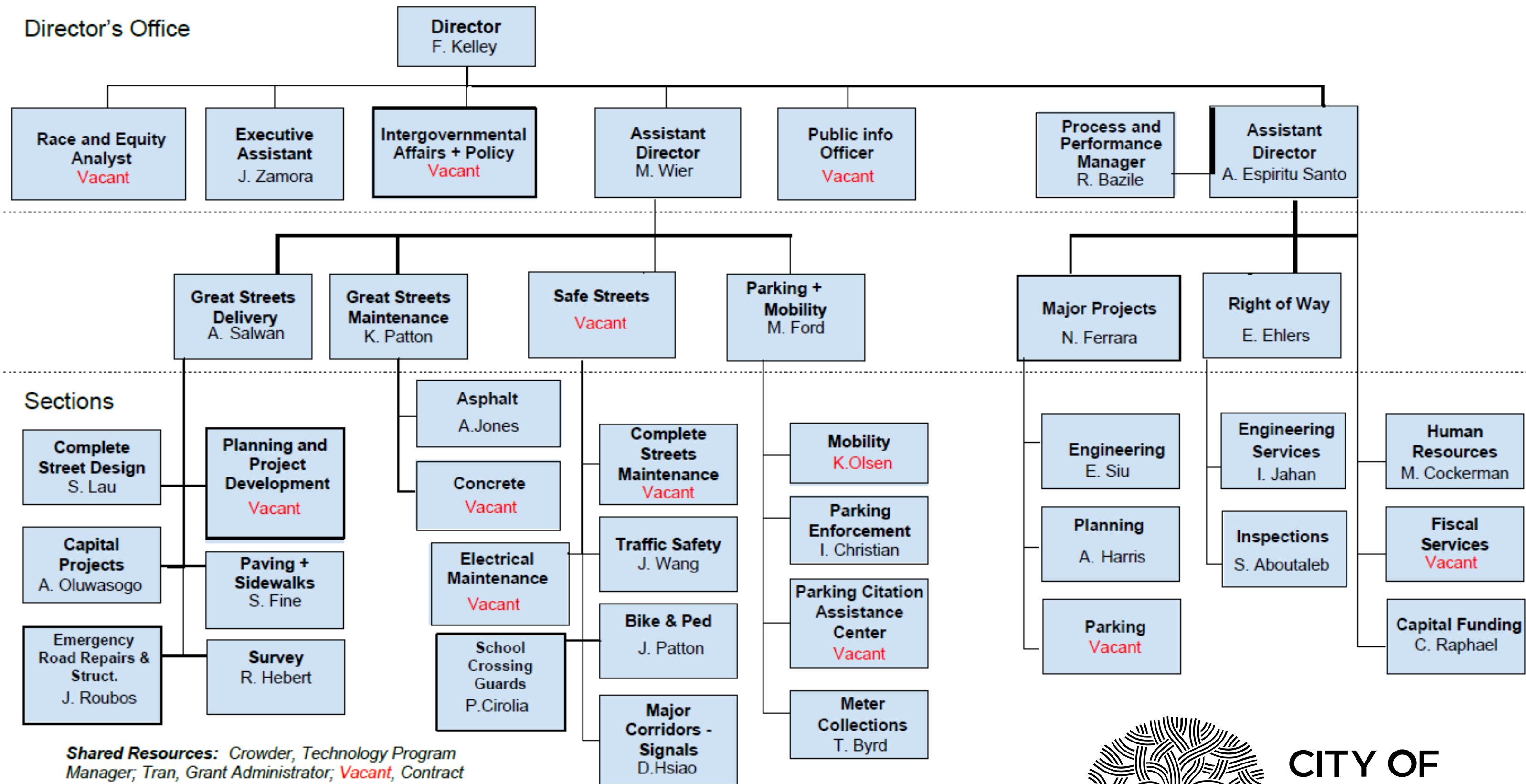
Fred Kelley
Director



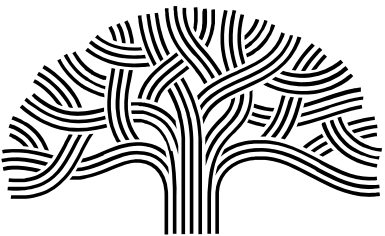
CITY OF
OAKLAND



OakDOT Management Organization



Shared Resources: Crowder, Technology Program Manager; Tran, Grant Administrator; **Vacant**, Contract Services; Dr. Jones, Safety & Compliance Training Coordinator



CITY OF
OAKLAND

Safe Streets

Responsible for actively developing and efficiently maintaining transportation programs and assets in ways that promote the safety and well-being of Oakland residents and visitors.

- Neighborhood Traffic Safety
- Complete Streets Maintenance
- Bicycle & Pedestrian Programs
- Major Corridor Multimodal
- Operations
- Electrical Maintenance
- Crossing Guard Operations



**CITY OF
OAKLAND**

Great Streets Maintenance

Maintains streets, sidewalks, guardrails and other major road features, including over 800 miles of asphalt pavement within the public right-of-way, requiring ongoing crack sealing, pothole filling, trench paving, and maintaining asphalt berms. GSM responds to service requests related to the repair of 200 miles of curbs and gutters, 66 miles of concrete streets, 72 miles of concrete medians, and 1,120 linear miles of sidewalks. In addition to maintenance, GSM delivers concrete and pavement capital projects with in-house construction crews.

- Paving Section
- Sidewalks Section



Great Streets Delivery

Responsible for planning, designing, implementing and managing capital transportation infrastructure projects via six sections:

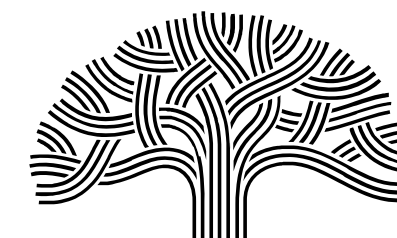
- Complete Streets Design
- Traffic Capital Projects
- Pavement & Sidewalk
- Management
- Survey
- Structures & Emergency Response
- Planning & Project Development



Parking and Mobility Management

Responsible for managing the City's on and off-street parking system including non-sworn vehicle enforcement activities. Abandoned vehicle enforcement coming to the division later in 2022.

- Parking Enforcement
- Mobility Management
- Meter Collections
- Parking Citation Assistance Center
- *Abandoned Autos

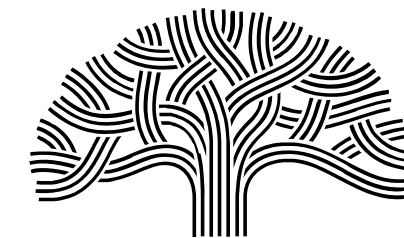


**CITY OF
OAKLAND**

Funding and Administration

Supports the department-wide administrative, fiscal and grant functions.

- Human Resources
- Capital Funding
- Fiscal Services



**CITY OF
OAKLAND**

Major Projects

ROW issues permits in alignment with the City's highest standards and ensures that construction projects bringing housing and jobs within the City are implemented per safety standards.



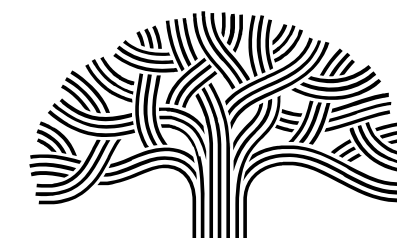
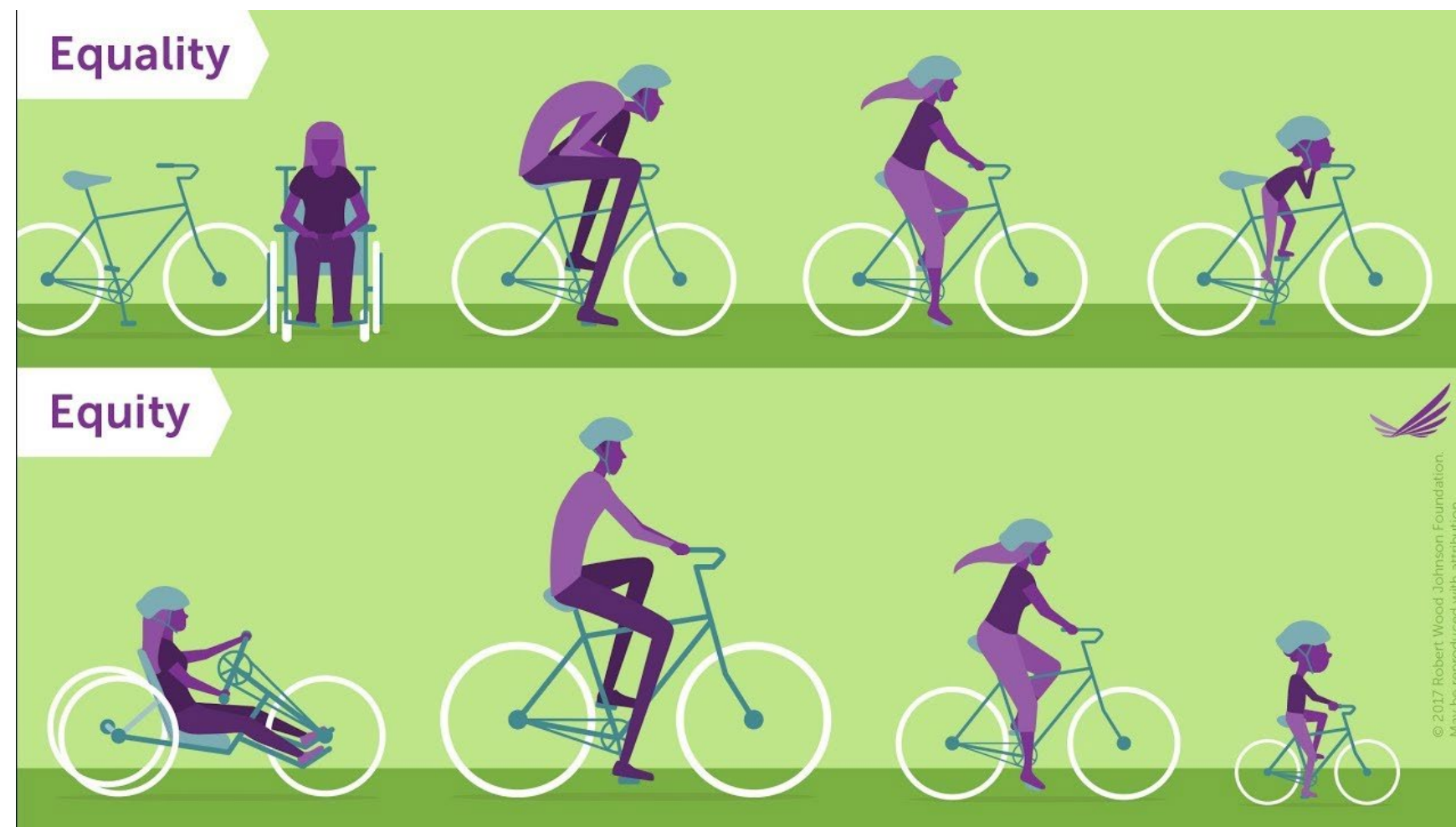
Right of Way Management

ROW issues permits in alignment with the City's highest standards and ensures that construction projects bringing housing and jobs within the City are implemented per safety standards.



Race and Equity Team

The overall mission of the RET is to end systemic causes of racial disparity through improving and developing policies, programs, and practices at OakDOT.

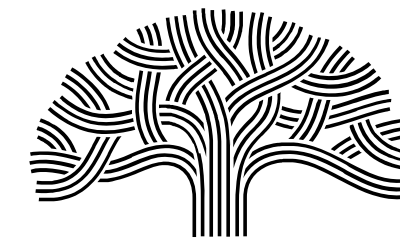


**CITY OF
OAKLAND**

II. How and Why We Do This Work

Our North Star in this work has been Equity, we have sought to make equity part of every process that we participate in, both internal and external. Ultimately, we work towards a vision where four main values are advanced:

- **Equity.** Delivering services that remove barriers that systemically impact specific communities;
- **Safety.** No one should be served injured or killed just moving from place to place; and,
- **Sustainability.** Supporting affordable and efficient ways of getting around that don't impact future generations;
- **Trust.** Big problems will be addressed only when a government and the community it serves have built a foundation of trust, especially in communities where government has been a contributing factor in sustained inequity.



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OAKLAND**

OakDOT prioritizes locations based on:

1) Crash data (Severe/Fatal focus)

2) Neighborhood Equity (low-income residents, communities of color, seniors, and people with disabilities)

3) Land Uses Accessed by Vulnerable Populations (e.g., schools, libraries, senior centers, health clinics, major transit stops)



III. How to Contact Us



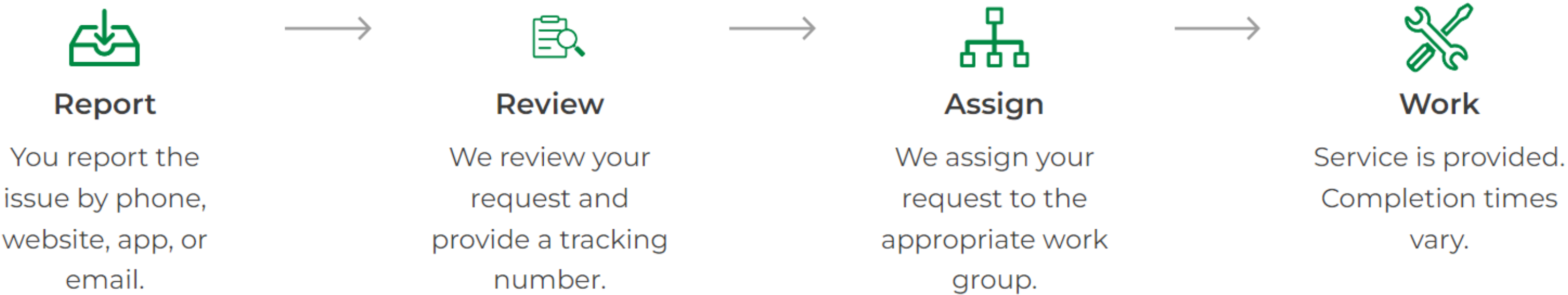
City of Oakland
Call Center

OAK 311

3 1 1

OAK 311 is here to help you with requests for routine maintenance and urgent infrastructure issues.

How It Works



For urgent issues, call 311 or (510) 615-5566 or visit www.oaklandca.gov/services/oak311

III. Where We've Made Progress

Developed and delivering on an award-winning **Paving Plan** that uses equity to direct paving resources

San Francisco Chronicle

Oakland pothole plan paves path to equity for lower-income areas




Otis R. Taylor Jr. | April 7, 2019 | Updated: April 7, 2019 4:45 p.m.



Potholes are seen on Park Blvd in Oakland, Calif. on Thursday, March 28, 2019.
Photo: Brittany Hosea-Small / Special to the Chronicle


Oakland’s Department of Transportation wants to drive a larger portion of the city’s infrastructure bond money to the low-income neighborhoods in

One way Oakland is fighting racial inequality? By fixing potholes



Ben Bradford | May 15, 2019

▶ LISTEN NOW



Development of a **Rapid Response** protocol to address severe and fatal injuries including deploying innovative street design treatments



98th and Cherry
Safety Improvement Project
(near term improvement later installed
with concrete)



Prioritizing near-term traffic safety improvements based on **safety** and **equity**

1,000+ Traffic Safety Service 311 Requests Annually for traffic signs, pavement markings, and small-scale traffic calming

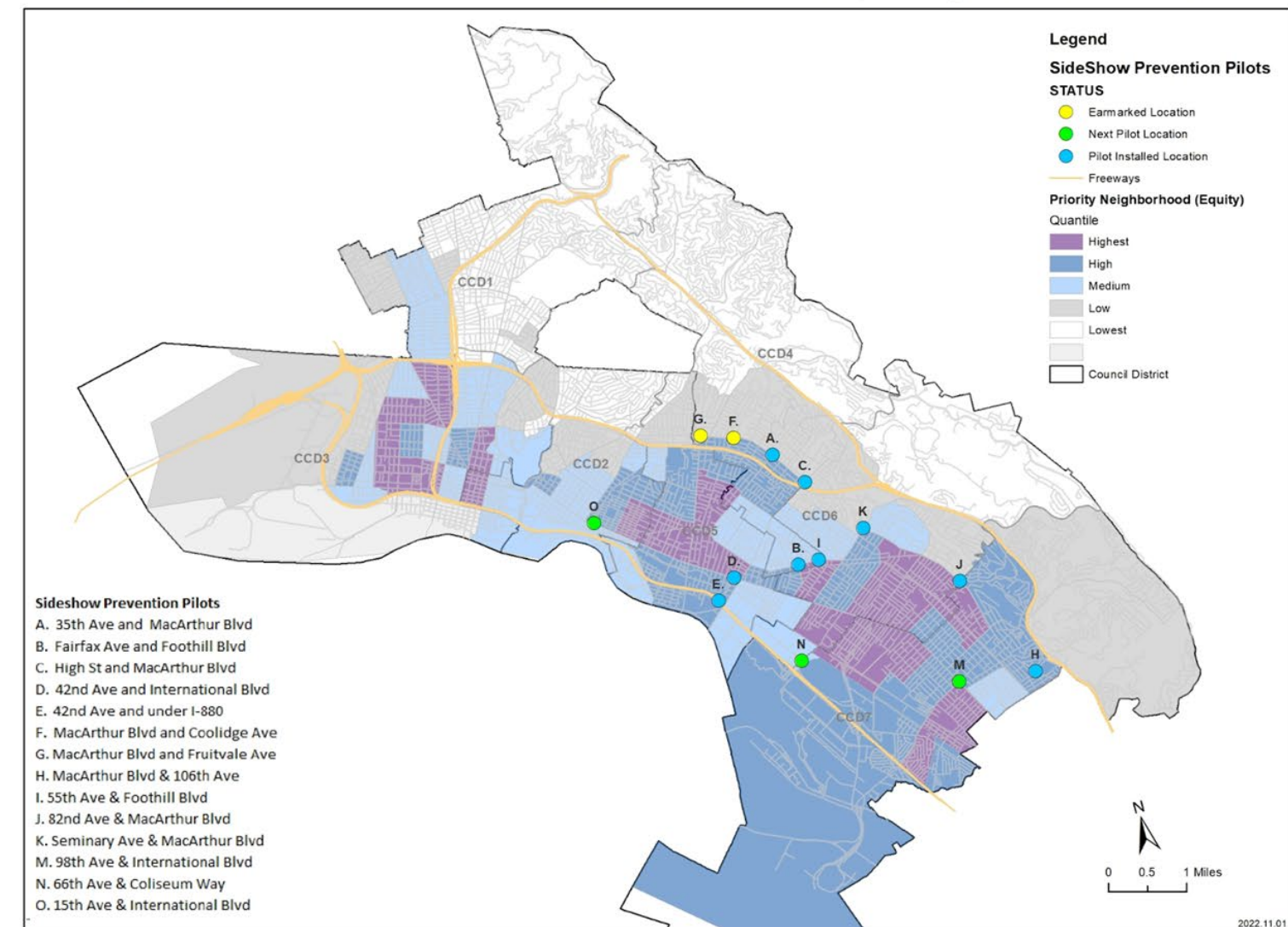


Sideshow Prevention Pilot Measures

Mini Rubber speed bumps, plastic curbs and delineators to prevent sideshows and slow turning movements



Sideshow Prevention Pilot Locations, City of Oakland



Violence Prevention Pilot Measures

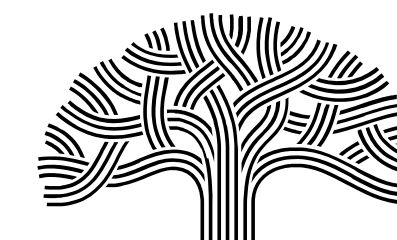
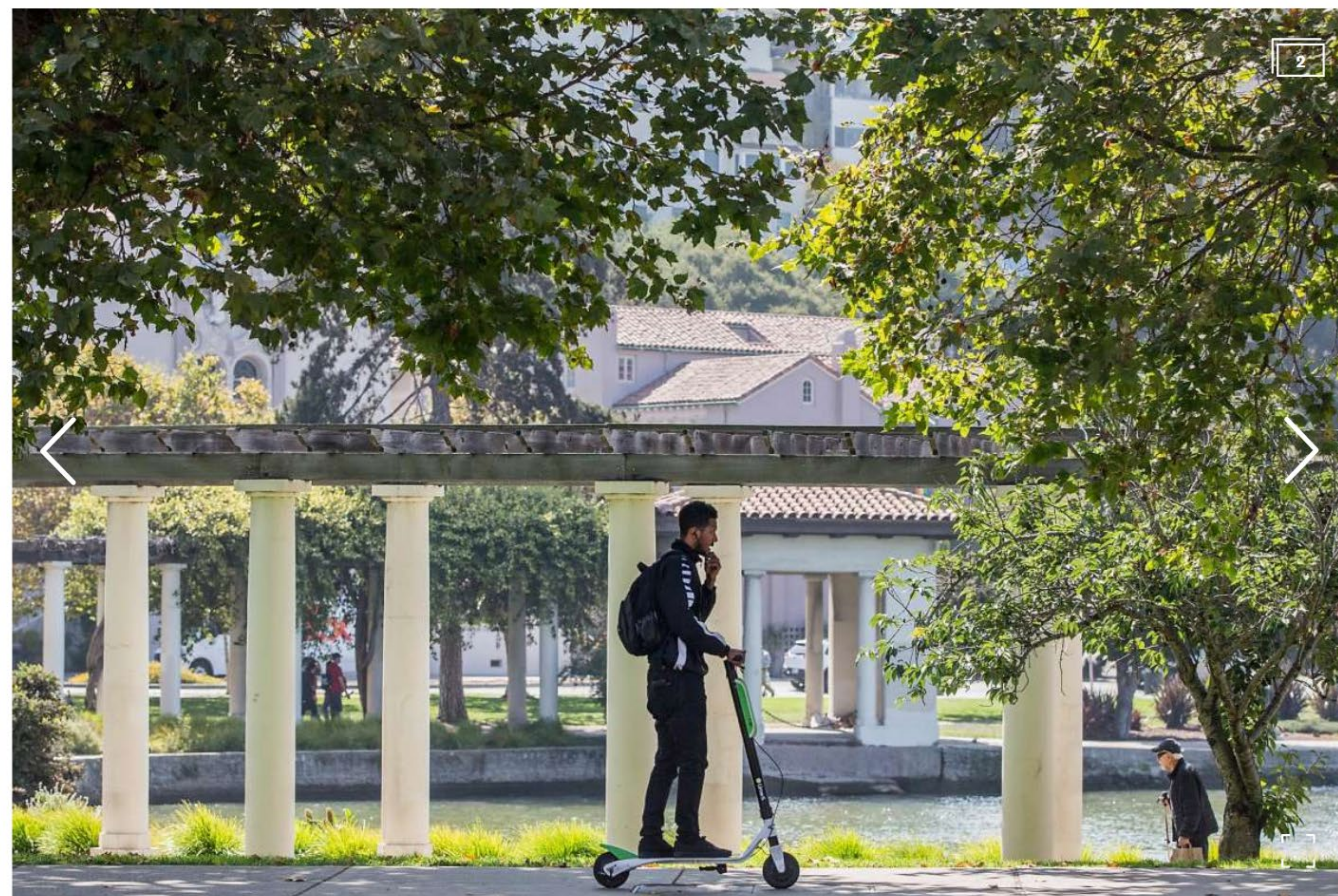
To deter human trafficking and dangerous driving, diagonal diverters will be piloted on East 15th Street in 2023



Leader in emerging and **Shared Mobility** and electric vehicle planning with respect to equity and accessibility.

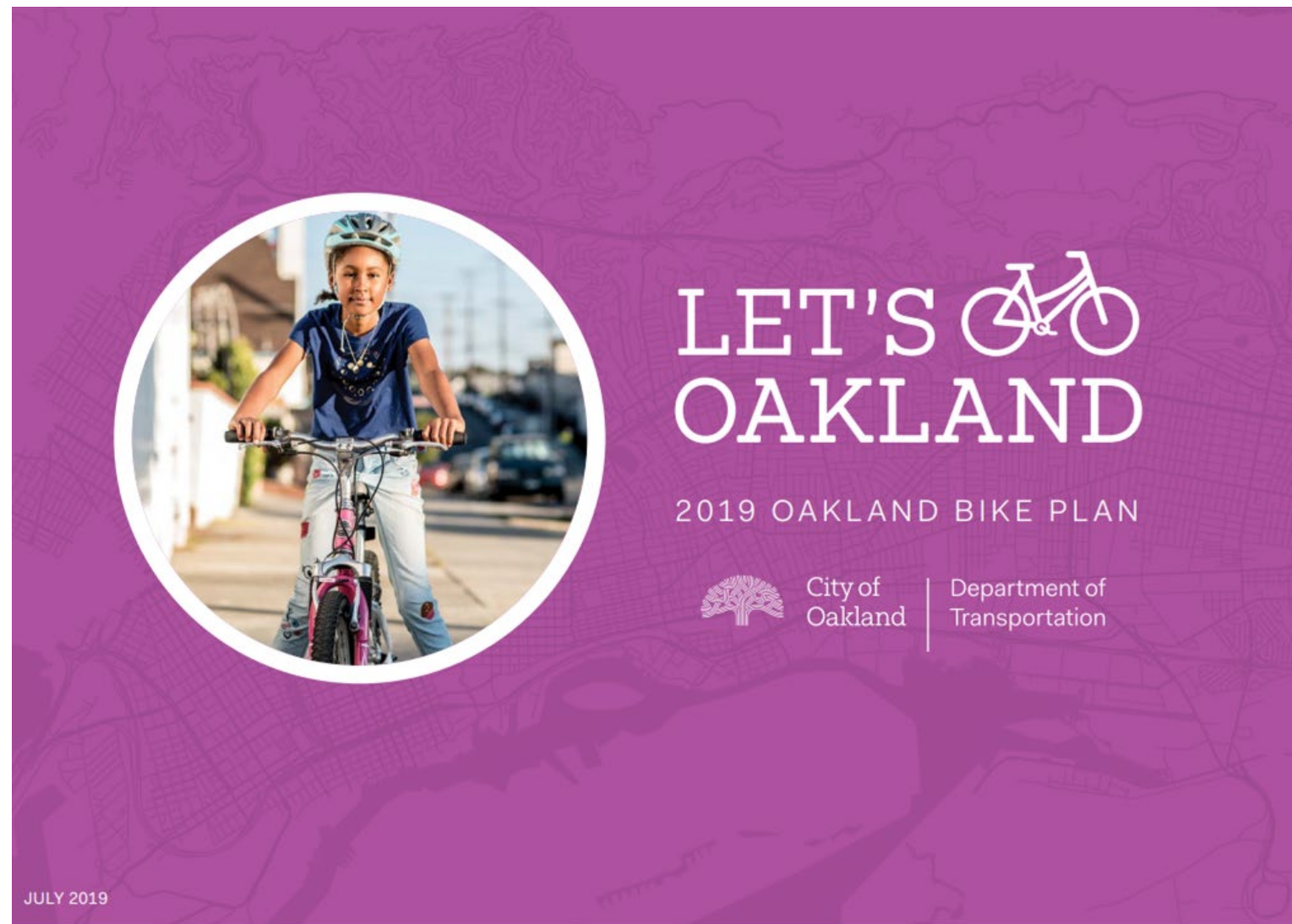
As San Francisco banned scooter use, Oakland embraced the two-wheelers

 Rachel Swan | Sep. 1, 2018 | Updated: Sep. 2, 2018 11:51 a.m.



**CITY OF
OAKLAND**

Nationally recognized **Bike Plan** update that set a new standard for engaging historically underserved communities in modal planning efforts.

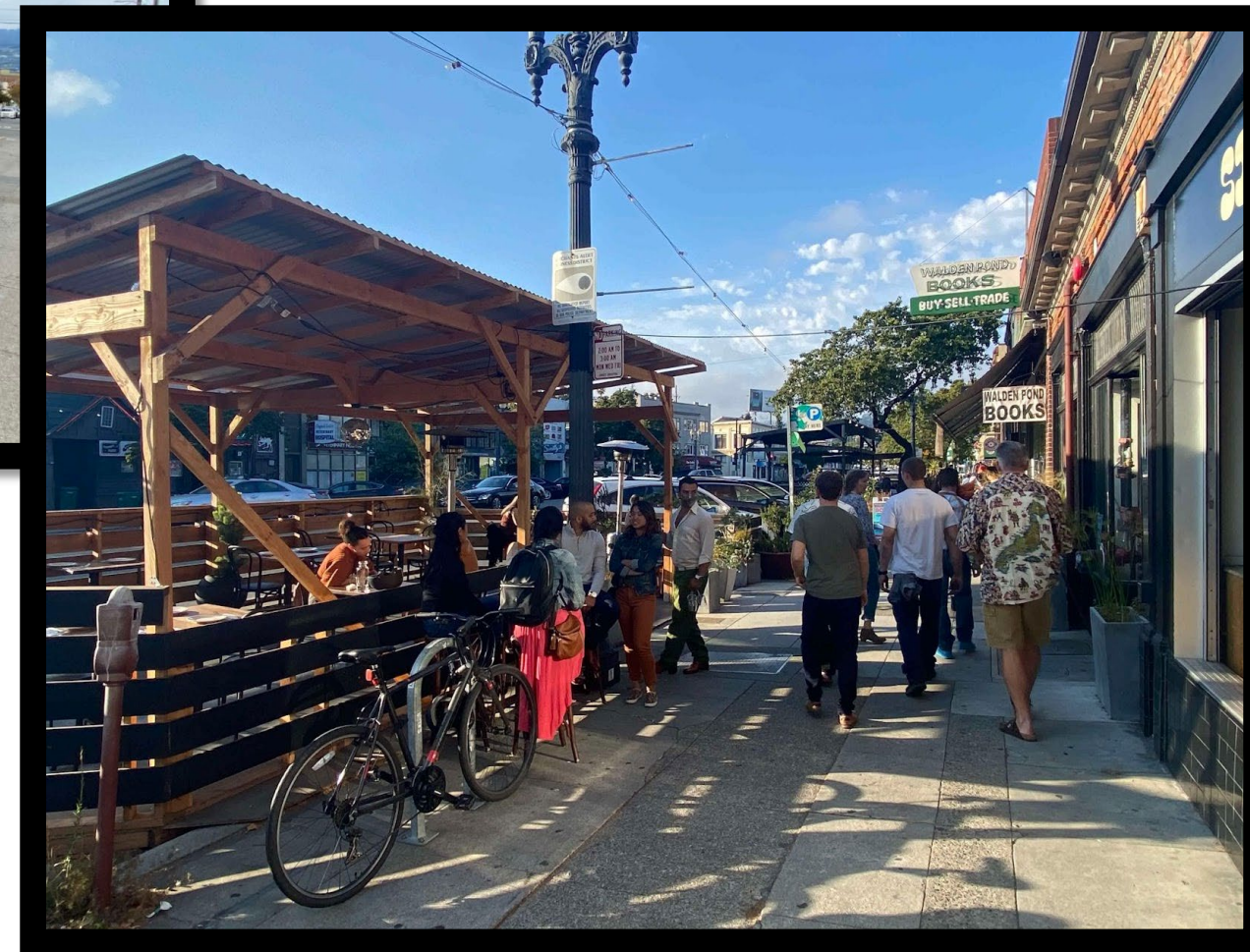


Helped Oakland Adapt to the Pandemic with Creative Uses of our Public Space



Left (Slow Streets): Launched the nation's first Slow Streets program to create car-light streets for people to recreate and travel during the pandemic.

Right (Flex Streets): Created streamlined permitting to support businesses in conducting outdoor dining and retail.



Developed and Manage “**Paint the Town**”- Inviting residents to create murals on neighborhood streets, supporting community beautification and social connection



PAINT THE TOWN

Come out and paint with us!

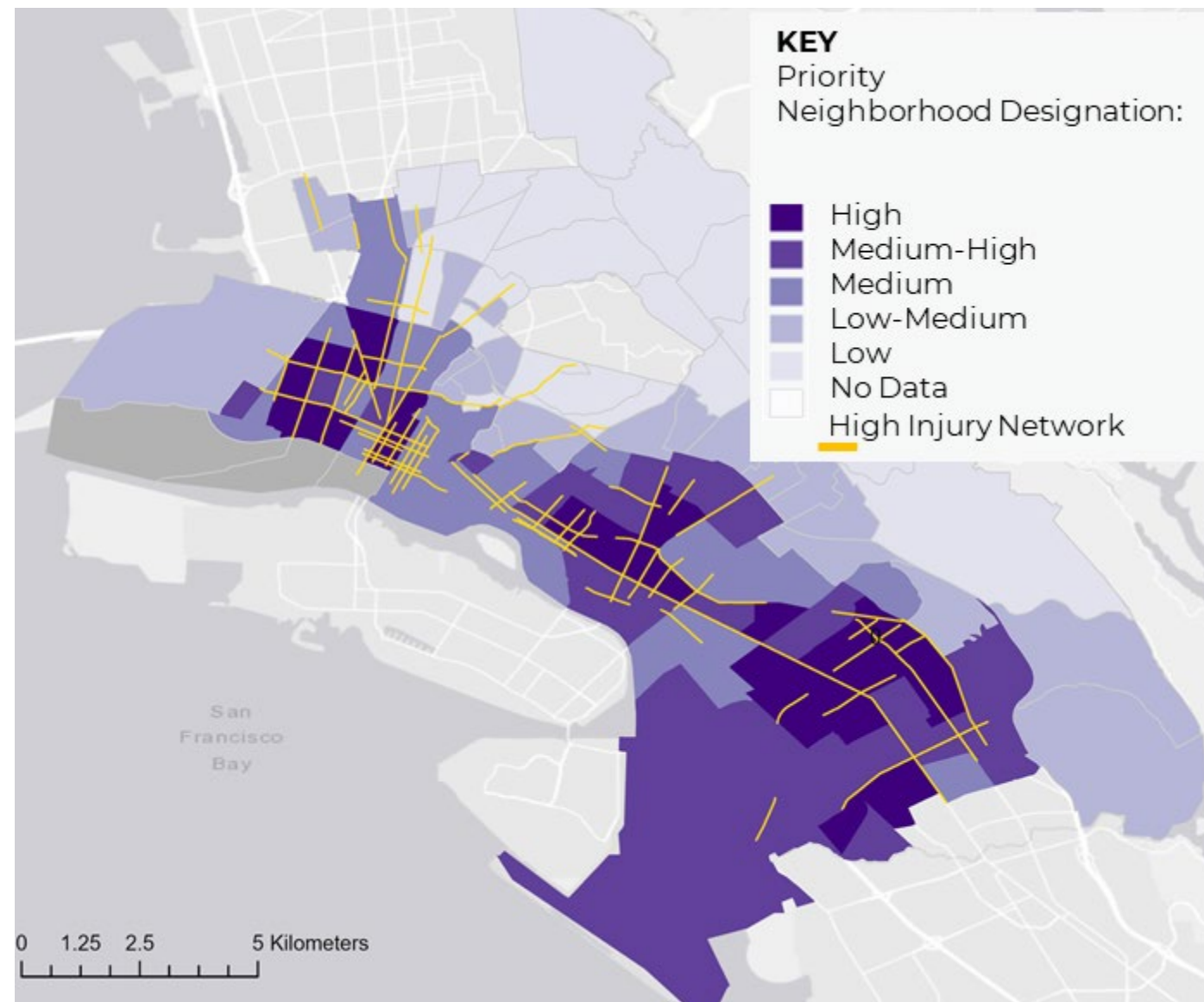
JUNE
Wednesday 22nd
ROOSEVELT Middle School
Organized by TRYBE & District 2
11am-5pm
Intersection of 18th Ave. & 19th St.

JULY
Wednesday 13th
GREENLEAF Elementary
10am-3pm
E.17th between 62nd & 64th Ave.

JULY
Saturday 23rd
10am-3pm
Scoville St and 55th Ave

SAFE passages
PAINT THE TOWN
EASTSIDE ARTS ALLIANCE

Co-leading the **Safe Oakland Streets** initiative with the CAO, DRE, and OPD to prevent serious and fatal crashes and eliminate crash inequities



Strategically focusing resources in priority equity communities and on the **high injury network - the 6% of city streets where 60% of severe and fatal crashes occur** - to save lives and address inequities

Leading the development and implementation of **Safety Focused Vehicle Enforcement** programs that seek to eliminate disparities and in outcomes around both traffic death and injuries and encounters with armed police enforcement.

HIGH SPEEDS ARE MORE DEADLY



9 out of 10
pedestrians are killed



5 out of 10
pedestrians are killed



1 out of 10
pedestrians are killed

AND SPEED MATTERS IN OAKLAND

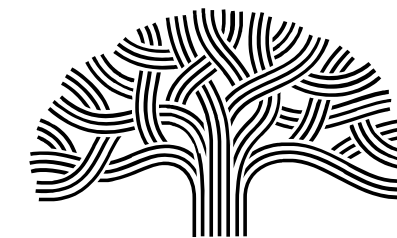


1 in 4 Oaklanders killed are involved in a crash where speed is a primary factor

Improved Contracting Outcomes

Building Capacity Amongst SLBE and Minority Firms

- Education
- Targeted Outreach
- Technical Assistance
- Alternative Project Delivery Methods



**CITY OF
OAKLAND**

IV. How We're Funded

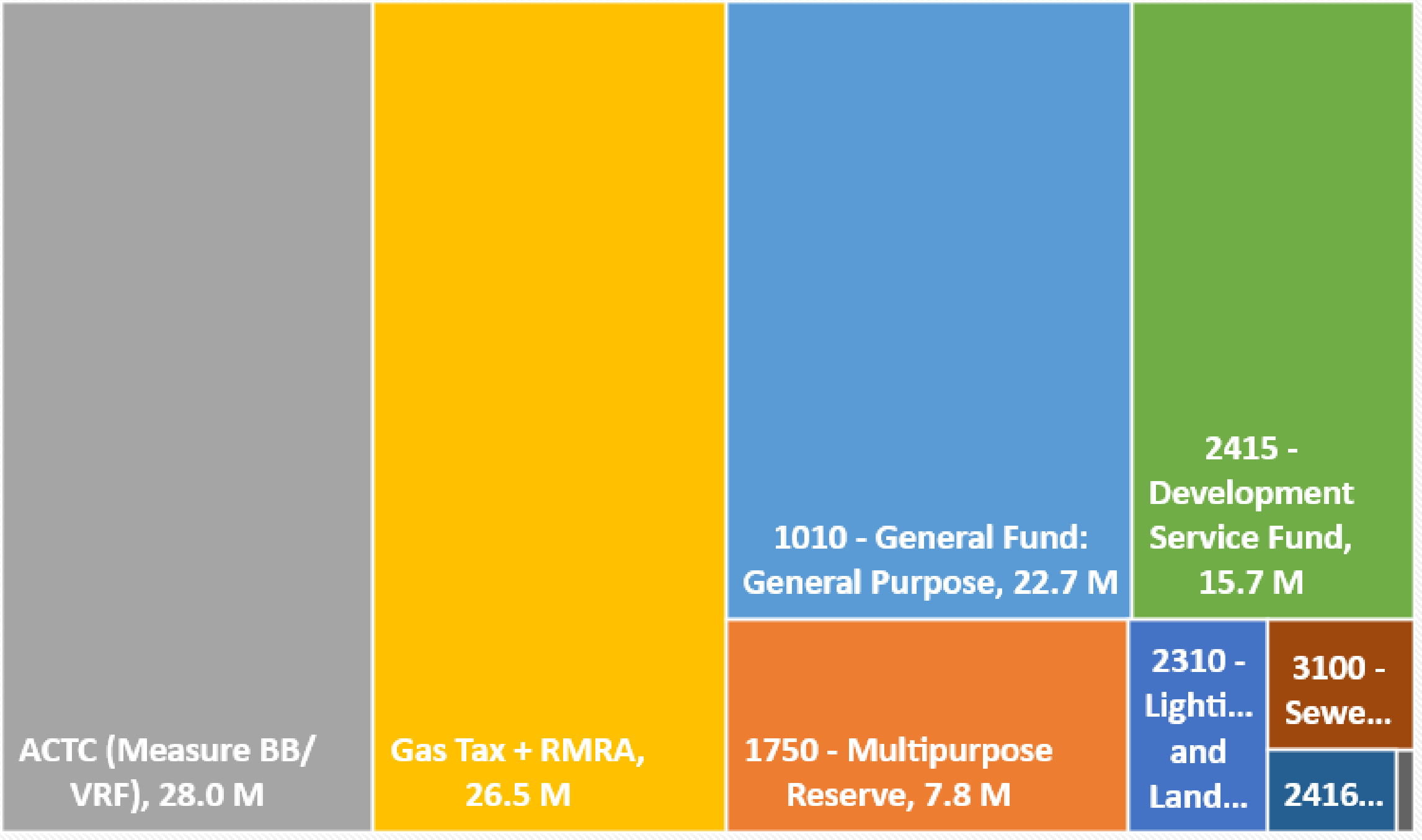
OakDOT operations are funded by a variety of sources:

Total Sources:
\$106.1M

Budgeted Staff:
409 FTEs

Vacancy Rate:
124 FTEs, 34%

FY 2223 Funding Sources



A photograph of construction workers in orange safety gear working on a road. In the foreground, a worker in a black jacket and orange vest is using a shovel. To their right, another worker in a full orange suit and white helmet is standing. In the background, a worker in a white hard hat and orange vest is also visible. A white truck and a yellow construction vehicle are parked in the background. The scene is set in a residential area with houses visible in the distance.

Thank You!

Fred Kelley
Oakland Department of
Transportation
fkelly@oaklandca.gov



Public Infrastructure and Capital Improvements



CIP Overview

City Council Retreat
December 7, 2022



CITY OF
OAKLAND

The **Capital Improvement Plan (CIP)**
helps us plan
for the **FUTURE**.

It pays for large
one-time
\$100,000+
IMPROVEMENTS
with a long-term
useful life of

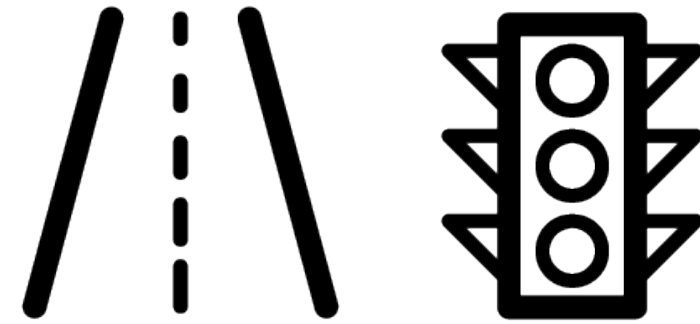
5+
years

To **IMPROVE**
the City's public
buildings, parks,
and streets

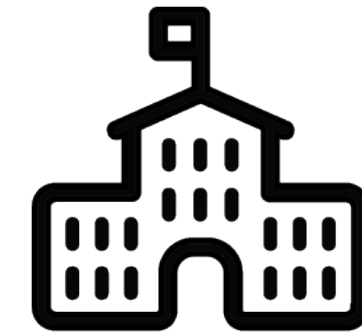
CAPITAL IMPROVEMENT PROGRAM ASSETS



Parks & Open
Space



Transportation



Building &
Facilities



Sanitary Sewer



Drainage & Watershed



Technology

How are CIP Projects Prioritized?



EQUITY Invest in priority communities (16 pts.)



HEALTH & SAFETY

Creates a safer and healthier community for everyone in the City of Oakland
16 pts.



EXISTING CONDITIONS

Addresses issues with City property and reduces future repair costs
13 pts.



ECONOMY

Helps local businesses thrive and improves access to economic opportunities
13 pts.



ENVIRONMENT

Prepares for climate change and improves air and water quality
11 pts.



REQUIRED WORK

Address and meets the City's codes and regulations
10 pts.



IMPROVEMENT

Builds or provides upgrades to city facilities (streets, sidewalks, libraries, etc.)
8 pts.



COLLABORATION

Driven by communities and/or involves community groups or other agencies
8 pts.



PROJECT READINESS

Some work has been planned and/or started
5 pts.

EQUITY is also considered by identifying projects that **address disparities within** the Health/Safety, Existing Conditions, Economy, Environment, Improvement and Collaboration factors. These subfactors vary within Capital Assets as appropriate.

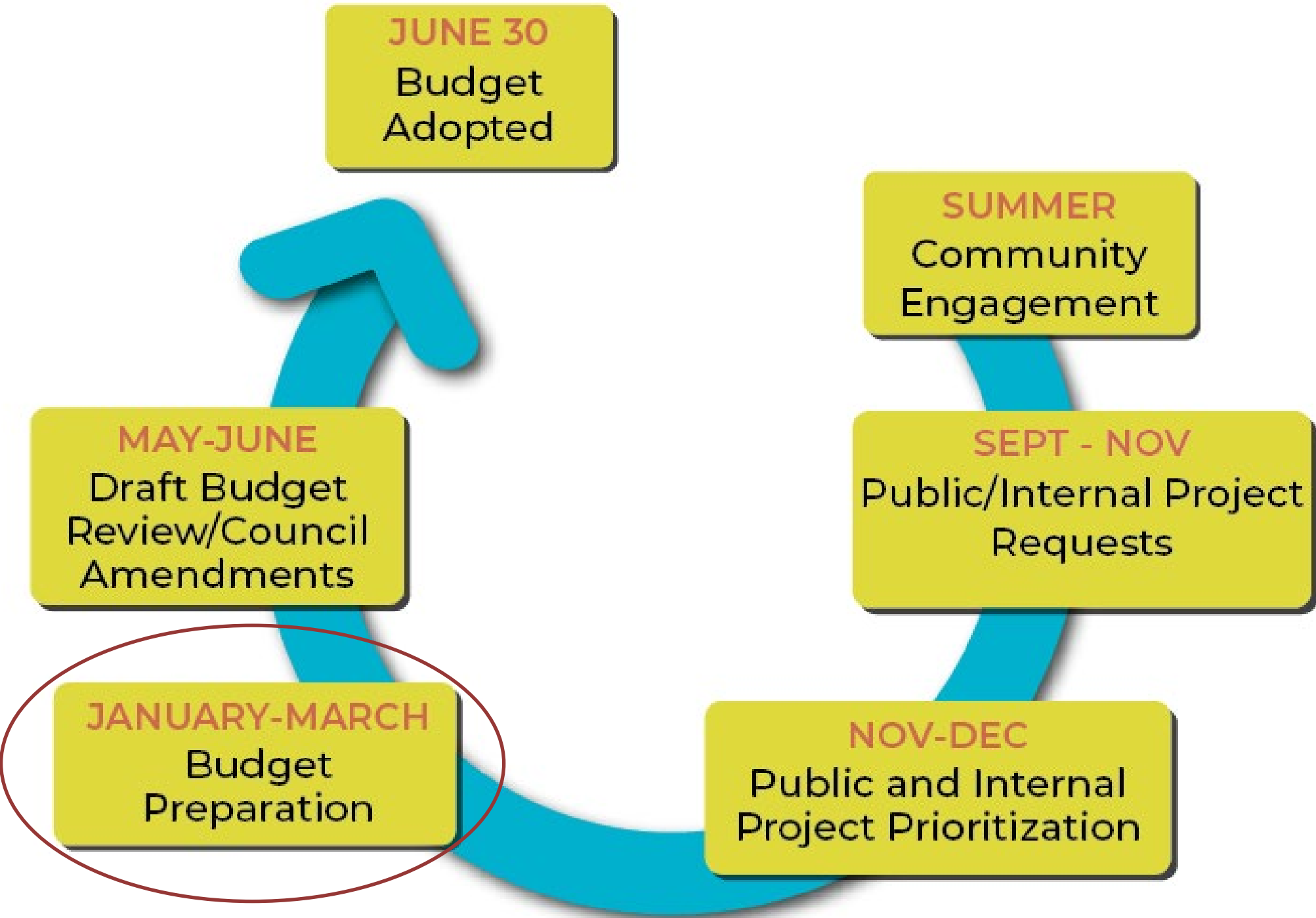


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OAKLAND

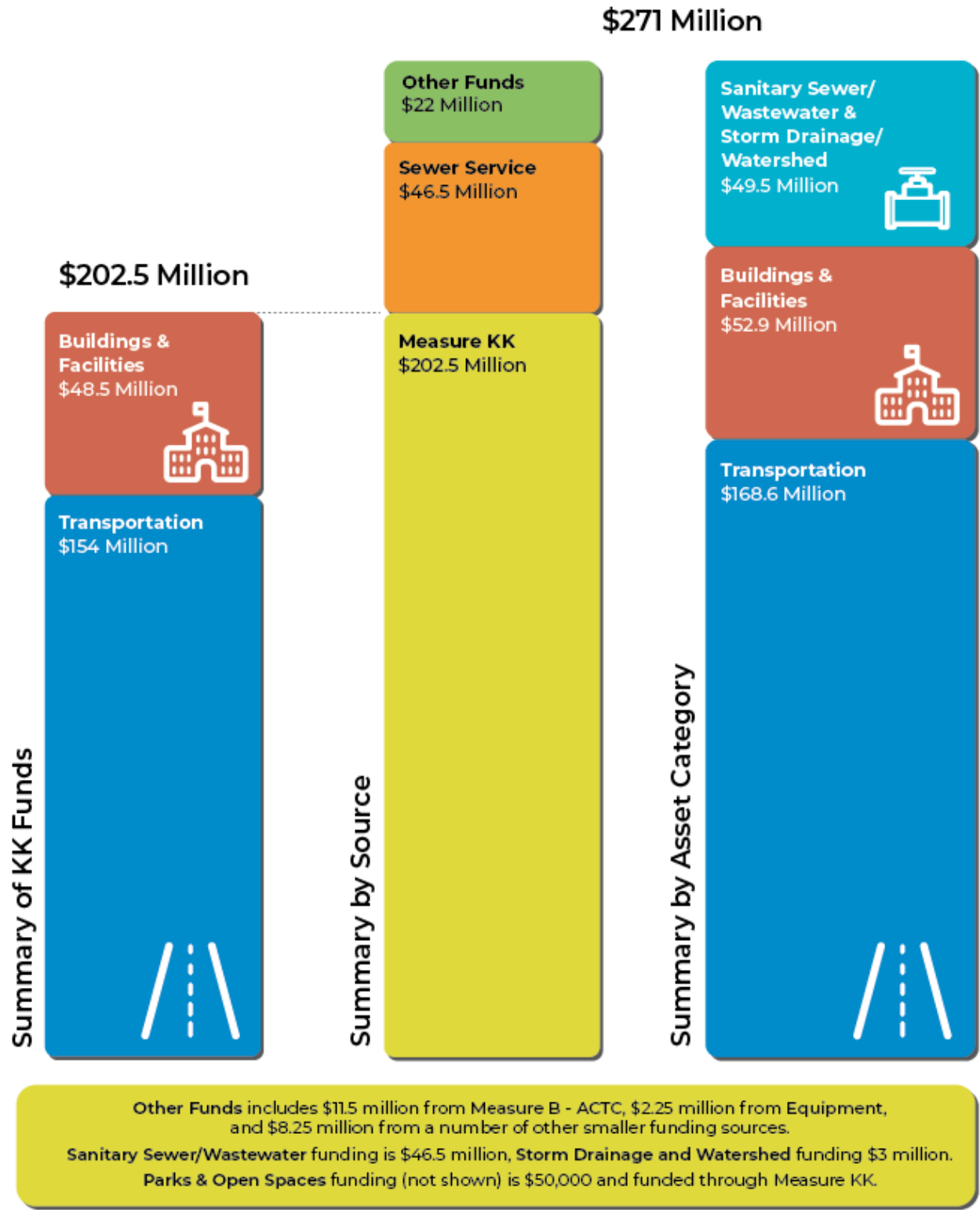
 **OAKLAND**
capital improvement program

CIP Timeline and Funding

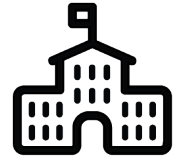
CIP Two-Year Process Timeline



Funding Amounts (FY 21-23)



PUBLIC WORK CIP HIGHLIGHTS



New Main Library Feasibility \$700,000 (Measure KK)

- ☐ Serves citywide
- ☐ Economic/educational opportunities for all ages
- ☐ High program opportunities
- ☐ Public Request
- ☐ Aging and inadequate facility

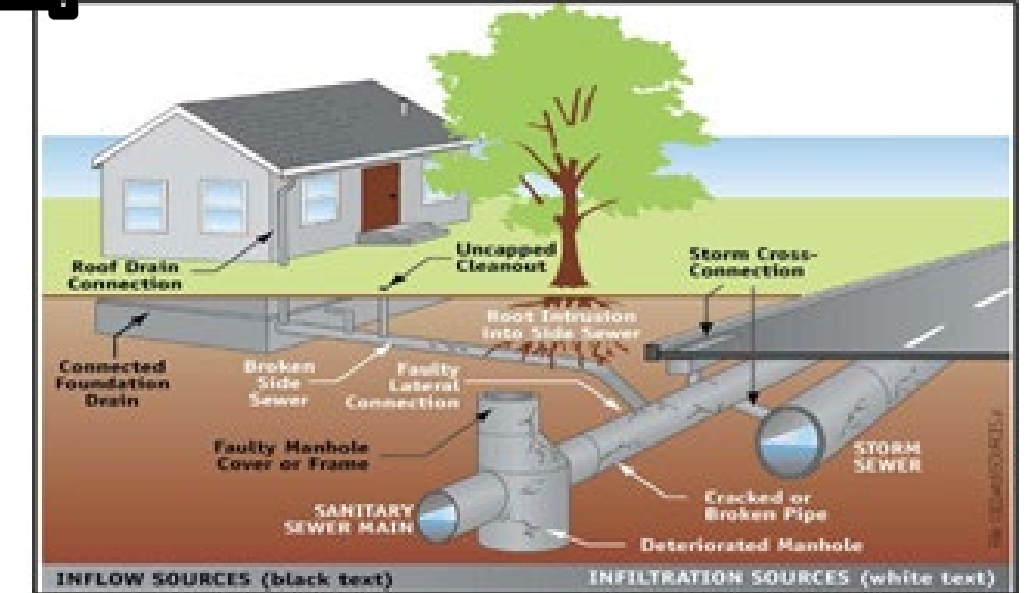
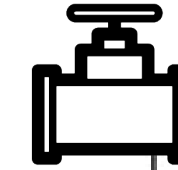
Score = 81



Lincoln Square Park Recreation Center \$1,700,000 (Measure KK)

- ☐ Underserved community, high program needs, diverse users
- ☐ Strong community collaboration
- ☐ Public request
- ☐ Aging, limited-space facility and inadequate infrastructure

Score = 73.5



Sanitary Sewer Rehabilitation Sub-Basin 81-201 \$7,028,838 (Sewer Fund 3100)

- ☐ Meets towards Regulatory Mandate Sewer Consent Decree Requirements
- ☐ High geographic equity location
- ☐ Aging infrastructure
- ☐ Eliminates infiltration and inflow
- ☐ Reduces sanitary sewer overflows

Score = 61.5

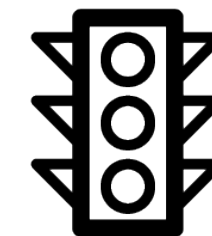


CITY OF
OAKLAND

 **OAKLAND**
capital improvement program



TRANSPORTATION CIP HIGHLIGHTS



OakDOT CIP is divided into programs, including:

- Paving, Sidewalks and Curb Ramps
- Complete Streets Capital Projects
- Bike and Ped Plan Implementation
- Bridge and Emergency Roadway Repair
- Community-Based Transportation Planning

Program highlights include:

- 27 miles average streets paved per year (200% increase since passage of Measure KK in 2016)
- Comprehensive transportation improvements built in coordination with paving projects to improve traffic safety and enhance pedestrian and bicycle visibility.
- Progress on transportation capital projects identified in community-driven planning efforts such as the [East Oakland Mobility Action Plan](#) and the [West Oakland Community Action Plan](#)
- Improvements that make it safer for children to walk and bike to school through the Safe Routes to [School](#) program.



FY 2023-25 CIP Received Submissions to Date

Preliminary Submissions as of January 12:

- **371** total **public** submissions (including duplicates)
 - OPW: 159
 - DOT: 205
 - Referred to 311: 4
 - Non-CIP: 3
- **134** total **internal** submissions
 - OPW: **82**
 - DOT: **52**

Staff Collect Project Ideas from the Public and Internal Staff



English

Capital Improvement Program (CIP) Public Request Form

The City of Oakland wants to hear from you and your community about changes and improvements you'd like to see to City resources in your neighborhood, such as parks, streets, and buildings. Your input will help us define and prioritize projects which could be eligible to receive funding within the next two years.

Capital projects can look like building new recreation centers or libraries, fixing old fire stations, and making streets safer for walking, biking, or rolling. By filling out this form, you can suggest a capital project idea in your neighborhood that the City of Oakland will review and evaluate to determine whether it may be prioritized for funding in the next two years!

Before filling out this form, we suggest visiting the [CIP Project Dashboard](#) to review existing funded and unfunded capital projects.

The deadline to fill this out for the Fiscal year 2023-2025 CIP cycle is **October 17, 2022 at 11:59 PM**. You will be notified via email regarding the outcome of your submission in Spring 2023.

Why Should I Complete the Survey?

2022 Preliminary Results:

- **371** total **public** submissions
 - OPW: 160
 - DOT: 207 (including duplicates)
- **134** total **internal** submissions
 - OPW: **82**
 - DOT: To date, **52** submissions
- Projects currently being scored by DOT/OPW staff
- Project recommendations to be finalized in the FY 23-25 budget process

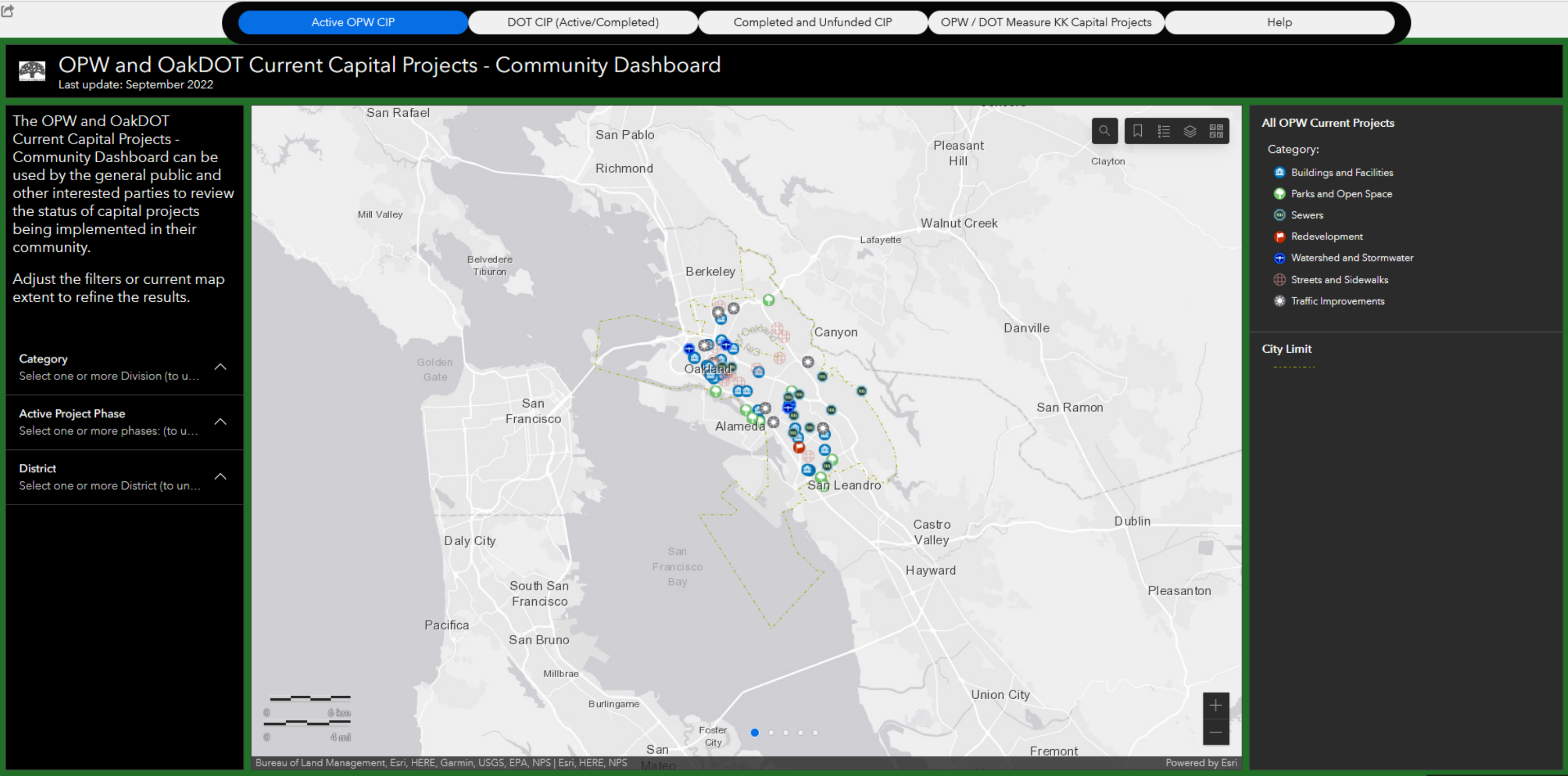
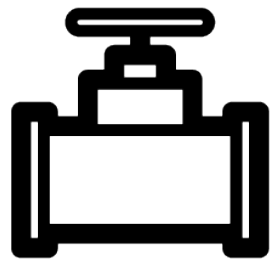


CITY OF
OAKLAND





CAPITAL COMMUNITY DASHBOARD



<https://experience.arcgis.com/experience/1d123ca0ece24b1ca2080d6b866a6584/page/Page/?views=Active-OPW-CIP>





Resources



OPW/DOT Community Dashboard

<https://experience.arcgis.com/experience/1d123ca0ece24b1ca2080d6b866a6584/page/Page/?views=Active-OPW-CIP>

FY 21-23 CIP Book:

<https://cao-94612.s3.amazonaws.com/documents/FY-21-23-CIP-Book-Adopted-7.9.21.pdf>

OakDOT 5-Year Accomplishments Report:

<https://cao-94612.s3.amazonaws.com/documents/22-06-OakDOT-Five-Year-Accomplishments-2.pdf>

2022 5-Year Paving Plan and Map:

<https://www.oaklandca.gov/projects/20225yp>

FY 21-23 Public Requests Dashboard

<https://oakgis.maps.arcgis.com/apps/dashboards/d2807f24a1194848b531b0b3a98ab53a>

Geographic Equity Toolbox:

<http://oakgis.maps.arcgis.com/apps/MapSeries/index.html?appid=fd47784582294d7b87cfb3ee1b047ea8>



CITY OF
OAKLAND



QUESTIONS & ANSWERS



Constituent Services and Oak311

A nighttime photograph of the Oakland City Center, a modern skyscraper with a glass facade, illuminated from within. The building is reflected in the water in the foreground. To the left, a red helicopter is visible in the sky. The background shows other city buildings and trees, also illuminated at night.

OAK 311

**NON – EMERGENCY CITY SERVICES
INFRASTRUCTURE / CITY BUILDING EMERGENCIES
AND GENERAL INFORMATION**

OAK311 is Here for You!

If you observe problems with city buildings & parks, trees, open space, dead animals, abandoned vehicles, homeless sites, roads, sidewalks, utilities, streetlights, traffic signals, and other service issues, or a problem with another public agency: e.g. – Caltrans, Port of Oakland, PLEASE let us know!

Whether you are a local resident, business, visitor, or a public agency, our sole focus is to give you a positive, professional customer service experience.

Facts About Oakland!

The city was
incorporated
in 1852

The City has
4,525.25
permanent, full
time employees

Eighth
largest city
in California

Operating
budget of
1.9 billion
dollars

Population
is 440,749

Fully
Accredited
OPW Dept in
2006 by
APWA

- 805 miles of streets
- 1500 miles of sidewalks
- 929 miles of sewer pipes
- 402 miles of storm drain pipes
- 309 city-owned buildings
- 38,000 street trees
- 640+ acres of park and public grounds
- 36,000 streetlights
- 671 traffic signalized intersections

Please Meet The OAK311 Team!

Multi-lingual: English, Spanish, Chinese



How may I help you?
¿Como puedo ayudarte?
我怎样能帮到你



Connecting to OAK311

Our multilingual office is open from 8am to 4:30pm; off weekends and holidays.
There are six permanent, full time Oak311 Representatives.

Citizens may report a problem by choosing an option below:

- ❖ Phone: 311 or (510) 615 – 5566; Relay Service 711
- ❖ Email: OAK311@oaklandca.gov
- ❖ Web: <https://www.oaklandca.gov/services/oak311>
- ❖ Mobile App: OAK 311 available in the Apple app store or Google Play store
- ❖ To learn more about our services, click here: <https://vimeo.com/494258353>

Emergencies must always be reported via telephone; crews are deployed 24/7 for infrastructure emergencies.

For ROUTINE Issues, Call 311

Or (510) 615-5566; Relay Service 711

- Illegal Dumping
- Potholes/Street Deterioration
- Graffiti on Public Space & City Buildings
- Traffic Safety (Non-emergency)
- City Building Maintenance
- Streetlight (Not Traffic Signal)
- Parking Meter Maintenance
- Damaged Sidewalks
- Park Maintenance

Other Reporting Options:

- Mobile App: OAK 311 available in the Apple app store or Google Play for Android devices
- Email: OAK311@oaklandca.gov
- Web: <https://www.oaklandca.gov/services/oak311>

Multilingual Options Available

1 – ENGLISH 2 – SPANISH 3 – CHINESE

Para informar en Español llame al **311** o: (510) 615-5566

用中文報告, 請致電 **311** 或: (510) 615-5566

Báo cáo bằng tiếng Việt, gọi **311** hoặc: (510) 615-556-5566

How it Works!

- OAK311 receives the initial request from an internal or external customer.
- The information is documented in Cityworks – our data base system, a service request is generated and a tracking number is sent to your email.
- PLEASE KEEP your tracking number!
- The request is assigned to the responsible Operations Supervisor for crew deployment and repairs.
- Contact Oak311 for updates or other questions.



Maintenance Process

- The Operations Supervisor reviews the request and then creates a work order.
- The work order is then assigned to the Crew Leader for onsite assessment and repairs.



Work Order in Action

- The assigned crew responds to the work order by entering the labor, equipment and materials needed to complete the job.
- He records findings and completes the necessary job.



Completion/Closure

- ✓ Once all the work has been satisfied, the Operations Supervisor does a final review of the work order and then closes the work order.
- ✓ Closure of the work order also closes the service request.
- ✓ The system then generates a closure notice to the customer.



OAK 311 Service Requests - Interactive Charts

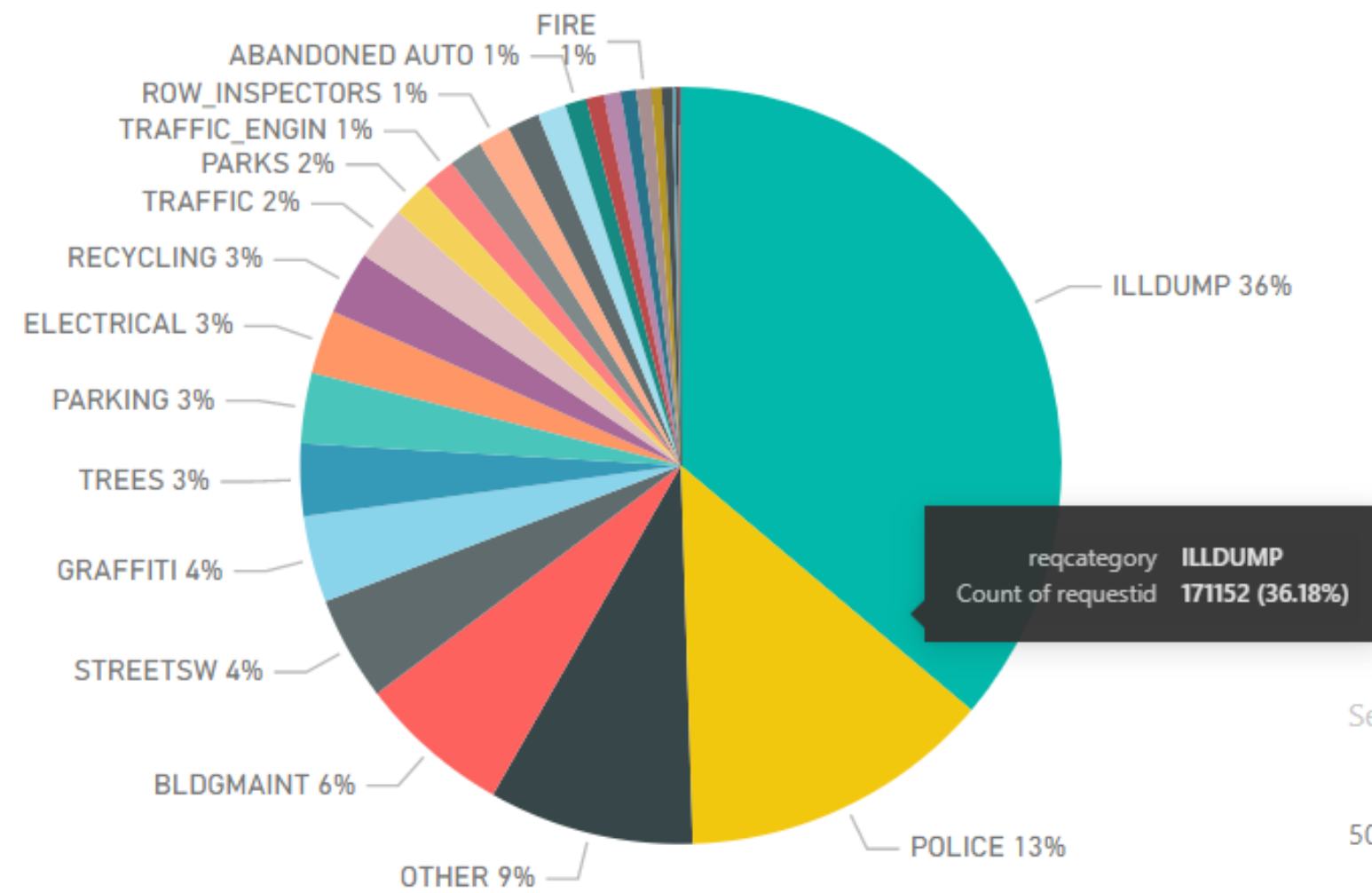
Council District

| Select all | (Blank) | CCD1 | CCD2 | CCD21650 18TH AVE | CCD3 | CCD4 | CCD5 | CCD6 | CCD7 | District 4 |
|------------|---------|------|------|----------------------|------|------|------|------|------|------------|
|------------|---------|------|------|----------------------|------|------|------|------|------|------------|

Choose a Year(s) or Quarter(s) for the charts below

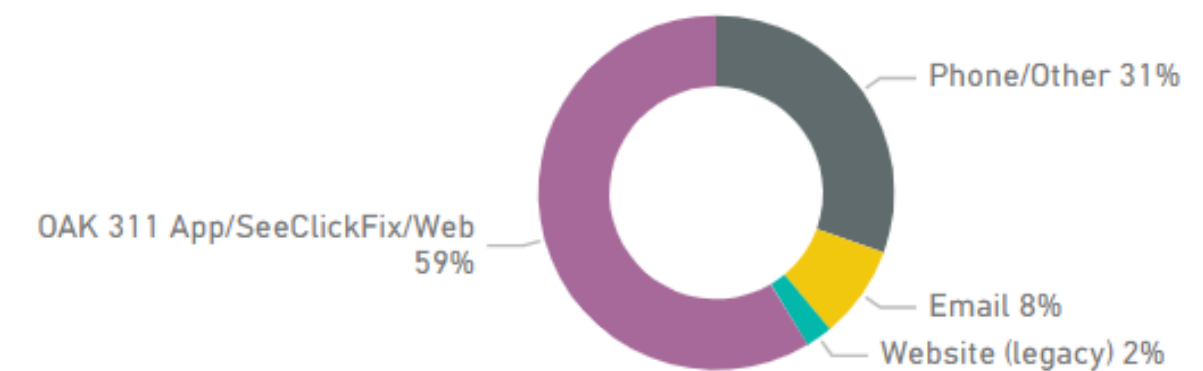


Service Requests - by Category

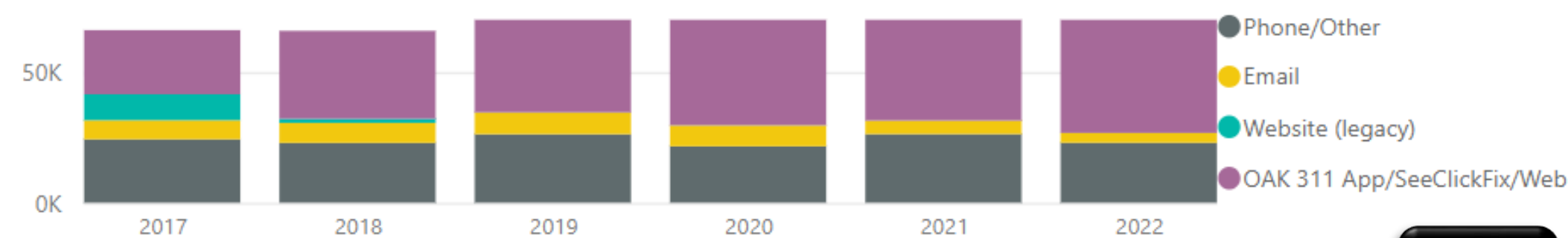


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Service Requests - by Source



Service Requests - Total by Year and Source



Refreshed Nightly, Last Refreshed On:

December 05, 2022

Shows non-duplicated service requests (status does not equal cancel). See the City of Oakland [open data website](#) for more information.



A nighttime photograph of a city skyline across a body of water. In the foreground, a string of warm white lights is strung across the frame, and a single street lamp stands prominently on the right. The city lights are reflected in the water, and the sky is a deep blue with some clouds. The text "After Hour Maintenance Emergencies" is overlaid in the center in a bold, yellow font with a black outline.

After Hour Maintenance Emergencies

For URGENT Issues, Call 311

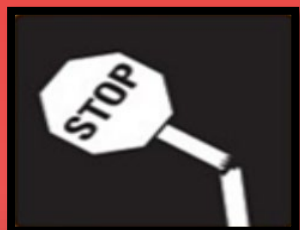
Or (510) 615-5566; *Relay Service 711*



Major Flooding



Land/Mud Slides



Downed Road Sign



Traffic Signal Outage



Sewer Overflow



Fallen Trees / Branches



Hazardous Roadway



Objects Blocking Roadway

Emergencies must always be reported via telephone; crews are deployed
24/7 for URGENT maintenance issues.

Animal Emergencies

If caller is requesting assistance with a live animal in need of help, contact the Oakland Police Department Non-Emergency line at (510) 777-3333. *Requests for dead animal abatement is not an emergency and will be handled by daytime crews.*



Other Important Agencies

For Afterhours Emergencies

| | |
|----------------------------|--------------------|
| ❖ Caltrans Emergencies/CHP | (707) – 641 - 8300 |
| ❖ EBMUD | (510) – 287 – 0600 |
| ❖ PG&E | (877) – 771 – 9574 |
| ❖ Police Dispatch | 911 OR 777 – 3211 |
| ❖ Fire Dispatch | (510) – 444 – 1616 |
| ❖ Port of Oakland Dispatch | (510) – 627 – 1262 |
| ❖ Union Pacific Railroad | (888) – 877 – 7267 |

Thank You!



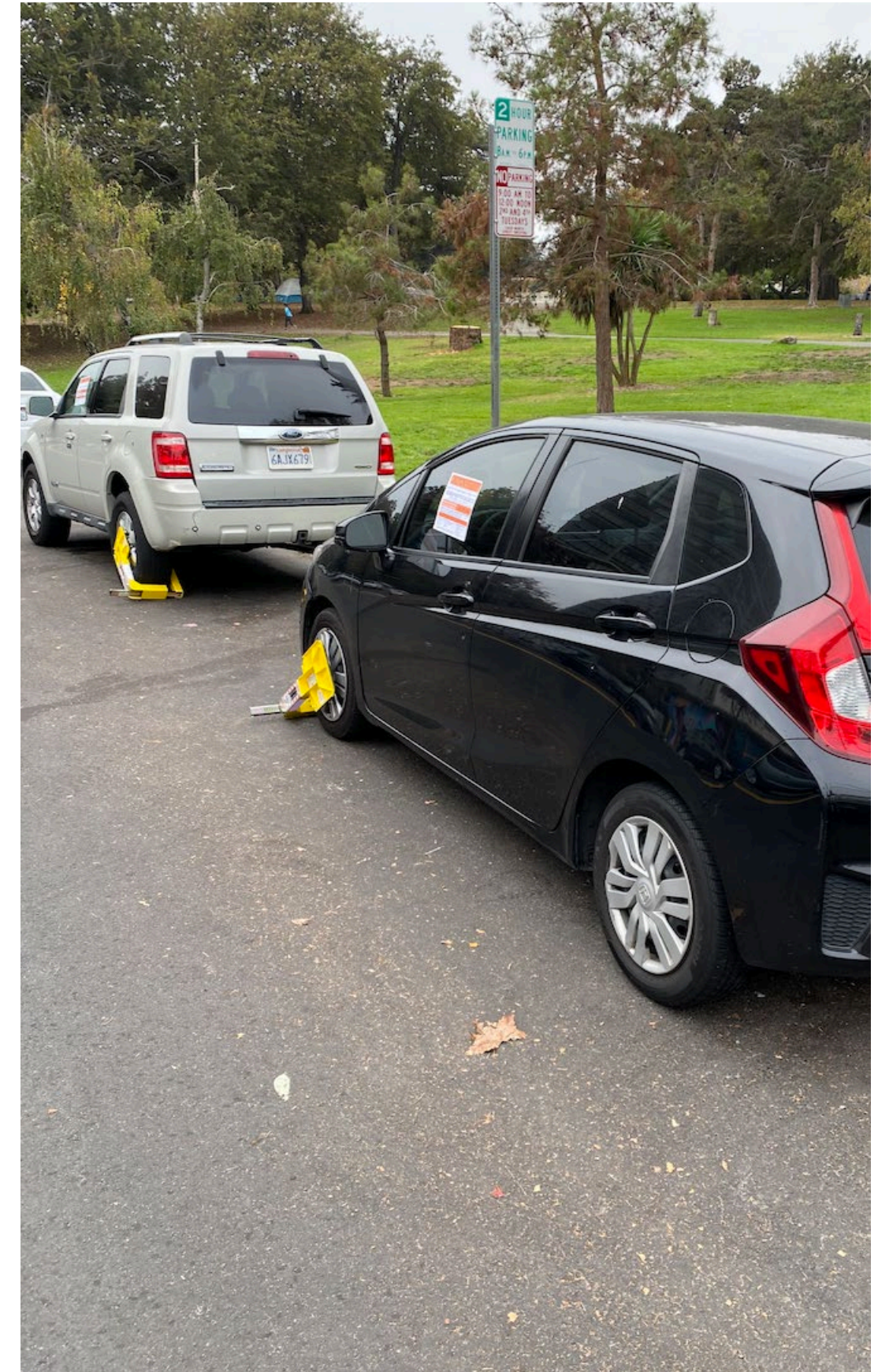
Questions?



Abandoned Automobiles,
Illegal Dumping and Graffiti
Abatement

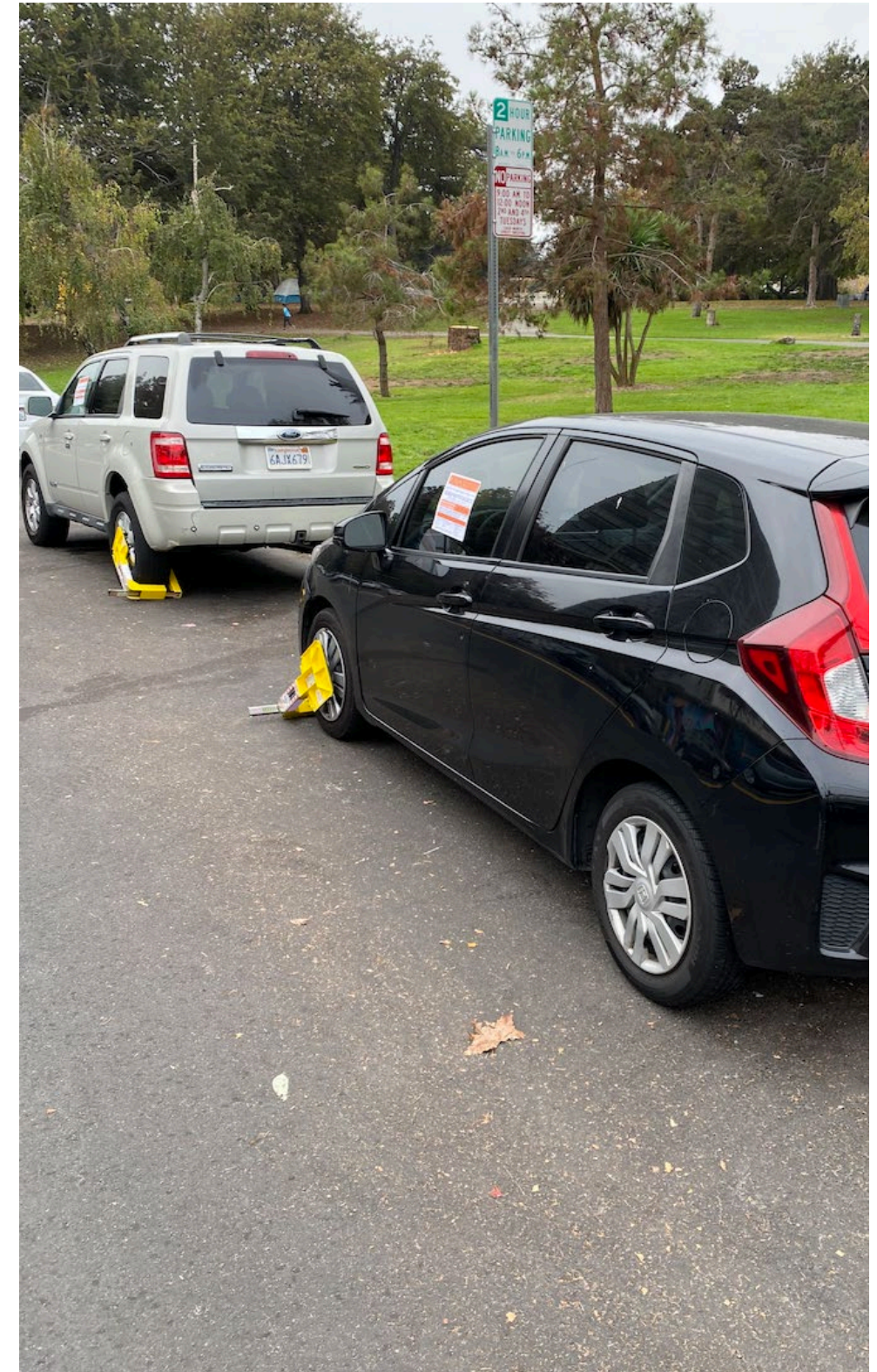
OPD/OakDOT Vehicle Management Transition

- Guided by the Reimagining Public Safety effort, shifts responsibility for abandoned vehicles away from OPD to the Department of Transportation (OakDOT)
- Council Authorized the transfer of positions in the FY 2021-23 budget cycle
- Further aligns management of the public Right-Of-Way with OakDOT, allows for a more integrated parking management system
- Redirects Police Resources to address serious criminal activity instead of towing abandoned vehicles
- Still requires interdepartmental coordination with OPD, OPW, and CAO



OakDOT Vehicle Enforcement Unit

- 13 technicians will staff three details:
 - 1) **Abandoned Auto**, 2) **Scofflaw (Boot)**, and 3) **Vehicle Encampment**
- Organized within OakDOT's **Parking & Mobility Division**, maximizing coordination between units
- Working with Labor Partners to create promotional opportunities and build pipeline of highly qualified staff
- Ongoing effort to work across departments in response to challenges such as staff safety



Abandoned Auto Detail

- A “program designed to abate public nuisances by removing abandoned, wrecked, dismantled or inoperative vehicles and/or vehicle parts from private and public properties.”
- In 2020-21 this was the second most requested service on Oak311 after illegal dumping



Removing blighted vehicles is a major concern in many neighborhoods

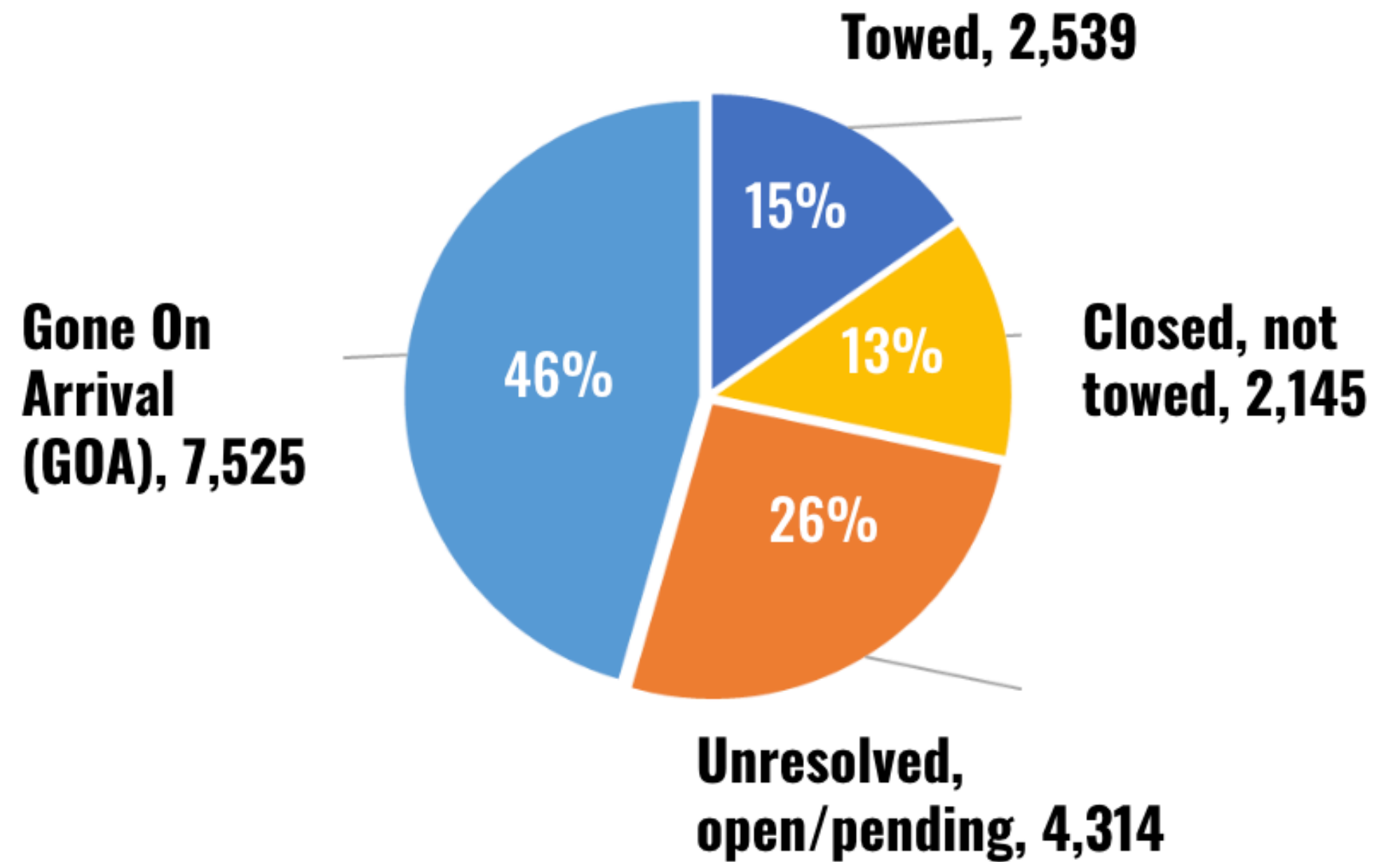
Vehicle Encampment Detail

Specially trained technicians will:

- conduct vehicle encampment assessments and respond to service requests City-wide
- Be a part of the City's Encampment Management Team (EMT) during closures and cleanings, ensuring that all City policies are followed while providing tow services



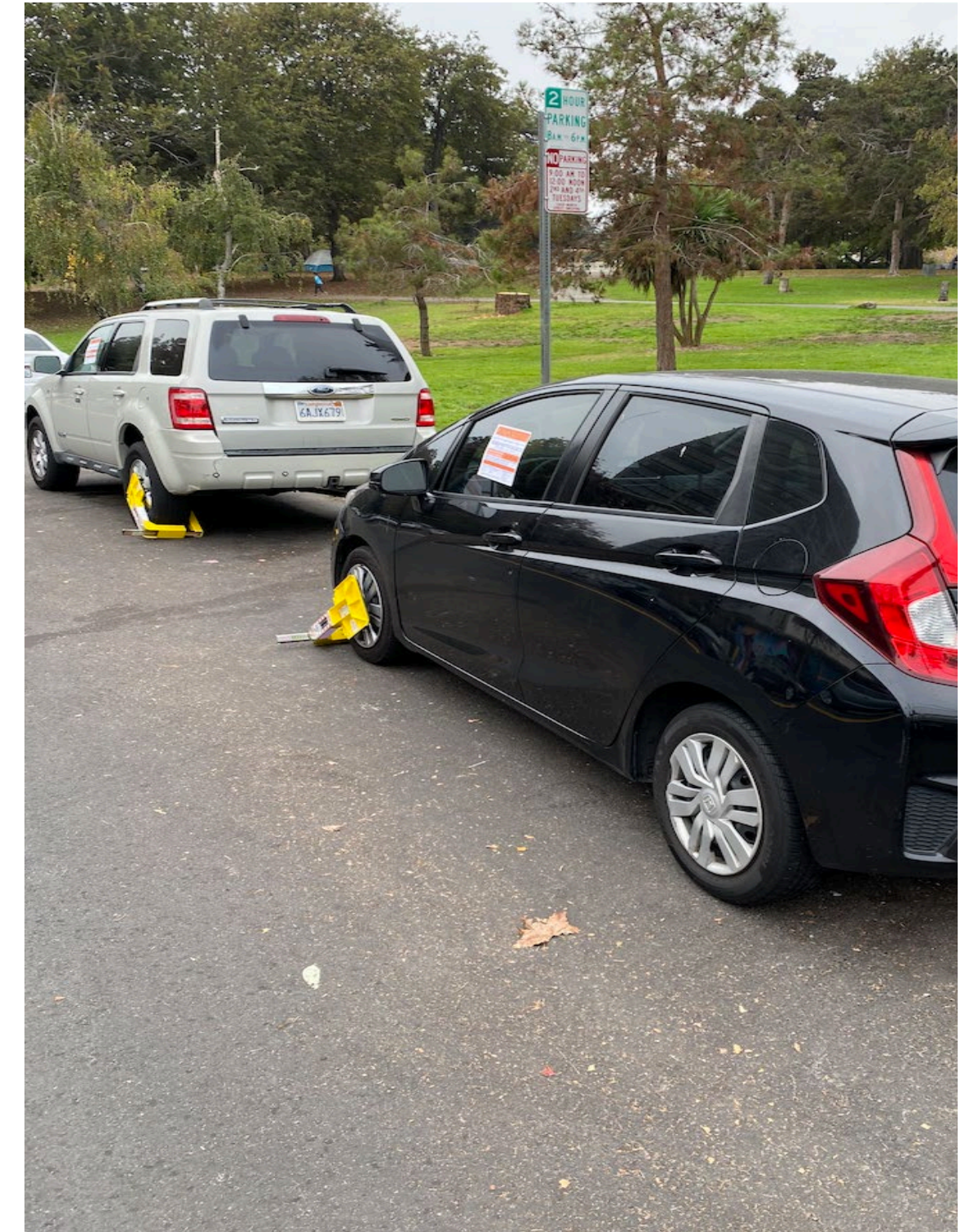
In 2021, there were over 16,500 service requests, with a 74% resolution.



OakDOT Vehicle Enforcement Unit Impact

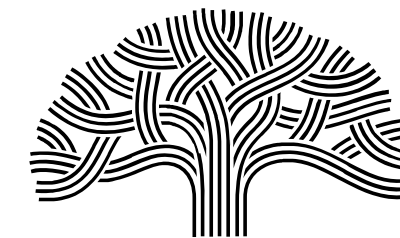
Integration allows for entire OakDOT Parking Management Division to coordinate:

- Technicians on regular routes can check for seriously inoperable vehicles versus vehicles that were misreported
- Faster response due to dedicated staffing increase from 3 to 13 technicians for the unit
- Three positions coordinate full time with the Encampment Management Team to avoid staff being diverted from other details
- Transition fully implemented in January 2023



OPW Illegal Dumping and Graffiti Abatement Presentation

1. Review of Illegal Dumping in Oakland
2. Current Illegal Dumping Programs
3. Expanded Programs
4. Challenges



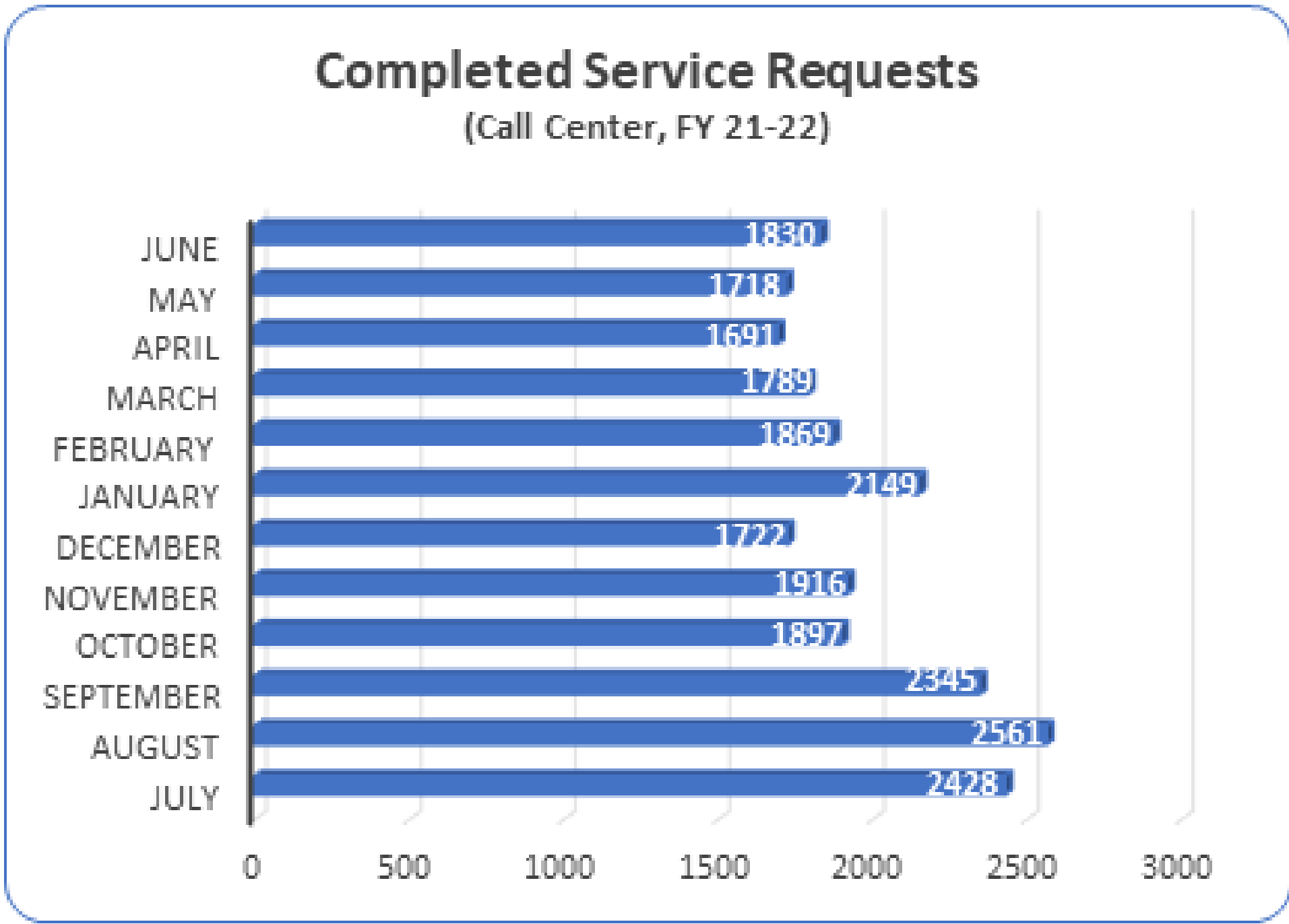
**CITY OF
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#1 Review of Illegal Dumping: Overview

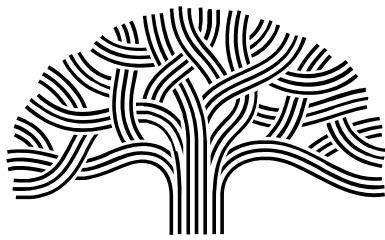
- Illegal dumping abatement is one of the City's most critical issues, the volume of illegal dumping has dramatically increased since 2017 - **23,915** requests in fiscal year 2021-2022
- Pickup of illegal dumping is primarily managed by Keep Oakland Clean and Beautiful (KOCB) – organized into reactive and proactive crews – assisted by other divisions and partners
- A separate KOCB Crews cleans and clears dumping associated with homeless encampments
- OPW is implementing numerous existing and new programs to eliminate the source of illegal dumping



Review of Illegal Dumping: Service Requests



Illegal Dumping is the number one issue for which the Call Center receives service requests. There were 23,915 service requests to abate illegal dumping in fiscal year 2021-2022.

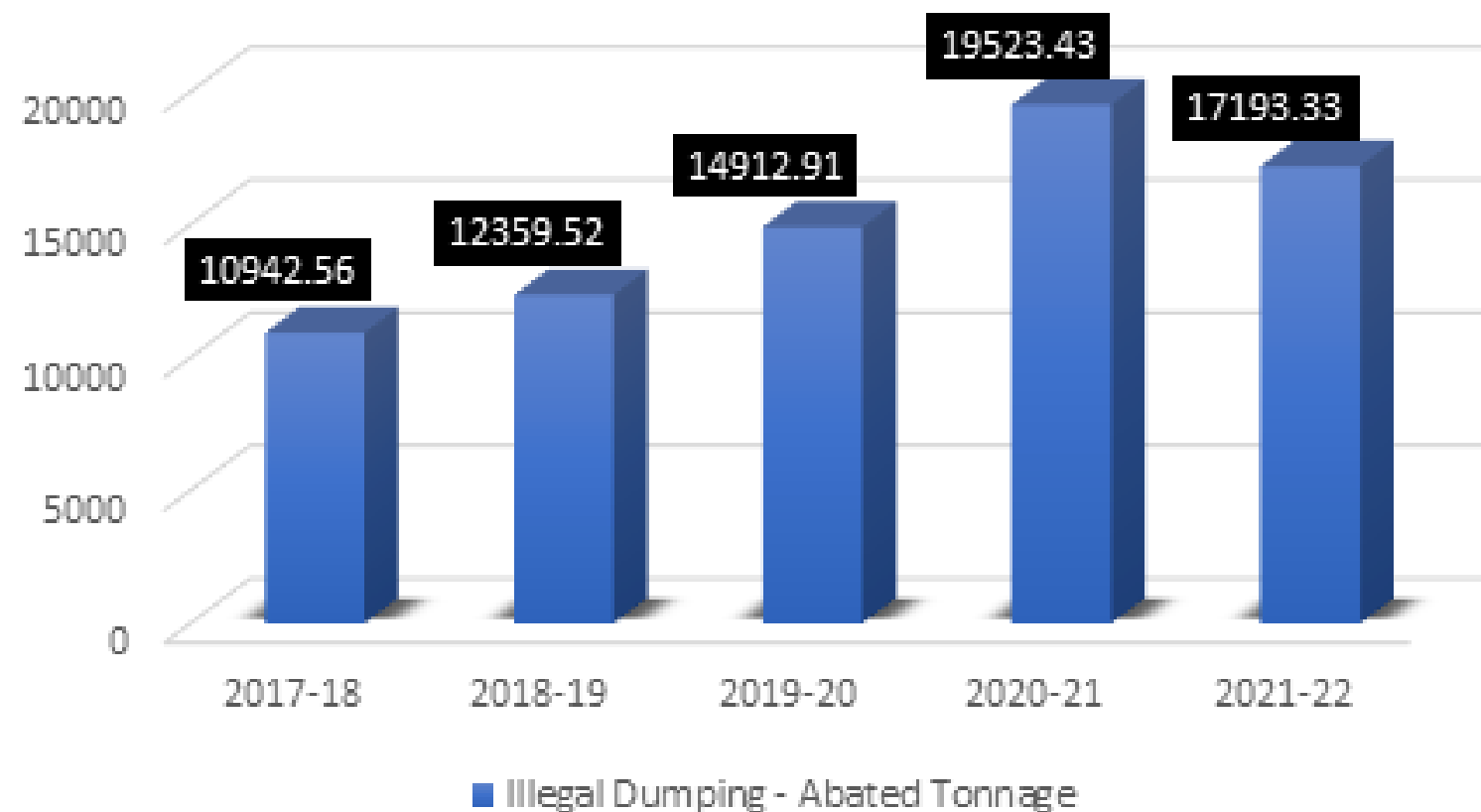


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Review of Illegal Dumping: Volumes

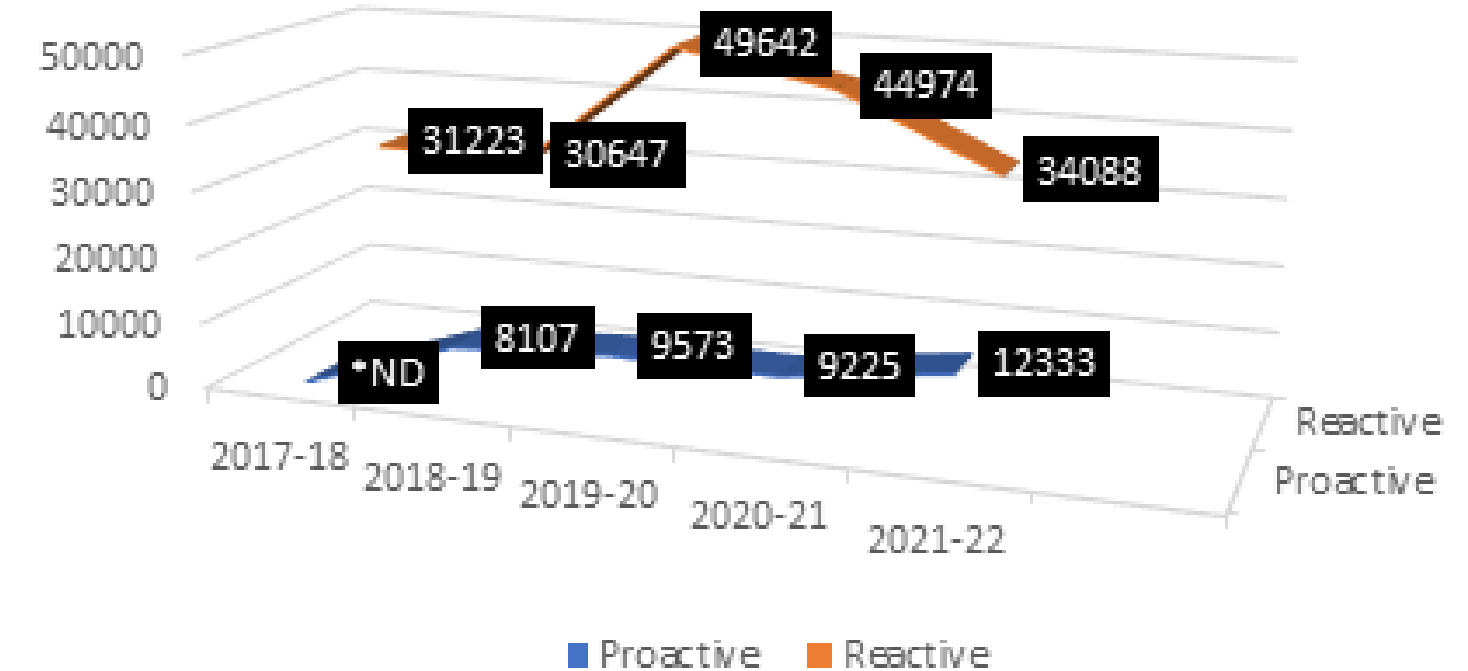
The quantity of illegal dumping removed by crews has increased significantly in the past five years. Work is shifting to proactive crews.

Illegal Dumping - Abated Tonnage



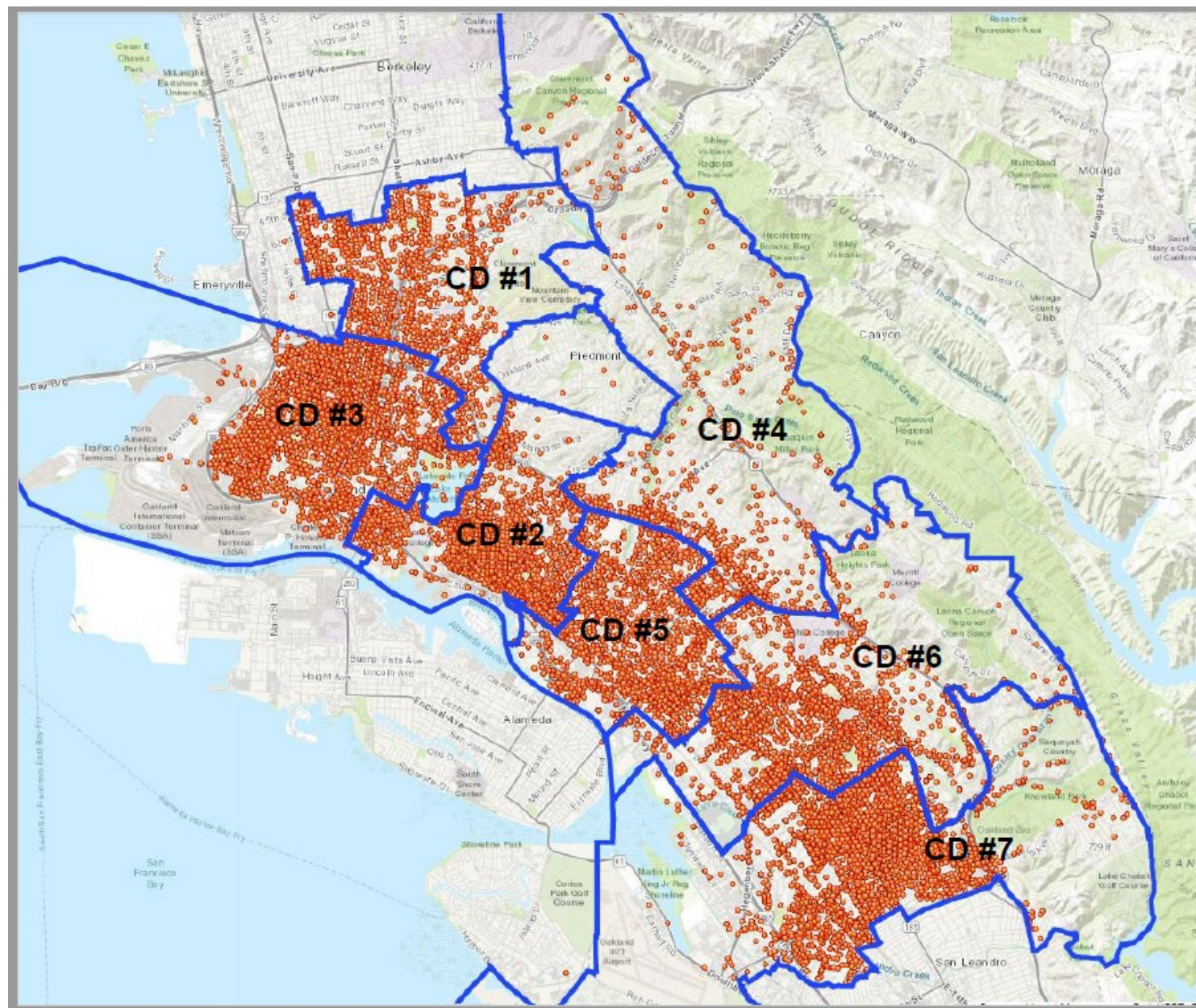
Completed Work Orders

FY 2017-2023

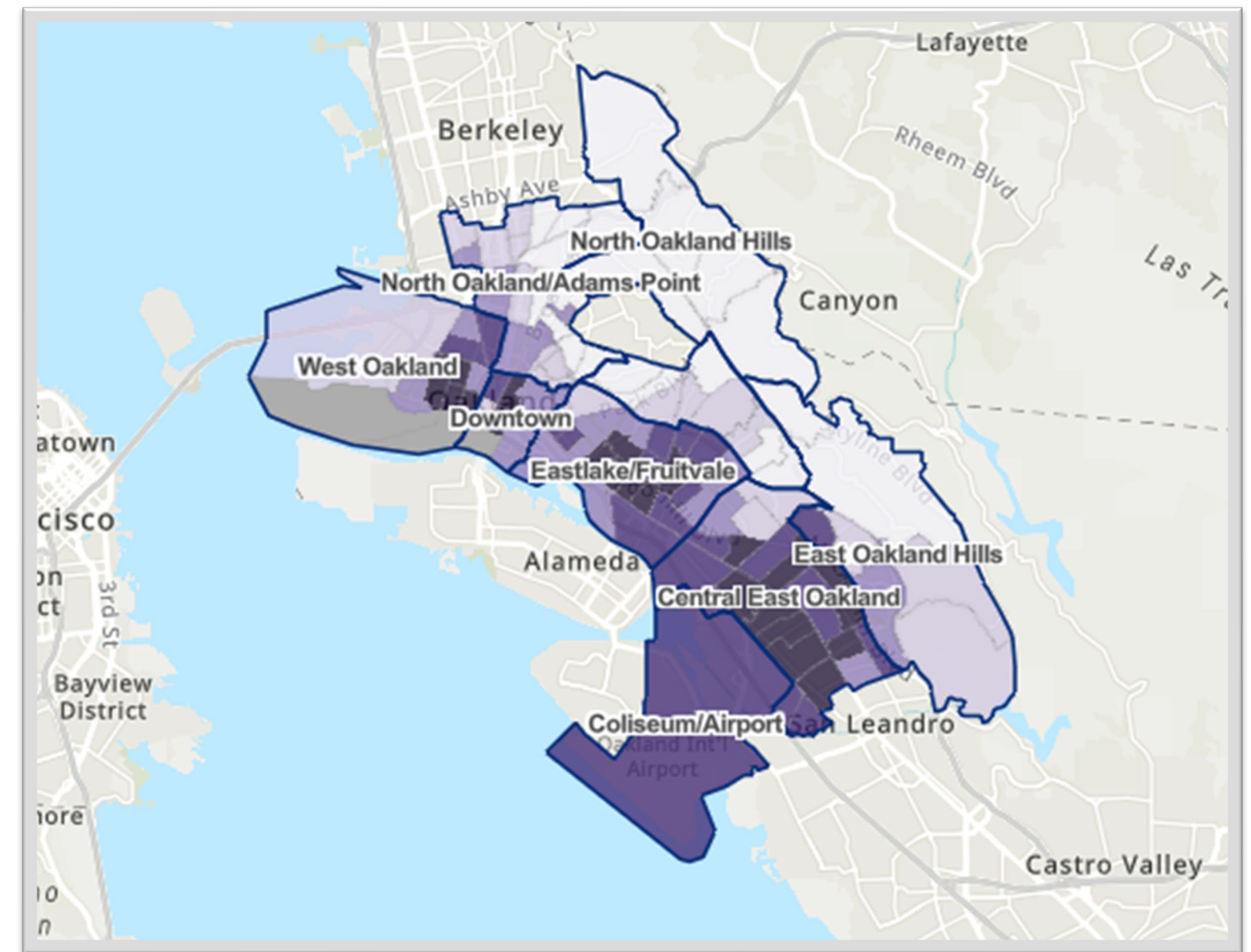


Review of Illegal Dumping: Locations

The brunt of illegal dumping is borne by the city's frontline communities.

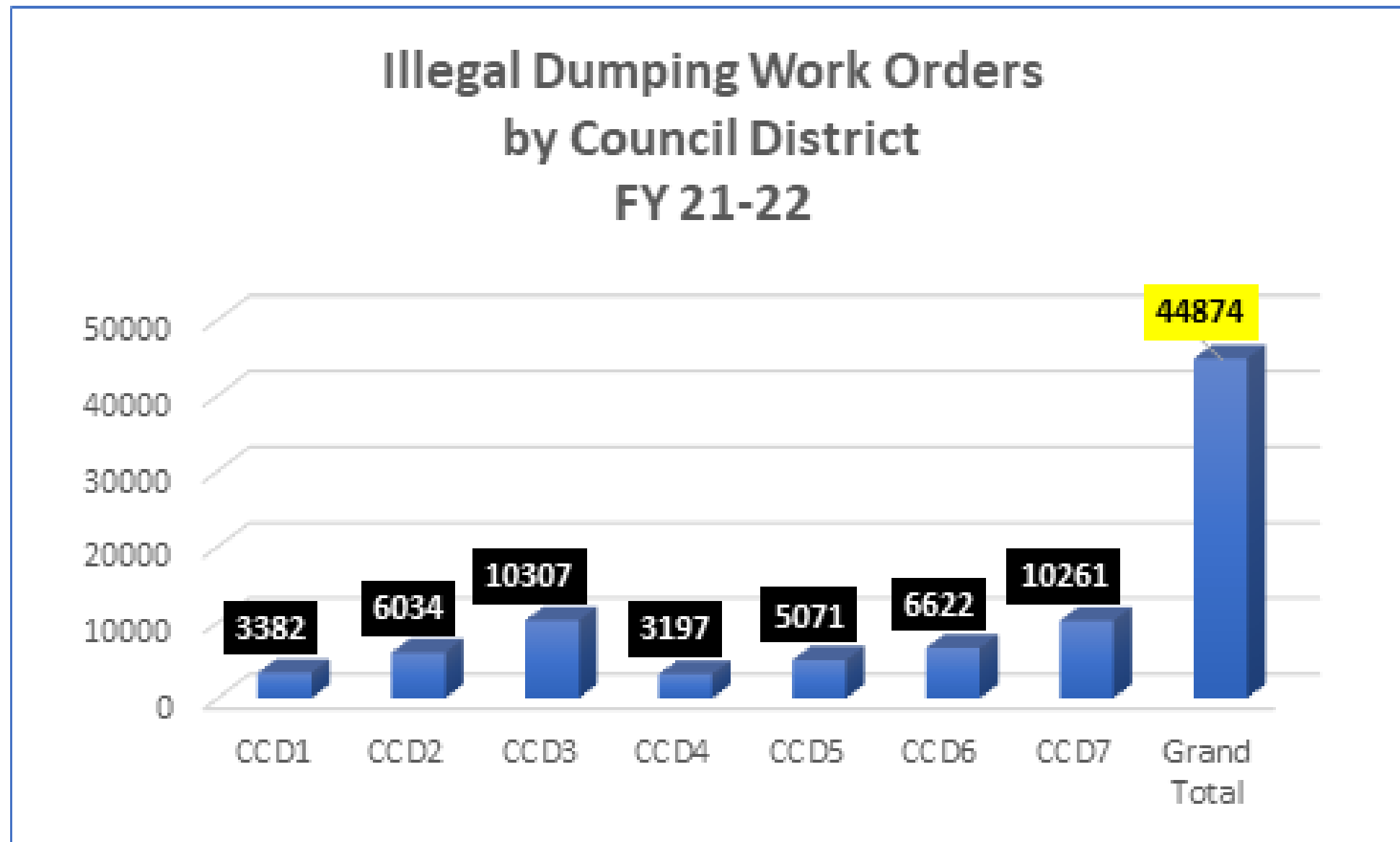


Illegal Dumping Work Order Locations – Fiscal Year 2021 - 2022



Geographic Equity Toolbox Map

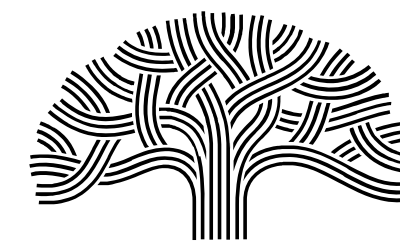
Review of Illegal Dumping: Locations



- Dumping occurs on the public right of way, private properties and adjacent to homeless encampments.
- Dumping occurs citywide but is primarily concentrated in the flatlands and certain neighborhoods.

#2: Current Illegal Dumping Abatement Programs

- Pickup of illegal dumping is primarily managed by Keep Oakland Clean and Beautiful (KOCB) – organized into reactive and proactive crews – assisted by other divisions and partners
- A separate KOCB Crews cleans and clears dumping associated with homeless encampments



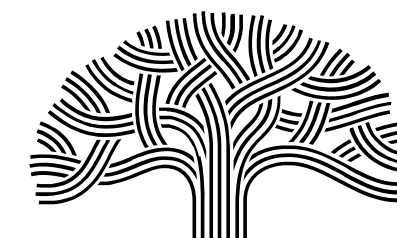
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Current Illegal Dumping Abatement Programs

OPW's Keep Oakland Clean and Beautiful (KOCB) Division has committed 138 staff to illegal dumping-related services that are organized into several crews and work units:

- Illegal Dumping Abatement Crews - Proactive and Reactive (53 FTE)
- Homeless Encampment Cleaning Crews (56 FTE)
- Environmental Enforcement Unit (9 FTE)
- Street Sweeper Unit (20 FTE) (dayshift and nightshift)

* Note: As of January 2023, the above budgeted staffing levels are at close to 20% vacancy.



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Current Illegal Dumping Abatement Programs

KOCB Proactive and Reactive Dumping Crews



Current Illegal Dumping Abatement Programs

Homeless Encampment Cleaning Crews



Current Illegal Dumping Abatement Programs

Environmental Enforcement Unit and Surveillance Camera Program

ADMINISTRATIVE CITATION# A002296

ILLEGAL DUMPING/WASTE DISPOSAL VIOLATION

Date of Violation: 12/12/22 Location of Violation(s): 2435 Wood St Time: 6:00 PM
Name (First, Middle, Last)/ Name of Business: Andrea Castrey
Address: 714 Euclid Ave
City: Berkeley State: CA Zip: 94708
Vehicle Lic #: 85674A1 CA Make: FORD Model: Color: GRV

VIOLATION(S)
O.M.C.
☒ 8.11.310 (A) illegal dumping and littering unlawful
☐ 8.11.310 (B) hiring unauthorized hauler
☐ 8.11.310 (C) property owner permitting dumping
☐ 8.11.510 (A) mattress/ upholstered furniture identification
☐ 8.28.060 unauthorized waste collection
☐ 8.28.070 unauthorized waste transport
☐ 8.28.100 sufficient waste disposal service required
☐ 8.28.110 insufficient service after 15-day notice
☐ 8.28.160 litter container abuse

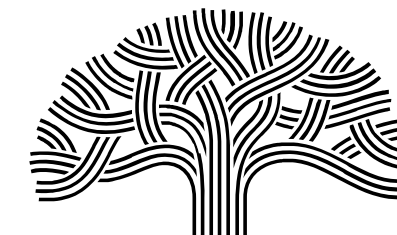
COMMENTS
Reference O.M.C.
☐ 8.11.520 liability of parent/guardian of minor
☐ 8.11.530 liability of vehicle/ trailer owner or operator used in illegal dumping
☐ 8.11.540 creator of debris & dumper jointly liable
☐ 8.11.550 property owner responsible for tenant's property if illegally dumped

* Vehicle was observed on 12/12/22 on 2435 Wood St. The driver of the vehicle dumped trash out of the bed of the truck.

* Questions - 510-258-3700

Citing Officer: [Signature] Officer ID#: 224
X Signature: [Signature] Date: 12/14/22

- The Environmental Enforcement Unity has issued 1,977 citations for illegal dumping since the program was relaunched in February 2019.
- 69 of those citations have been issued based on data from the Surveillance Camera Program that was launched 11 months ago in February 2022.



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Current Illegal Dumping Abatement Programs

Environmental Enforcement Unit and Surveillance Camera Program



Current Illegal Dumping Abatement Programs

Street Sweeping

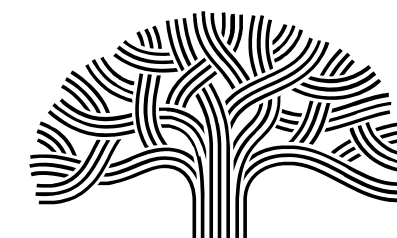


Current Illegal Dumping Abatement Programs

Prevention and Partnerships

In addition to KOCB Crews, illegal dumping abatement work is supported by other Public Works divisions and programs including:

- Monthly Citywide Bulky Block Parties at the Municipal Service Center
- Stewardship Programs: Adopt-a-Spot/Park/Drain/Creek
- Collaboration and Support from Partner Organizations: Beautification Council, Downtown Streets Team, Peralta Services Corporation (Unity Council), BIDs
- Enhanced bulky debris pickup for residents
 - Multi-family dwellings: 1x per year
 - Single-family dwellings: 2x per year
 - 1 Davis Street drop-off with appointment



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Current Illegal Dumping Abatement Programs

Bulky Block Parties – Monthly at Municipal Service Center



Current Illegal Dumping Abatement Programs

**Stewardship Programs: Adopt-a-Spot/Park/Creek/Drain and Citywide Events
such as Earth Day and Creek to Bay Day**



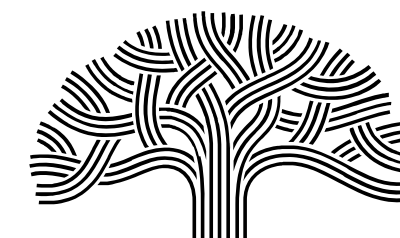
Current Illegal Dumping Abatement Programs

Collaboration with Partner Organizations

OPW has partnered with non-profit organizations to assist in cleaning efforts

The Beautification Council (BC) – Works with unhoused residents, unemployed, and justice-system involved individuals to micro-clean and sanitize homeless encampments after the City removes the bulk of the debris. The community-based nonprofit also abates illegally dumped debris at the City's request. Under a grant from CalTrans, the City contracts with BC to remove litter and debris from the State's right of way.

Downtown Streets Team (DST) – Uses a volunteer work experience model where unhoused residents conduct litter and trash removal in exchange for case management, employment services and a basic needs stipend. Routes in four designated areas - East Lake Merritt, Saint Vincent de Paul, International Blvd, and Fruitvale - are maintained weekly by DST.



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Current Illegal Dumping Abatement Programs

Collaboration with Partner Organizations



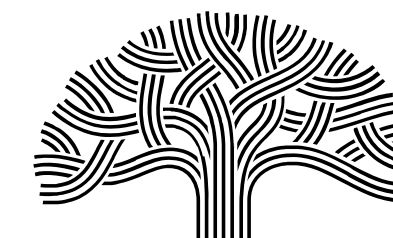
Graffiti and Vegetation Abatement Programs

Graffiti and Vegetation Abatement



- In addition to Illegal Dumping crews, KOCB also includes Graffiti and Vegetation Abatement crews whose work beautifies the city and helps to deter illegal dumping
- Staff work with Oakland Police Department to rapidly remove offensive graffiti and coordinate ongoing work with Illegal Dumping crews

Current Staffing: **9 FTE – 3 filled and 6 vacancies**



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#3: Expanded Illegal Dumping Programs

- Collaboration with Alameda County District Attorney's Office: \$100K funding for new cameras and collaboration on citation of illegal dumpers
- Neighborhood Bulky Block Parties
 - Provide local neighborhood residents with resource for large item disposal
 - Host neighborhood cleanup and volunteer appreciation event
 - Install surveillance camera
 - Long term collaboration and support for reducing dumping
- Major Corridors Proactive Cleaning
 - 1 week per month focus illegal dumping removal on major streets throughout the city with proactive crews and support from partner organizations



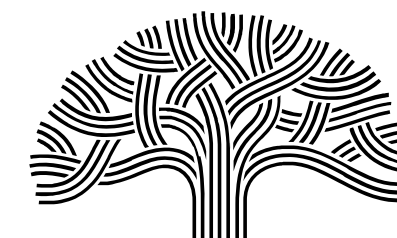
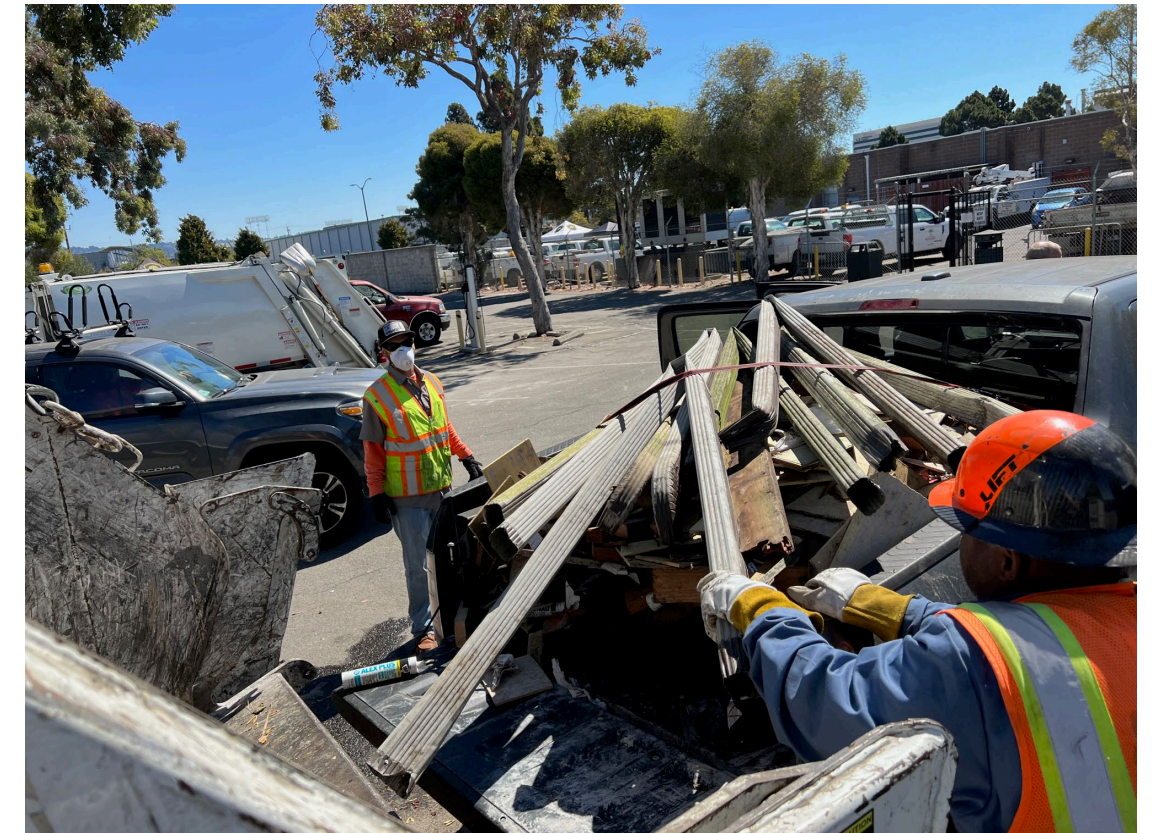
Illegal Dumping Abatement Benefits

- Neighborhood beautification
- Improve public safety & health
- Promote civic pride
- Prevent clogging and other impacts to citywide infrastructure such as storm drains
- Compliance with municipal code and state regulations



#4: Challenges

- Need to upgrade and expand illegal dumping enforcement surveillance cameras program
- Need to enforce against illegal commercial haulers
- Educating residents so they don't hire illegal haulers
- Promoting legal avenues to dispose of bulky items



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