



Helpful Phone Numbers

Mission Statement

The Oaklanders Assistance Center facilitates access for the citizens of Oakland, at the direction of the Mayor, by providing immediate, empathetic, multi-lingual assistance with their inquiries, service requests, comments, and concerns.

Oaklanders Assistance Center
 OFFICE OF THE MAYOR
 1 Frank Ogawa Plaza, Suite 123
 Oakland, CA 94612

oac@oaklandnet.com
www.oaklandnet.com

444 CITY (2489)
 510 238 3254 (TTY)
 FAX 510 238 6294 or 510 238 7420
 Join us on face book at:
<https://www.facebook.com/#!/jeanquan>



Oakland Elected Officials

MAYOR
 Jean Quan
 1 Frank H. Ogawa Plaza 3rd Floor
 Oakland, CA 94612
 (510) 238-3141
 Fax: (510) 238-4731
 TDD: (510) 238-3254
officeofthemayor@oaklandnet.com
 Join us on face book at:
<https://www.facebook.com/#!/jeanquan>

CITY COUNCIL
 Reception510) 238-3266
 TTY 839-6451
 Fax 238-6129
 Fax 238-6910

District 1
 Jane Brunner238-7001
jbrunner@oaklandnet.com

District 2
 Patricia Kenirghan238-7002
pkernighan@oaklandnet.com

District 3
 Nancy J Nadel238-7003
nnadel@oaklandnet.com

District 4
 Libby Schaaf238-7004
lschaaf@oaklandnet.com

District 5
 Ignacio De La Fuente . . .238-7005
idelafuente@oaklandnet.com

District 6
 Desley Brooks238-7006
dbrooks@oaklandnet.com

District 7
 Larry E. Reid238-7007
lreid@oaklandnet.com

At Large
 Rebecca Kaplan238-7008
rkaplan@oaklandnet.com

CITY ATTORNEY
 Barbara Parker238-3601
bparker@oaklandnet.com
 Fax: 238-6500

CITY AUDITOR
 Courtney Ruby238 3378
cruby@oaklandnet.com
 Fax: 238-7640

Oakland Appointed Officials

CITY ADMINISTRATOR
 Deanna J. Santana238-3301
cityadministrator@oaklandnet.com
 Fax: 238-2223

CITY CLERK
 LaTonda Simmons238-3612
cityclerk@oaklandnet.com
 Fax: 238-6699

Alameda County Elected Officials

Board of Supervisors . . .272-6984
www.acgov.org

District 3 (Central Oakland, Chinatown, Fruitvale)
 Wilma Chan272-6693
district3@acgov.org

District 4 (Oakland hills east of Thornhill Dr., East Oakland below High St.)
 Nathan Miley, Pres.272-6694
district4@acgov.org

District 5 (West and North Oakland)
 Keith Carson, V.P.272-6695
district5@acgov.org

Administrator
 Susan Muranishi272-6984

Assessor
 Ron Thomsen272-3787

County Counsel

Richard Winnie272-6700
 District Attorney
 Nancy E.O'Malley272-6222

Clerk-Recorder
 Patrick O'Connell272-6362

Registrar of Voters
 Dave Macdonald272-6973

Tax Collector
 Donald R. White272-6800

California Elected Officials

GOVERNOR
 Edmund G. Brown
 (916) 445-2841
 Fax: (916) 445-4633
www.govmail.ca.gov

STATE SENATOR FOR OAKLAND
 District 9 Loni Hancock
 (510) 286-1333
senator.Hancock@sen.ca.gov

ASSEMBLY MEMBERS FOR OAKLAND
 District 14*
 (Rockridge and part of Montclair northwest of Thornhill Drive.)
 Nancy Skinner (D) (510)286-1400
Assemblymember.Skinner@assembly.ca.gov

District 16**
 (Alameda; most of Oakland; and Piedmont)
 Sandre Swanson . . (510) 286-1670
Assemblymember.Swanson@assembly.ca.gov

District 18 ***
 (parts of East Oakland - east of Keller Ave and the junction of 580 & MacArthur Blvd and northeast of MacArthur Blvd, and Bancroft Ave.)
 Mary Hayashi (D) . (510)583-8818
Assemblymember.Hayashi@assembly.ca.gov

United States Elected Officials

U.S. HOUSE OF REPRESENTATIVES
 District 9
 Barbara Lee
 (510)763-0370
www.house.gov/lee

U.S. SENATE
 Barbara Boxer
 (415) 403-0100
<http://boxer.senate.gov>

Dianne Feinstein (D)
 (415) 393-0707
<http://feinstein.senate.gov>

PRESIDENT
 President Barack Obama (D)
president@whitehouse.gov

Vice President Joseph Biden (D)
vice.president@whitehouse.gov

The White House
 1600 Pennsylvania Avenue N.W.
 Washington, DC 20500
 (202) 456-1414
 (202) 456-1111 Comments
 (202) 456-6213 TTY
www.whitehouse.gov

ANIMALS

Vicious/Nuisance Animals (Animal Services-Police)	777-3333
Adoption/Licenses/Dead/Lost (Oakland Animal Services)	535-5602
Rats/Pest/Wildlife Control (Vector Control-County)	567-6800
East Bay SPCA	569-1606

AUTOMOBILES/VEHICLES/PARKING

Abandoned Vehicles- on the Street	777-8622
Abandoned Vehicles- on Private Property	777-8538 or 238-3381
Illegal/Nuisance Auto Repair (Code Enforcement)	238-3381
Parking Enforcement/Complaints	238-3099
Parking Citation Assistance/Payments/ Residential Permits	1 800 500 6484
Towed Vehicle Info (Records Police)	238-3021
Traffic Operations Section (Police)	238-3155
Disable Curb Request	238-5219
Transportation Services (Parking Design & Review)	238-3466
A&B Towing (Contracted through City of Oakland)	635-3211

BUILDING & DEVELOPMENT

Code Enforcement (Zoning Violations, Blighted/Abandoned Properties, Squatting, Illegal Construction)	238-3381
Community Development Block Grants (CDBG)	238-3716
Engineering Services (Civil Engineering-CEDA)	238-4777
Permit Center (Building Services-CEDA)	238-3443
Permit Information (Building Services-CEDA)	238-3891
Building/Permit Inspection (Building Services-CEDA)	238-3444
Planning Division (CEDA)	238-3911
Property Improvement Assistance (County)	670-5398
Property Improvement Assistance (Residential Lending)	238-3909
City Real Estate	238-3541
Redevelopment Projects (CEDA)	238-3015
Zoning Information (Zoning Division-CEDA)	238-3911
Contractor Complaints (State License Board)	800-321-2752

BUSINESS

Oakland Business Development Corp	763-4297
Business License/Tax Section (Revenue Division)	238-3704
Consumer Complaints (Department of Consumer Affairs)	800-952-5210
Oakland Metropolitan Chamber of Commerce	874-4800
Economic Development (CEDA)	238-3344
Oakland Business Assistance Center (BAC)	238-7952

FIRE

Emergency/Fire Dispatch	911
Emergency Cell Phone	444-3322
Oakland Fire Department Admin	238-3856 TTY 238-3254
Fire Prevention Bureau	238-3851
Vegetation Management	238-7388
Disaster Preparedness/C.O.R.E. (Communities of Oakland Respond to Emergencies)	238-3938
Office of Emergency Services	238-3938
Hazardous Materials	238-3927

HEALTH AND SAFETY

Hazardous Waste Illegal Dumping	444-3322
Health Care and Health Services (Public Health Department – County)	267-8000
Health Hazards- Private Property (Code Enforcement)	238-3381
Household Hazardous Waste Disposal	670-6460 or 800-606-6606
Rats/Pest Control (Vector Control-County)	567-6800
Restaurant/Food- Health Complaints (County)	567-6700

HOUSING

Housing Department (Housing & Community Development)	238-3015
Housing Assistance (Eden Information and Referral)	211
First Time Home Buyer Assistance (City)	238-7486
Foreclosure/Eviction Information	238-3721 or 211
Homeless Shelter Information	211
Home Repair Assistance (City/Residential Lending)	238-3909
Illegal Housing (Code Enforcement)	238-3381
Public Housing Maintenance (Oakland Housing Authority)	874-1500
Rent Control (Rent Adjustment Program)	238-3721
Subsidized Housing (Section 8-Oakland Housing Authority)	874-1500

PARKS AND RECREATION

Parks and Recreation General Assistance	238-7275
Park Grounds Maintenance	615-5566
East Bay Regional Parks/Maintenance	800-327-2757
Park Security (East Bay Regional Parks)	881-1833

POLICE/PUBLIC SAFETY

Police Emergency	911
Police Emergency on Cell Phone	777-3211
Prostitution Hotline	238-2373

Non Emergency	777-3333
Alameda County Sherriff Non-Emergency	667-7721
Oakland Airport Police	563-2940
Alcohol Outlet Illegal/Nuisance (ABAT)	777-8680
Chronic Nuisance Property Abatement	238-7542
Anonymous Drug Hotline	238-DRUG
Anonymous CrimeStopper Hotline	777-8572
Drug House Abatement	777-8630
Domestic Violence Help (A Safe Place)	536-SAFE
Youth and Family Services	238-3641
Criminal Investigations	238-3744
Traffic Operations	238-3155
Police Records/Reports	238-3021
Neighborhood Watch Coordinator	238-3091
Neighborhood Crime Prevention Council Coordinator	986-2715
Neighborhood Services Division	444-2489
Graffiti Removal	615-5566
Citizens Police Review Board	238-3159
Internal Affairs	238-3161
Reentry Specialist	238-6905
Measure Y Information	238-3121
Neighborhood Law Corps	238-6628

SENIOR/DISABLED SERVICES

Oakland Paratransit/Taxi Scrip	238-3036
East Bay Paratransit	287-5000
Disabled Parking Blue Curb Request	238-5219
Alameda Co. Adult and Aging Services	577-1900
City of Oakland Adult and Aging Services	238-3762
Legal Assistance for Seniors	832-3040
ADA Programs	238-5219
Center for Independent Living	841-4776
Adult Protective Services	577-1900

PUBLIC WORKS AGENCY

PWACallCenter@oaklandnet.com	615-5566
<i>Curb and Street Repainting, Litter Enforcement, Median Strip and Park Maintenance, Pothole Repair, Sewers, Sidewalk Repairs, Speed Bump Requests, Storm Drains, Street Cleaning, Street Sign or Light Repair, Illegal Dumping, Graffiti Removal, Litter Containers, Tree Services, Adopt-A-Spot, Creek Protection/Clean Up, Community Clean Up Volunteering/Keep Oakland Clean and Beautiful.</i>	
Recycling Hotline & Garbage Collection Complaints	238-SAVE

YOUTH

Head Start	238-3165
Oakland Fund for Children and Youth	238-6379
Youth Leadership and Development	238-3245
Mayor’s Summer Jobs Program	533-3447
Oakland Library Information	238-3134
Oakland Unified School District Information	879-8582
Parks and Recreation General Assistance	238-7275 or 238-3092
Child Protective Services	259-1800

CULTURAL ARTS/SPECIAL EVENTS/DESTINATIONS

Cultural Arts and Marketing	238-2103
Oakland Convention and Visitors Bureau	839-9000
Oakland Art and Soul Hotline	238-7402
Oakland Film Office	238-FILM
Oakland Museum of California	238-2200
Downtown Walking Tours	238-3234
Jack London Square	645-9292
KTOP Cable Channel 10	238-6565
Special Activity Permits	238-6914

UTILITIES/TRANSPORATION

East Bay M.U.D. (Water Services)	866-403-2683
Pacific Gas and Electric	800-743-5000
Waste Management of Alameda County	613-8710
California Waste Solutions	836-6200
Comcast Cable Television	866-886-6838
Transit/Traffic Information	511
AC Transit	891-4700
BART (Bay Area Rapid Transit)	464-6000
Oakland International Airport	563-3300
Oakland/Alameda Ferry	749-5972

VARIOUS AGENCIES AND SERVICES

Port of Oakland	627-1100
Consumer Complaints (Dept of Consumer Affairs)	800-952-5210
Birth/Death/Marriage Certificates (County Recorder)	272-6363
Property Records (County Assessor)	272-3787
Domestic Partner Registry (Secretary of State)	916-659-3984
Air Pollution (Bay Area Air Quality Management)	800-334-6367
Legal Civil Matters (Superior Court of Alameda County)	272-6070
Liens (Central Collections)	238-7254
Passports (City Clerk)	238-3226