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.

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

www.oaklandnet.com

444-CITY (2489)
510-238-3254 (TTI)
FAX 510-238-6294 or 510-238-7420

UPDATED 9/15
ANIMALS
Veterinary/Mammal Animals (Animal Services Police) 777-3232
Adukepy (Eccnoyes) (Tox Oakwood Animal Services) 535-5622
Rats/Pest/Wildlife Control (Vector Control-City) 567-4000
East Bay SPCA 569-1606

AUTOMOBILES/VEHICLES/PARKING
Abandoned Vehicles on the Street 777-6222
Abandoned Vehicle on Private Property 777-8350 or 238-3281
Illegal/Unlawful Towing (Code Enforcement) 238-3281
Parking Enforcement/Complaints 238-3099
Parking Citation Assistance/Payment/Unlawful Parking Permit Request 1 800-300-6484
Towed Vehicle Info (Records Polize) 238-3021
Traffic Operations Section 238-3155
Restricted Parking 208-5219
Transportation Services (parking design & review) 238-3466
A&B Towing (contracted by City of Oakland) 635-3211

BUILDING & DEVELOPMENT
Code Enforcement (Zoning Regulations, Blight)/Unlawful Property, Illegal Construction 238-3281
Zoning Information 238-3281
Building Permit Information 238-3281
Permit Center (Building Services-CEDA) 238-3433
Building/Permit Inspection (Building Services) 238-3444
Engineering Services (Civil Engineering) 238-3444
Planning Division 238-3281
Property Improvement Assistance (Residential Lending City) 238-3281
Property Improvement Assistance (Residential Lending City) 238-3281
Sale/Loss of City Owned Property 238-3281
Redevelopment Projects 238-3281
Contractor Complaints (State License Board) 800-321-2752

BUSINESS
City of Oakland Business Assistance Center 238-7952
Oakland Business Development Corp 763-4979
Business License/Tax Section/Zoning Info 238-3704
Consumer Complaints (Department of Consumer Affairs) 800-952-5210
Oakland Metropolitan Chamber of Commerce 874-4800

FIRe
Emergency/Fire Dispatch 444-1616
Oakland Fire Department Administration 238-3853 777-20254
Fire Prevention Bureau 238-3462/238-3581
Vegetation Management 238-7288
Disaster Preparedness, O.D.E. (Communities of Oakland responding to emergeny) 238-3298
Office of Emergency Services 238-3298
Hazards Materials 238-9257

HEALTH AND SAFETY
Hazardous Waste Disposal 444-3222
Health Care and Health Services (Public Health Dept.-County) 267-8000
Health Hazards – Private Property (Code Enforcement) 238-3281
Household Hazardous Waste Disposal 870-4485 or 800-4486
Rats/Pest Control (Vector Control-City) 567-4000
Restaurant/Health Complaints (County) 567-6700

HOUSING
Housing Assistance Center 238-6182
First Time Home Buyer Assistance (City) 238-7466
First Time Home Buyer Assistance (County) 670-2506
Housing Repair Assistance (City) 670-2506
Housing Repair Assistance (City/Residential) 238-3909
Illegal Housing (Code Enforcement) 238-3281
Public Housing Maintenance (Oakland Housing Authority) 874-1500
Rent Control (Rent Adjustment Program) 238-3271
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 800-321-2757
Park Security (East Bay Regional Parks) 881-1833

POLICE/PUBLIC SAFETY
Police Emergency 911
Police Emergency on Cell Phone 777-2211
Non Emergency 777-2222
Alameda County Sheriff Non Emergency
Oakland Airport Police 563-2940
Alcohol/Drugs/Ethanol/Unsafe (444-1447) 777-8640
Chronic Noise Property Abatement 238-7542
Anonymous Drug Hotline 238-0805
Anonymous Sex Tip Hotline 535-0986
Anonymous Crime/Suspicious Incident Hotline 777-8572
Anonymous Prescription Hotline 238-2373
Drug House Abatement 777-8610
Domestic Violence Help (A Safe Place) 536-547E
Youth Investigation Services 238-3241
Criminal Investigations 238-3241
Traffic Operations 777-8570
Police Records/Reports 238-3021
Neighborhood Watch Coordinator 238-2959
Neighborhood Crime Prevention Council Coordinator 896-2715
Neighborhood Services Division 988-2761
Citizens Police Review Board 238-3519
Internal Affairs 238-3163
Measure 1 Information 238-3731
Low Income Housing 238-6678

SERNOR/DISABLED SERVICES
Oakland Paratransit/Taxi Serti 238-2060
East Bay Paratransit 287-5000
Disabled Parking Blue Cards Request 238-5219
Alameda Co. Adult and Aging Services 238-2250
City of Oakland Adult and Aging Services 238-3271
Legal Assistance for Senior 802-2840
ADA Programs 238-3352
Center for Independent Living 841-6777
Adult Protective Services 577-1900
Senior Assistance Referral 238-2528

PUBLIC WORKS SERVICES
PWACallCenter@oaklandnet.com 615-5566
Card and Short Reporting, Oven Enforcement, Window Slip and Door Abatement, Public Noise, Routine, Street Repairs, Special Rept Repairs, Storm Drains, Street Cleaning, Street Sign or Light Repair, Illegal Dumping, Traffic Citations, Street, Service, Alarm Control, Traffic Control, Clean Up, Community Clean Up, Illegal Dumping, Clean and Beautiful, Recycling Hotline & Garbage Collection Complaints 238-549E

YOUTH
Head Start 238-3165
Oakland Fund for Children and Youth 238-6379
Youth Commission 238-9245

Mayor’s Summer Jobs Program 523-3447
Oakland Library Information 238-3534
Oakland Unified School District Information 654-7790
Parks and Recreation General Assistance 238-7275 or 238-3942

CULTURAL ARTS/SPECIAL EVENTS/DESTINATIONS
Cultural Arts and Marketing 238-3103
Oakland Convention and Visitors Bureau 809-9400
Oakland Art and Soul Venue 238-7402
Oakland Film Office 238-Film
Oakland Museum of California 238-2200
Downtown Walking Tours 238-3034
Jack London Square 645-9792
KTOP Cable Channel 10 238-6565
Special Activity Permits 238-3294

UTILITIES/TRANSPORTATION
East Bay M.D. (Water Services) 846-933-2863
Pacific Gas and Electric 800-765-5580
Waste Management of Alameda County 631-3710
Califonia Waste Solutions 836-6290
Comcast Cable Television 888-866-4608
Transit/Traffic Information 811-9100
AC Transit 844-3006
BART (Bay Area Rapid Transit) 644-7000
Oakland International Airport 563-3200
Oakland/Alameda Ferry 749-5972

VARIous AGENCIES AND SERYICES
Port of Oakland 888-571-100
Consumer Complaints (Dept of Consumer Affairs) 800-952-5210
Birch, Thorne, Maza, Corbett and Lundy (Merit Rounders)
Property Records (County Assessors) 272-3375
Domestic Partner Registry (Secretary of State) 516-619-1984
Air Pollution (Bay Area Air Quality Management) 800-334-8367
Legal Civil Matters (Superior Court of Alameda County) 272-6760
Lees (Central Collections) 238-254