



AGENDA REPORT

TO: Edward D. Reiskin
City Administrator

FROM: G. Harold Duffey
Director, Oakland Public
Works

SUBJECT: City Efforts Regarding Illegal
Dumping, Graffiti, And Blight

DATE: October 14, 2021

City Administrator Approval

Date: Oct 14, 2021

RECOMMENDATION

Staff Recommends That The City Council Receive An Informational Report On Illegal Dumping, Graffiti, And Blight Regarding The Number Of Monthly Complaints Via 311 And The City's Turn-Around Time For Responding To And Remediating The Complaints.

EXECUTIVE SUMMARY

This report will list the efforts Oakland Public Works (OPW) undertakes to address illegal dumping, graffiti, and blight.

BACKGROUND / LEGISLATIVE HISTORY

At the October 7, 2021 Rules and Legislation Committee meeting, staff was directed to prepare an informational report addressing how OPW addresses illegal dumping, graffiti, and blight in the community and provide information on the response time in addressing those complaints.

ANALYSIS AND POLICY ALTERNATIVES

There have been several council-approved policy alternatives that have assisted in dealing with illegal dumping and graffiti removal. For example, the Council allocated resources in FY 2020-21 to address illegal dumping. OPW utilized the funds to purchase additional equipment and hire staff to form a fourth proactive Garbage Blitz Crew. Areas known as "hot spots" are visited more frequently by the Garbage Blitz Crews, which lessens the accumulation of large amounts of illegal dumping.

The City of Oakland allocates \$14M towards the removal of illegal dumping and graffiti throughout the City. City resources include 71 men and women in OPW that collect illegal dumping and rapidly remove reported graffiti incidents. The most effective way for the City to remove illegal dumping and graffiti is through a partnership with the community. The City has established an easy and efficient way to allow residents and members of our business

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community to report illegal dumping and acts of graffiti through the Oak311 call center and SeeClickFix mobile app.

While the men and women of OPW are doing an outstanding job in picking up illegal dumping and removing graffiti, as this report will show, the issues are more prevalent today than ever before. In response, the City's approach to illegal dumping is more than just report and removal. OPW's three (3) pronged approach to address illegal dumping and graffiti removal focuses on eradication, education, and enforcement, as discussed further below (**Attachment A**).

Eradication

Keep Oakland Clean and Beautiful (KOCB's) Illegal Dumping Unit (IDU) is responsible for removing illegal dumping from the public right-of-way. The IDU operates 7-days a week from 8:00 a.m. to 4:30 p.m. on weekdays, and from 7:00 a.m. to 3:30 p.m. on weekends. The program uses a hybrid approach to remove illegal dumping. This consists of reactively removing illegal dumping by executing service requests that are generated by the community (via calls to 311 or SeeClickFix mobile app) and by proactive crews dispatched specifically to remove illegal dumping from main thoroughfares, noted hot spots, and block by block. The IDU's goal is to resolve 85% of the illegal dumping service requests received within three (3) business days. **Table 1** and **Table 2** show illegal dumping requests by month and by fiscal year, respectively.

Table 1: Illegal Dumping Service Requests by Month

Month Service Request was Initiated (FY-2020-21)	Service Requests Received (City Crews)	Service Requests Received (Waste Management)	Percentage Completed Within 3 Business Days	Average Number of Days to Complete a Service Request	Total Number of Service Requests (City Crews and Waste Management)
July	2,609	756	95%	2	3,365
August	3,344	591	91%	2	3,938
September	2,912	652	83%	2	3,566
October	2,748	668	88%	2	3,413
November	2,018	981	90%	3	2,726
December	1,970	784	91%	2	2,743
January	2,279	570	83%	2	3,092
February	1,865	578	90%	3	2,301
March	2,036	641	90%	2	2,826
April	2,000	692	93%	2	2,624
May	1,870	648	88%	2	2,496
June	1,554	611	89%	4	2,765
Average	2,267	681	89%	2.3	2,988

Table 2: Illegal Dumping Service Requests by Fiscal Year

Fiscal Year	Completed Service Requests	Percentage Completed Within 3 Business Days	Average Number of Days to Complete a Service Request	Total Number of Completed Work Orders
2020-21	35,855	89%	2	54,199
2019-20	30,476	90%	2	59,215
2018-19	27,134	92%	1	38,754
2017-18	27,033	88%	2	31,225
2016-17	26,758	81%	3	27,392
2015-16	24,038	86%	2	23,050
Average	27,107	88%	2	38,973

As a reference, after a service request is created, the request is submitted to the IDU, who completes a work order and submits it to staff to provide the service. Some illegal dumping piles have items (mattresses, appliances, tires, and e-waste) that must be source-separated before entering the Davis Street Transfer Station. This may cause one (1) service request to lead to multiple work orders. In addition, all proactive work is done using the work order format. Garbage Blitz Crews are assigned to perform the proactive work to remove illegal dumping from known "Hot Spots," major arterials, and block by block. Two (2) Garbage Blitz Crews are assigned to each of the four (4) work zones that OPW has identified (**Attachments A and B**).

After Oak311 receives a request from an internal or external customer, the information is documented in Cityworks, which is a work management system. A service request is generated and sent to the requestor electronically via email (**Attachment C**).

After the Supervisor receives the service request, he/she converts the service request into a work order and submits it to staff to service (**Attachment D**).

Education

In the early 2000s, the City of Oakland had Eight (8) Environmental Enforcement Officers (EEO). The main goal of the EEO program was to ensure residents and businesses comply with mandatory trash collection services. However, in 2011 the program was eliminated due to budget cuts. The program was restarted in March of 2019 with Four (4) EEO, two (2) additional EEO positions were funded in the 2021-23 budget cycle. The (EEO) Program also includes one (1) Administrative Analyst I and one (1) Clean Community Supervisor. The EEOs ensure that businesses and residents know the proper way to dispose of their waste and the full impacts of unlawful dumping, which help change behaviors. EEOs utilize several educational platforms to achieve their goal, including attending community meetings, conducting zone walks, and outreach events. The EEOs also speak at press conferences and promote services via social media. They also do a great job of promoting the Bulky Block Parties, which allow Oaklanders to bring their unwanted debris to a designated location on the last Saturday of each month. This service is free to all Oakland residents. Additionally, staff will use social media to inform residents and business owners on proper disposal of items and upcoming City-sponsored events to discard unwanted items.

To increase staff capacity and enable the unit to expand efforts of combating illegal dumping, two (2) EEOs are set to be hired in FY 2021-22, and one (1) additional EEO in FY 2022-23, which will bring the total to seven (7) EEOs.

Enforcement

The EEOs are also tasked with enforcing illegal dumping, ensuring businesses have commercial refuse and recycling services. EEOs have citation authority to bring residents and businesses into compliance with the Oakland municipal code (OMC) section Section 8.28. EEO's use various tactics to hold illegal dumpers accountable for their actions, including forensic investigations involving thorough inspections of illegally dumped piles of debris. In addition, EEO's are starting to utilize data to confirm mandatory trash collection at commercial businesses. One important area EEO's are cracking down on is litter containers used by commercial businesses. The EEO will review materials left next to litter containers, trace them back to businesses in the nearby area and discover the business does not have trash service. The EEO's address this and sign the business up for trash service.

What is the City doing to abate Graffiti?

The KOCB Graffiti Abatement Unit operates Monday – Friday from 7:00 a.m. to 3:30 p.m. and consists of three (3) Painters dedicated to abating graffiti on public property. They use a hybrid approach to abate graffiti by removing tags reactively, responding to service requests received from the community at large, and proactively by searching for graffiti and abating it. Their performance measure goal is to resolve 85% of the graffiti removal service requests received within three (3) business days. The Painters respond to graffiti vandalism in parks, on litter containers, benches, retaining walls, fences, street light poles, and signal boxes located in the public right-of-way.

Graffiti is removed by high-pressure washing. Runoff water from this process is captured through a recovery system and disposed of in accordance with stormwater best management practices. If high-pressure washing cannot remove the graffiti, the tag is painted over with standard colors. When OPW becomes aware of graffiti that is deemed gang-related and/or contains explicit/offensive language, it is given a higher priority and is scheduled to be abated within twenty-four (24) hours of notification. **Table 3** and **Table 4** show graffiti service requests by month and by fiscal year, respectively.

Table 3: Graffiti Service Requests and Work Orders by Month

Month	Received Service Requests	Percentage Completed Within 3 Business Days	Average Number of Days to Complete a Service Request	Completed Work Orders
July	282	83%	2	665
August	210	94%	2	688
September	303	62%	4	558
October	291	87%	3	605
November	200	80%	3	361
December	191	74%	3	231
January	162	41%	7	504
February	158	87%	12	412

March	221	82%	18	545
April	340	82%	3	342
May	256	73%	3	432
June	222	76%	7	499
Average	238	77%	5.5	487

Table 4: Graffiti Service Requests by Fiscal Year

Fiscal Year	Completed Service Requests	Percentage Completed Within 3 Business Days	Average Number of Days to Complete a Service Request	Total Number of Completed Work Orders
2020-21	2,836	76%	5	5,842

FISCAL IMPACT

This item is for informational purposes only and does not have a direct fiscal impact.

PUBLIC OUTREACH / INTEREST

No outreach was deemed necessary for the proposed policy action beyond the standard City Council agenda noticing procedures because this is an Informational Report.

COORDINATION

This report and legislation have been reviewed by the Office of the City Attorney and the Budget Bureau.

SUSTAINABLE OPPORTUNITIES

Economic: Providing these services and managing adverse impacts is an investment that has an immeasurable return when the quality of the lives of the community at large is taken into consideration.

Environmental: This report lists services that are provided to help minimize environmental degradation caused by illegal dumping, graffiti, and blight.

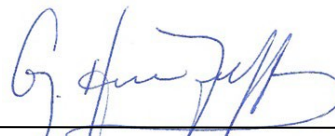
Race & Equity: Black Indigenous and People of Color (BIPOC) are disproportionately impacted by illegal dumping, graffiti, and blight. BIPOC neighborhoods are riddled with these various forms of blight, and many BIPOC businesses shoulder the brunt of these immoral behaviors. OPW is actively reviewing our internal policies and hiring additional staff to expand our capacity to mitigate the City's illegal dumping and blight challenges.

ACTION REQUESTED OF THE CITY COUNCIL

Staff Recommends That The City Council Receive An Informational Report On Illegal Dumping, Graffiti, And Blight Regarding The Number of Monthly Complaints Via 311 And The City's Turn-Around Time For Responding To And Remediating The Complaints.

For questions regarding this report, please contact Art Watson, Acting Operations Manager, KOCB, at (510) 434-5112.

Respectfully submitted,



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Attachments (4):

- A. Environmental Enforcement Unit Snapshot (September 2021)
- B. Illegal Dumping Service Requests Closed FY 2020-2021
- C. Oak311 Intake Process
- D. Illegal Dumping Work Orders Closed FY 2020-2021

