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OFFICE OF THE CITY CLERK
OAKLAND

2016 NOV 22 PM 4: 17 **AGENDA REPORT**

TO: Sabrina B. Landreth
City Administrator

FROM: Brooke A. Levin
Director Public Works

SUBJECT: Informational Report on Illegal
Dumping

DATE: November 10, 2016

City Administrator Approval

Date: 11/22/16

RECOMMENDATION

Staff Recommends That The City Council Accept An Informational Report Providing Update On Current Status Of Illegal Dumping And General Waste In Streets, On Sidewalks And In Vacant Lots In The City Of Oakland, Including Implementation Of Cameras In Illegal Dumping Hot Spots; Data On Number And Locations Of Illegal Dumping Pick Ups By Waste Management And City Of Oakland; Additional Proposed Strategies, Programs And Funding Needed To Dramatically Improve The Cleanliness Of The Streets And Public Spaces In East And West Oakland, Including Existing And Proposed Public Communications Campaigns And Proposal For Program And Funding Consideration In The Fiscal Year (FY) 2017-19 Budget.

EXECUTIVE SUMMARY

This report responds to questions from Chair Kaplan and Councilmember Campbell Washington regarding illegal dumping in Oakland. Specifically, the report provides the City's three pronged approach, eradicate, enforce, and educate to address this pox in the City of Oakland.

Illegal dumping service requests received through the Public Works Call Center have increased 100% in the past five years. Crews have gone from collecting 14,083 piles of illegally dumped material in FY 2010-11 to collecting 29,370 piles of illegally dumped material in FY 2015-16.

This report discusses next steps in the fight against those that disrespect Oakland with illegal dumping.

BACKGROUND / LEGISLATIVE HISTORY

Oakland Public Works (OPW) spends approximately \$5.5 million on eradication of illegal dumping annually. Crews remove the illegally dumped materials seven days a week and address 85% of the requests within three business days. Yet even with this herculean effort in picking up material faster than weekly garbage service, the challenge of the illegal behavior persists. This unacceptable behavior that blights Oakland is devastating to the community, degrades local pride and impacts both residential and commercial property owners.

Item: _____
Public Works Committee
December 6, 2016

Informational reports on illegal dumping activities were presented on March 27, 2012, September 24, 2013, March 25, 2014, June 10, 2014, and December 2, 2014. Additionally, reports on Illegal Dumping Remedies were published on September 24, 2013, October 15, 2013, September 16, 2014, December 15, 2015, and October 11, 2016.

ANALYSIS AND POLICY ALTERNATIVES

Most cities addressing the scourge of illegal dumping use a three pronged approach to address the illegal activity - eradicate, enforce, and educate. The first prong is eradicate; remove the illegally dumped materials from the streets to send a message that the City cares about the cleanliness of our streets and ensure a small pile does not turn into a much larger pile. The second prong is enforcement; catch and prosecute illegal dumpers. The last prong is educate; provide information to residents and businesses on legal methods of disposal, enlist the public's support in reporting illegal dumpers and adopting locations providing stewardship to support positive change in the community. Each of these prongs are discussed below. Following a description of each of the prongs is a discussion of additional proposed strategies and program funding needed to dramatically improve the cleanliness of the streets and public spaces especially in East and West Oakland, the areas of the city that experience the largest levels of illegal dumping.

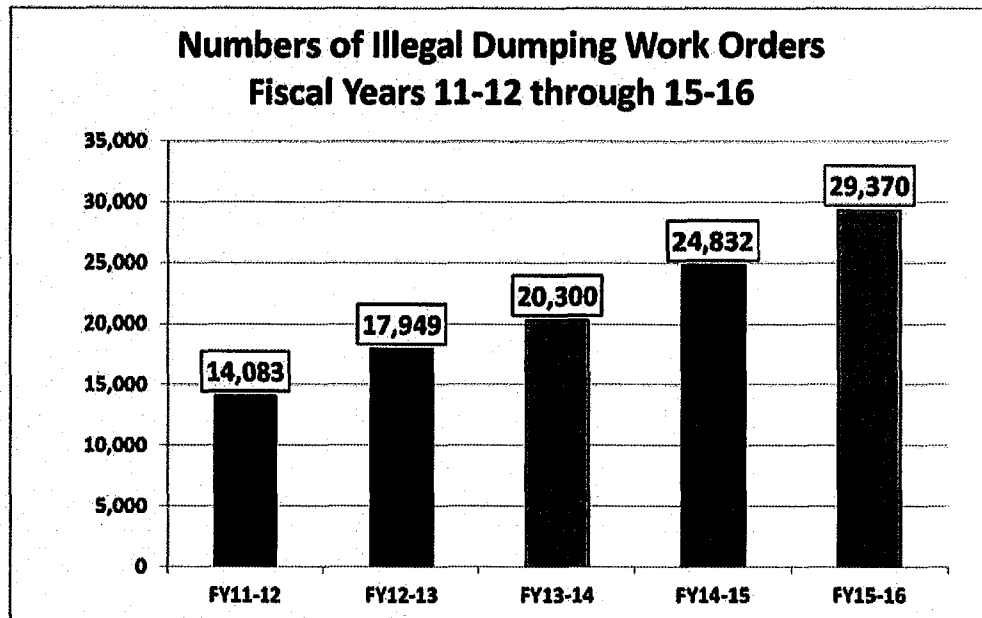
The City receives the most service request (complaints) for illegal dumping in West Oakland. After West Oakland, the next areas with high service request for illegal dumping are East Oakland, and Central Oakland near International Avenue and in the areas of 14th Avenue and High Street. Please see **Attachment A - Heat Map** showing intensity of illegal dumping service requests across the city for FY 2015-16. Certain characteristics of an area, dead end streets, proximity to freeway and railroad rights of way, and the interface between residential, industrial and commercially zoned areas are locations most often used by illegal dumpers. In West Oakland, there is a confluence of these conditions making the neighborhood a target. Similar conditions exist in East Oakland where the second level of intensity for illegal dumping exists.

Eradication

Keep Oakland Clean and Beautiful Division (KOCB) of OPW is charged with cleaning the streets of Oakland. KOCB illegal dumping unit is comprised of 38 staff that includes three supervisors, 10 crew leaders, and 25 workers. This work group also services homeless encampment clean up, street litter container emptying and maintenance, shrine removal, and supports special events. The amount of time spent cleaning homeless encampments has increased over the past two-years as the size and number of encampments have grown. The illegal dumping unit is a 7-day a week operation. OPW spends over \$5.5 million annually on eradication of illegal dumping.

KOCB receives service requests that come through the Oakland Call Center which are assigned to staff as work orders. In FY 2015-16, 29,370 illegal dumping removal work orders were completed. There has been a 100% increase in service requests to remove illegal dumping in the past five years, see **Table 1** for change in work orders over that past five years.

Table 1 – Change In Illegal Dumping Work Orders For Past 5-Years



Illegal Dumping Equipment

KOCB has eight commercial vehicles that consist of four garbage compactor trucks (packer) that remove large items (furniture, construction debris, etc.), one overhead loader that removes large piles of debris (dirt, bricks, etc.), and three flatbed dump trucks that remove items that must be separated from garbage such as mattresses, electronics and tires. All of these trucks require a commercial driver's license to drive. The oldest of these vehicles, two of the large packer trucks, were put into service in 1999.

Two new mini-packers were added to the KOCB fleet in July 2015 and are utilized to empty street litter containers and remove small illegally dumped materials such as household items and debris.

One new packer is expected to be put into service in December 2016. An order will be placed by Equipment Services Division using Lease 3.0 to replace three of the oldest of the packer trucks as well as one overhead loader that has been taken out of service this past year. These new vehicles are anticipated for delivery December 2017. Staff is bringing forward a request to lease a packer truck for a one-year period to assist with services while we await delivery of new units.

Crews and Deployment

KOCB divides the city into four sections for operational deployment. The four operational sections are divided east to west from the hills to the water. The four service areas are: Durant Avenue to 82nd Avenue called area "116"; 82nd Avenue to High Street called area "115"; High Street to Lakeshore Avenue called area "114"; and Grand Avenue to the northern city border, area "113".

The Illegal dumping unit operates seven days a week with shifts Sunday to Thursday, Tuesday through Saturday, and Monday through Friday. KOCB is at full strength on Tuesday, Wednesday, and Thursday.

On full strength days, one packer is deployed to each area with two employees, a crew leader and worker. Additionally, one mini-packer with one driver is assigned to West and East Oakland to complement the full sized packer. A pickup truck is deployed to all areas as well. One flatbed dump truck with two employees, a leader and a worker, is deployed east of Lake Merritt and one is deployed west of Lake Merritt to collect mattresses. Finally, one flatbed dump truck and one overhead loader, each with a crew leader and worker, are deployed Citywide to collect tires, appliances and electronic waste, and to remove large piles of debris respectively.

Even on full strength days, the illegal dumping unit operates with 76% of the workforce due to vacations, workers compensation, medical leave and vacancies. Recruitment is happening to fill the current five (5) vacancies in the illegal dumping unit.

KOCB continues to examine its operations and deployment to make improvements to best deliver service most effectively and efficiently within its resources.

Support for Illegal Dumping Removal

In July 2015, as part of the new Mixed Material and Organics Franchise Agreement (MM&O) with Waste Management of Alameda County (WMAC), KOCB began assigning 25 illegal dumping service requests week days to WMAC. After, June 30, 2017, KOCB will assign 30 services requests per work day as provided in the MM&O Agreement. Currently, this support provides approximately 6,000 collections in a year. The service requests are received through the Call Center and entered into City Works (a work management system) and assigned through City Works to WMAC. The service requests are assigned by day of week where WMAC trucks are scheduled on that day of the week and by the size of the pickup. As with any new operation, there were some issues in the early days mostly with communication and expectations. Staff is addressing these issues as further described below.

In an effort to obtain the greatest value from the MM&O Agreement, the Environmental Services Division (ESD) assigned a contractor to assist KOCB with examining how the City assigns illegal dumping locations to WMAC, and with WMAC staff to review their procedures and practices. The field work including visiting over fifty illegal dumping work order locations throughout the City has been completed. The initial draft findings show that there are opportunities to improve procedures related to assigning the service requests that would reduce administrative steps and improve efficiency, as well as tracking and resolution of service requests that would improve operational practices and better support KOCB in its goals to clean the streets of Oakland. Once, the consultants findings are available, ESD, KOCB, and WMAC will meet to implement changes.

With the increase in reported illegal dumping, the support through the MM&O Contract has been important in keeping up with the increased demand.

Enforcement

Due to continued and increasing illegal dumping in Oakland and the concern of the community, the City Attorney's Office along with the Council took action to increase the penalties for this undesirable activity. The Illegal Dumping and Littering Ordinance – Oakland Municipal Code O.M.C. Section 8.11 was enacted in October 2013 and provided for these and other items:

- Classify illegal dumping as a public nuisance
- Make large commercial quantities of illegal dumping (one cubic yard or greater) a misdemeanor
- Enhance administrative and civil remedies and penalties against persons for illegal dumping. The penalties include administrative citations, civil penalties, treble damages, and punitive damages
- Provide a civil penalty up to \$1,000 per day for each large item or commercial quantity (one cubic yard or more) illegally dumped. For example, for each day an illegally dumped mattress remains on public or private property, a civil penalty up to \$1,000 is applicable. Dumping of more than three cubic yards (an amount requiring more than one pickup truck to remove) would be citable as two violations
- Permit recovery of the City's and victim's costs from the perpetrator, including costs of investigation and recovery of attorney's fees and court costs
- Allow community service in lieu of monetary penalties, in accordance with procedures developed by the City Administrator
- Require landlords to disclose forwarding information for tenants who leave and illegally dump their belongings near their former residences
- Make landlords responsible for materials tenants illegally dump near their rental units

Rewards Program to Report Illegal Dumpers

The Illegal Dumping and Littering Ordinance provided for a Rewards Program to Report Illegal Dumpers (Rewards Program) that was developed in 2014 and was rolled out to the public in February of 2015. This pilot program was conducted for a year. The results warranted making the Rewards Program permanent which City Council did on October 18, 2016.

The Rewards Program provides rewards to witnesses who help stop people illegally dumping in Oakland neighborhoods. With the Rewards Program, witnesses who report illegal dumping can receive up to half of all penalties collected in successful enforcement actions based on the witness's reports. The Rewards Program sends a strong message that Oakland will not tolerate illegal dumping in our neighborhoods and City streets and gives the residents and business a way to participate in stopping the bad behavior.

As noted above, in 2015 the City conducted a pilot Reward Program to test the concept to encourage residents and businesses to report illegal dumpers. During the pilot program, reports on the suspected illegal dumpers increased from 252 to 502 (99%) from the year prior to the pilot. Similarly, the number of illegal dumping citations increased from 64 to 81 (27%) and warning letters increased from 131 to 231 (76%) during that same time period. The pilot Rewards Program successfully encouraged citizens to report information about who may be responsible for illegal dumping in the City.

Update On Illegal Dumping Enforcement

Since the Illegal Dumping and Littering Ordinance was enacted in October 2013 through October 2016 the following Citations and Warning Letters have been issued, Community Service has been performed and Fines have been collected.

- Total Number of Citations: 225
- Number of Warning Letters: 483
- Amount of Dollars Cited: \$698,708
- Amount Collected: \$64,798.57
- Hours of Community Service: 175.50 hours
- Amount to be Collected: \$4,513.16
- Number of Cases Rescinded or Dropped: 42
- Amount of Fines rescinded or dropped: \$141,548.63
- Amount of Fines Referred to collections: \$165,082.95
- Amount of fines rescinded/dropped or reduced at hearing: \$20,592.50
- Amount of fines waived via Settlement: \$194,481.29
- Amount of Cases with pending actions: \$126,881.22

Education

In the category of education, different campaigns have been used over time to heighten the awareness of illegal dumping as blight on the community and to inform community members about what they can do report illegal dumping, protect their property, and adopt a location in their neighborhood to help clean. Most recently, a campaign to re-introduce and promote the Rewards Program was conducted.

However, it has been many years since a targeted strategic multi-year in depth media campaign has been conducted. In the past five years most outreach has been conducted by OPW, and includes notices given out at community meetings, placing door hangers on problem properties, at public counters, the City's website, and multi-lingual cards offered on how to report problems and report dumpers for rewards.

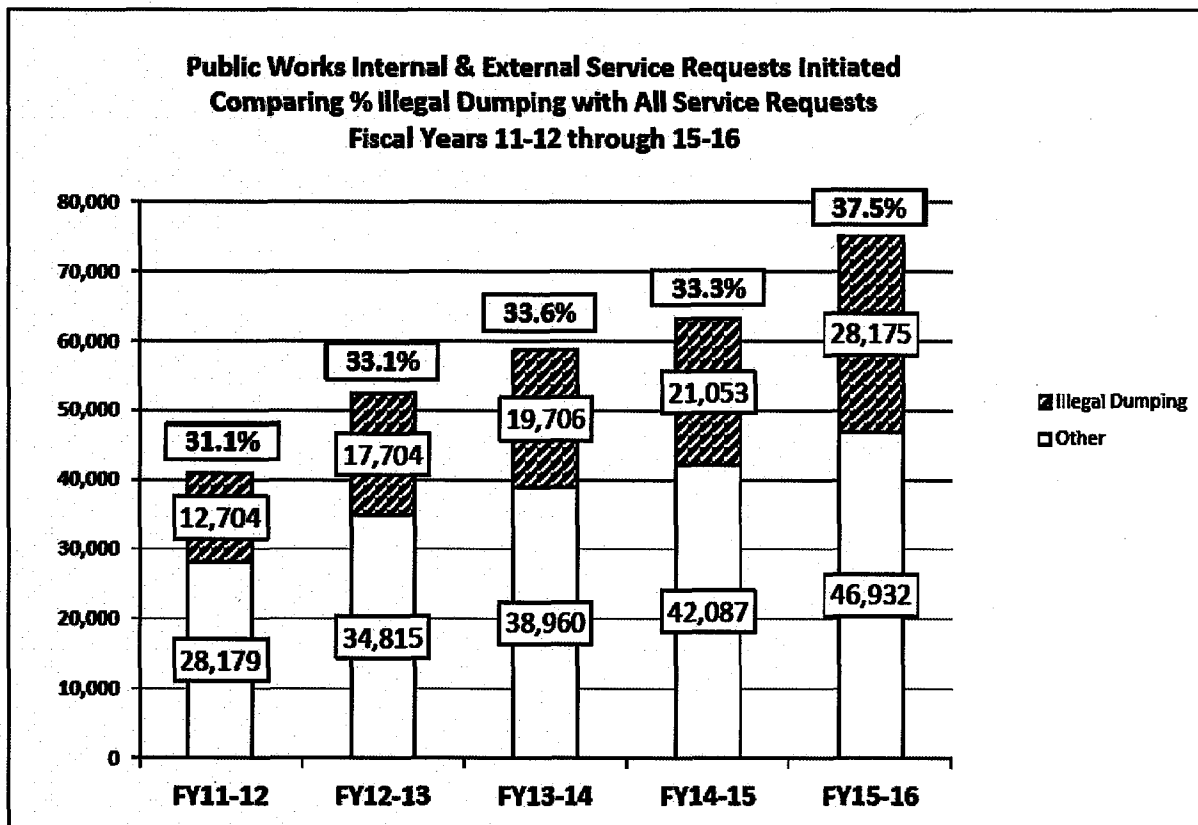
Public Works uses several educational materials to communicate options for residents to properly dispose of materials, warn against illegal dumping, inform of the Rewards program, and how to volunteer for cleaning and greening the City through the Adopt A Spot program. Copies of each of the educational materials are attached to this report.

- **Attachment B:** Proper Disposal Flyer- How to safely dispose of Debris, Waste, and Recyclables
- **Attachment C:** Warning Notice Door Hanger – Stop Illegal Dumping
- **Attachment D:** Reward for Reporting Flyer – Help Stop Illegal Dumping in Our Community
- **Attachment E:** Adopt a Spot Program Flyer

OPW has done an excellent job of communicating the Call Center as the location to report a problem for illegal dumping. Out of all the calls the Call Center receives, 37.5% of them are for illegal dumping. See **Table 2** that shows the total number of service requests received by the Call Center and the percentage that are related to illegal dumping. Public Works provides four methods to reach the Call Center where a report will be taken and a service request will be entered into the work management system for assignment and tracking. Residents and businesses can report illegal dumping to the Call Center the following ways:

- Call (510) 615-5566
- Email opwcallcenter@oaklandnet.com
- Online at [Report a Problem](#)
- Mobile or web app at [SeeClickFix](#)

Table 2 – Total Call Center Service Request & Percent Regarding Illegal Dumping



Bulky Waste Pick-up For Apartments

New actions were also taken to address illegal dumping as part of the Mixed Material and Organics (MM&O) Franchise Agreement which began on July 1, 2015. The Franchise

Agreement provides for bulky waste pick-up from apartments and condominiums which previously was only available to single-family homes. Bulky waste is defined as large incidental materials that come from a household which do not fit in a cart for normal weekly collection; these are typically of materials found in piles of illegal dumping.

Apartments and condominiums, each year, are eligible for free bulky pickup service of up to 1.5 cubic yards of bagged, boxed or bundled trash per apartment or condo unit, plus: 1 large appliance, 2 televisions or computer monitors, 2 tires, 2 mattresses or box springs, 2 carpets, and consumer electronics per apartment or condo unit. Tenants may contact the property manager to schedule free bulky pickup service. Property managers may schedule bulky pickup services in several ways, customizable to the needs of their building(s) such as curbside collection for individual resident(s), recommended for buildings with easy curbside access and 20 units or fewer. Second is debris box collection, recommended for buildings with 20 units or more. An additional option is that residents can self-schedule which require the property managers to submit a waiver (available at www.oaklandrecycles.com) to authorize residents to schedule directly with WMAC, this is recommended for buildings of five to 14 units without on-site property managers.

An information brochure about the bulky waste pick-up program is direct mailed to single family residences twice a year. A variety of methods have been used to get the word out to multi-family buildings including ads in the East Bay Rental Housing Association magazine, bill inserts, direct mail to property owners, and social media posts on Facebook and Nextdoor. More information about bulky pickup service at apartments and condominiums can be found at www.oaklandrecycles.com.

Quarterly Bulky Waste Drop-off

Also as part of the MM&O Franchise Agreement four bulky waste drop-off days at the Davis Street Transfer Station were implemented. The first Saturday of February, May, August, and November Oakland residents can drop-off bulky materials for free at the Davis Street Transfer Station located at 2615 Davis Street, San Leandro. Residents may bring a maximum two pieces of furniture, two large appliances, four passenger auto tires, four mattresses, and unlimited electronics. Trash is not accepted on these bulky drop-off days.

Proposed Projects to Address Illegal Dumping

In each of area, eradicate, enforce, and educate staff is recommending additional efforts to address illegal dumping.

Eradicate

- KOCB is recommending that to improve efficiency in the illegal dumping unit that three additional mini-packers be purchased to replace the use of pickup trucks in collecting small piles of illegal dumping. Preliminarily it appears there will be sufficient funding in Lease 3.0 to accommodate these due to lower than projected interest rates.

Enforce

- A pilot program using cameras to catch illegal dumpers has been approved by the City Council. This project, which will begin in December, is to install high quality cameras

that use license plate reading technology at undisclosed strategic locations. Staff anticipates that adding cameras to the tool kit of actions in the enforcement prong could greatly improve the City's ability to identify and prosecute illegal dumpers. Staff will evaluate the effectiveness of the cameras at the strategic locations, and if proven effective, will submit a budget recommendation to fund additional cameras in the FY 2017-19 budget.

Educate

- It is recommended that a targeted strategic well-coordinated professionally produced multi-year media campaign highlighting the blight caused by illegal dumping in Oakland and the impact on the community. The campaign would raise community awareness about proper disposal methods and set a community standard that the illegal activity will not be tolerated and there are consequences when caught. A budget request to fund this activity will be included in FY 2017-19 budget.

FISCAL IMPACT

No fiscal impacts are associated with this informational report.

PUBLIC OUTREACH / INTEREST

This item did not require any additional public outreach other than the required posting on the City's website.

COORDINATION

The Office of the City Attorney, Fiscal Services Department, and the City Administrator's Office were consulted for the preparation of this report.

SUSTAINABLE OPPORTUNITIES

Economic: The continued efforts of staff to remove illegal dumping and graffiti will assist in improving the physical appearance of the City of Oakland, which translates directly into attracting and retaining business and promoting civic pride.

Environmental: A decrease in the amount of dumped materials and litter will lessen the amount of debris that enters the storm-drain systems, polluting our creeks and waterways.

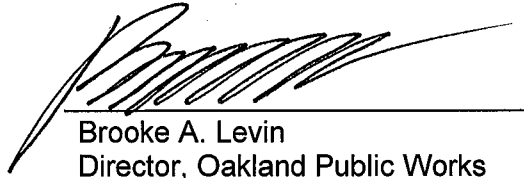
Social Equity: The enhanced efforts of collaboration and partnering between the Public Works Department, our residents and business community will improve the quality of life and public safety.

ACTION REQUESTED OF THE CITY COUNCIL

Staff Recommends That The City Council Accept an Informational Report Providing Update on Current Status of Illegal Dumping and General Waste in Streets, on Sidewalks and in Vacant Lots in the City of Oakland, Including Implementation of Cameras in Illegal Dumping Hot Spots; Data on Number and Locations of Illegal Dumping Pick Ups by Waste Management and City of Oakland; Additional Proposed Strategies, Programs and Funding Needed to Dramatically Improve the Cleanliness of the Streets and Public Spaces in East and West Oakland, Including Existing and Proposed Public communications Campaigns and Proposal for Program and Funding Consideration in the FY 2017-19 Budget.

For questions regarding this report, please contact Susan Kattchee, Assistant Director, Public Works at 510-238-6382.

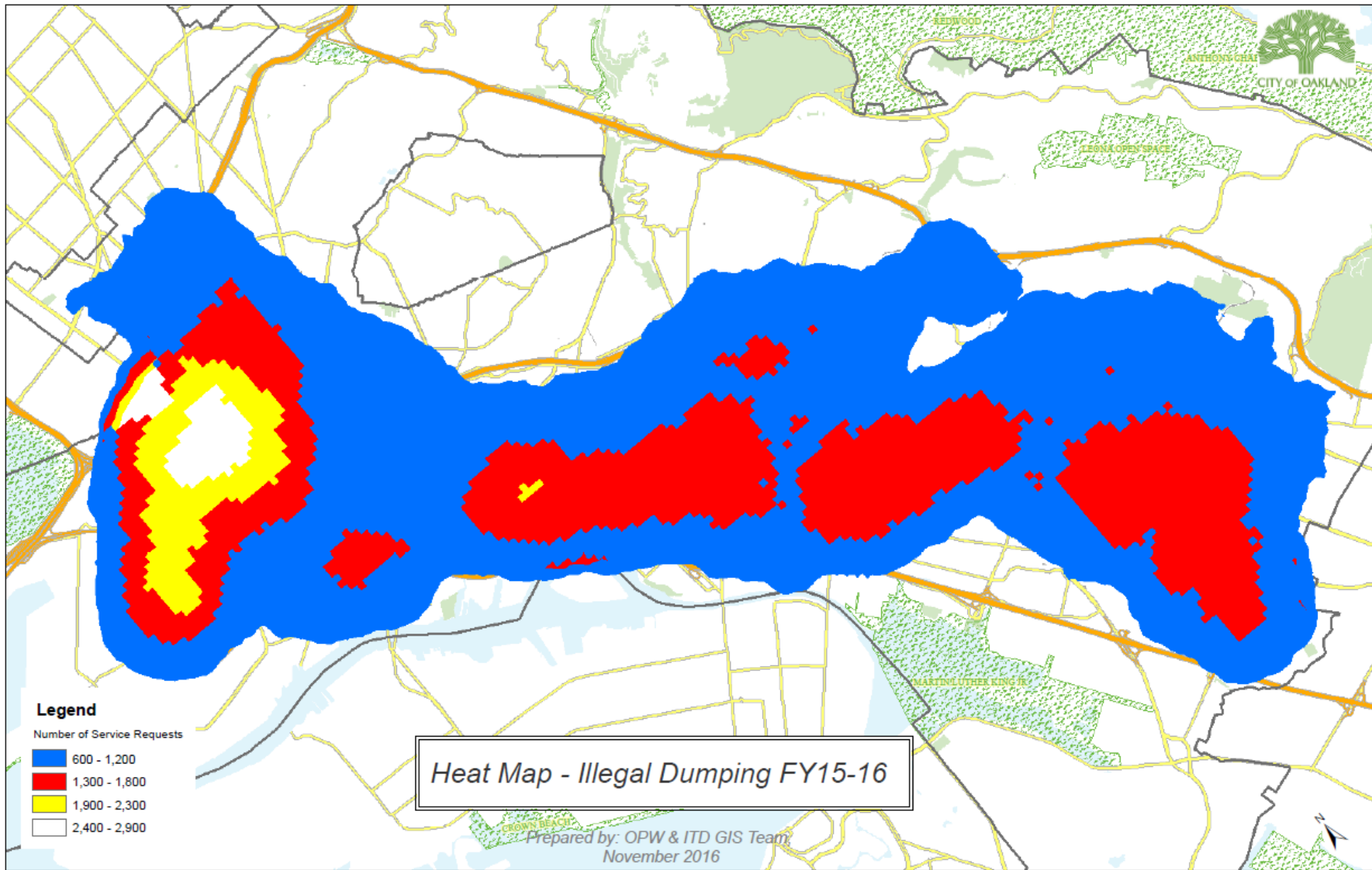
Respectfully submitted,



Brooke A. Levin
Director, Oakland Public Works

Prepared by:
Susan Kattchee, Assistant Director
Oakland Public Works

- Attachment A – Heat Map
- Attachment B – Proper Disposal Flyer
- Attachment C – Warning Notice Door Hanger
- Attachment D – Reward for Reporting Flyer
- Attachment E – Adopt A Spot Flyer



Proper Disposal Flyer

Attachment B



What You Do Matters!

4 Easy Ways to Report Illegal Dumping

1. Call the Public Works Call Center
M-F between 8am - 4:30pm at: **(510)615-5566**
2. Email: opwcallcenter@oaklandnet.com
3. Mobile app: **SeeClickFix**
4. On the Web: www.oaklandpw.com
click on "Report a Problem"

Include the type of debris, amount and location in your report.
Never touch hazardous or medical waste!

If You Witness Illegal Dumping

Please provide the following information to assist us in catching and prosecuting illegal dumpers. You may be eligible for a reward:

- Photo of the incident
- License plate number and a description of any vehicles involved
- Description of the offender(s)
- Description of items dumped
- Time, date and location of incident you witnessed

Discourage Dumping on Your Property

- Light outdoor areas around your home and property
- Maintain clear sight lines so you can monitor from inside your home
- Use surveillance cameras to record illegal dumping
- Define your property boundaries with plants, paving, short walls or fences
- Trim bushes to 36" high and tree limbs 7' from ground, cut weeds and maintaining a clean environment
- Remove graffiti within 24-48 hours

Volunteer to Clean Up Your Community!

Call to coordinate or join clean up events in your community: **(510) 238-7630**
or visit: www.oaklandadoptspot.org

Keep Oakland Clean & Beautiful!

HOW TO SAFELY DISPOSE OF DEBRIS, WASTE & RECYCLABLES

What You Do Matters!

1. Schedule a Bulky Waste Pickup or Rent a Dumpster

Call Waste Management of Alameda County at: **(510) 613-8710**

For information about available services or eligibility for Oakland residents' free annual pickup, visit: www.wm.com

2. Haul it Yourself To a Disposal Facility

Call for hours and fees:

Davis Street Transfer Station **(510) 638-2303**
www.dsgardencenter.com

City of Berkeley Transfer Station **(510) 981-7270**
www.ci.berkeley.ca.us/transferstation

3. Drop Off Household Hazardous Waste

Call for guidelines and hours: **(800) 606-6606**
or visit: www.household-hazwaste.org



Alameda County Household Hazardous Waste Facility

Residents and Small Businesses can dispose of hazardous wastes such as paint, solvents, batteries, light bulbs, automotive fluids, pesticides, needles, medicines and more.

4. More Information on Reuse & Recycling



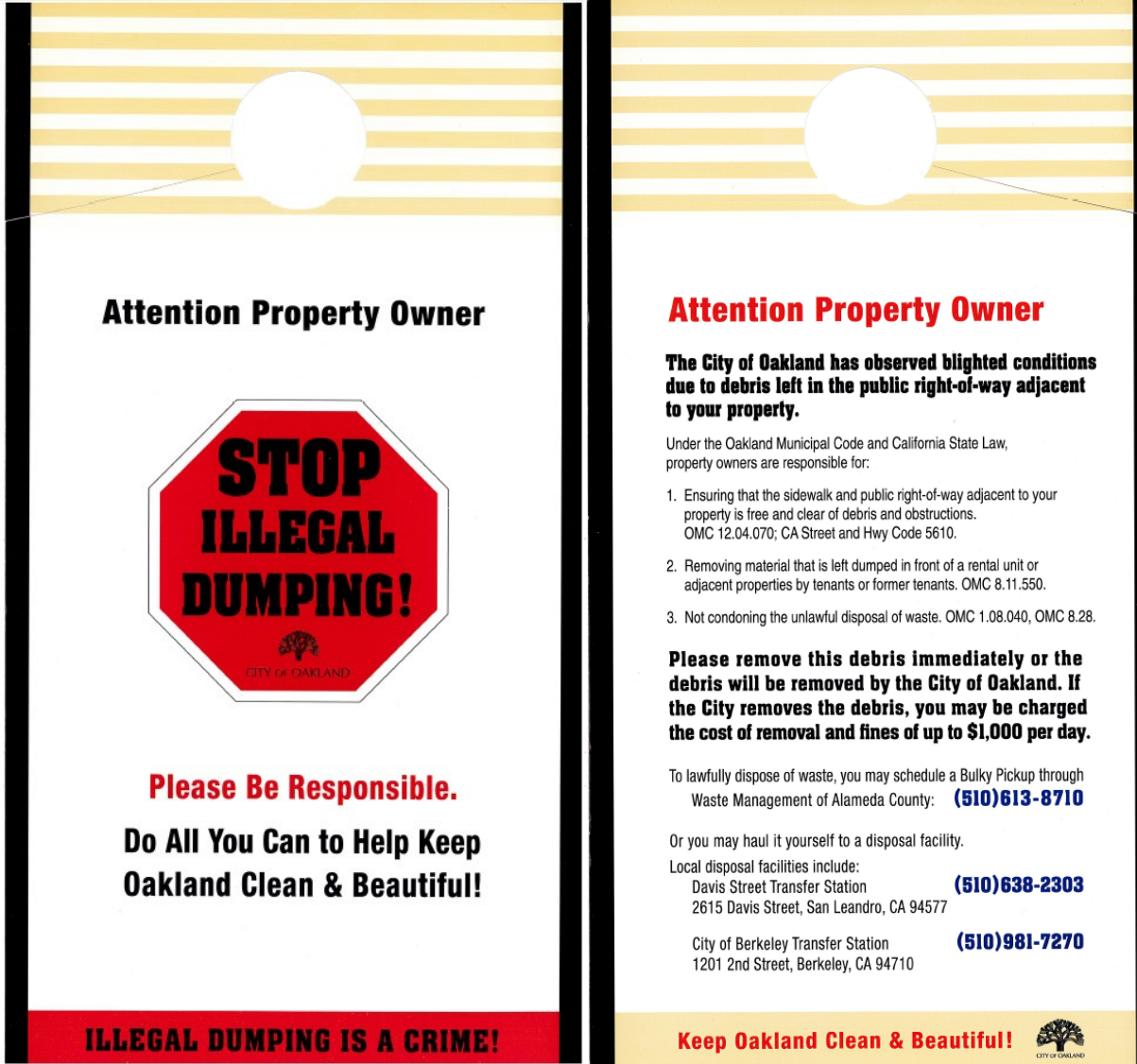
Call Oakland Recycles at: **(510) 238-7283**
or visit: www.oaklandrecycles.com




Oakland Public Works

Warning Notice Door Hanger

Attachment C



Attention Property Owner



**Please Be Responsible.
Do All You Can to Help Keep
Oakland Clean & Beautiful!**

ILLEGAL DUMPING IS A CRIME!

Attention Property Owner

The City of Oakland has observed blighted conditions due to debris left in the public right-of-way adjacent to your property.

Under the Oakland Municipal Code and California State Law, property owners are responsible for:

1. Ensuring that the sidewalk and public right-of-way adjacent to your property is free and clear of debris and obstructions. OMC 12.04.070; CA Street and Hwy Code 5610.
2. Removing material that is left dumped in front of a rental unit or adjacent properties by tenants or former tenants. OMC 8.11.550.
3. Not condoning the unlawful disposal of waste. OMC 1.08.040, OMC 8.28.

Please remove this debris immediately or the debris will be removed by the City of Oakland. If the City removes the debris, you may be charged the cost of removal and fines of up to \$1,000 per day.

To lawfully dispose of waste, you may schedule a Bulky Pickup through Waste Management of Alameda County: **(510)613-8710**


Or you may haul it yourself to a disposal facility.

Local disposal facilities include:

Davis Street Transfer Station **(510)638-2303**
2615 Davis Street, San Leandro, CA 94577

City of Berkeley Transfer Station **(510)981-7270**
1201 2nd Street, Berkeley, CA 94710

Keep Oakland Clean & Beautiful!



Reward for Reporting Flyer

Attachment D

Reward for Reporting
\$\$ paid when fines collected

STOP ILLEGAL DUMPERS!
CITY OF OAKLAND

TELL US:

- Description
- License Plate
- Vehicle
- Items & Location
- Date/Time

oaklandpw.com (510) 615-5566
Mobile App: SeeClickFix
opwcallcenter@oaklandnet.com

Help Stop Illegal Dumping In Our Community – Keep Oakland Beautiful

Reward for Reporting

What You Do: You witness illegal dumping. You contact Oakland Public Works Call Center and you provide enough information so the City can take legal action against the dumper.

What You Tell Us: You give detailed information on the date, time, exact location; also descriptions of the vehicle(s), person(s) and item(s) dumped so the City has complete evidence. Photos or video are very helpful. You need to be willing to testify as a witness.

What You Receive: Your reward will be \$100 or up to half of all fines collected by the City (whichever is greater). Your check will be mailed to you after the City is able to collect the fines from the perpetrator.

Spanish / Español

Ayúdenos a para los basureros ilegales en nuestra comunidad – Tengamos a Oakland Bella

Recompensa por Reportar

Que hace: Usted es testigo de que tiran basura ilegalmente. Usted contacta al Centro de Llamadas de la Agencia de Obras Publicas de Oakland y nos da información suficiente para tomar acción legal contra la persona que tiro la basura.

Que nos dice: Usted nos da información detallada de la Fecha, hora, lugar exacto; también la descripción de el/los vehiculó(s), persona(s) y artículo(s) tirados para que la Ciudad tenga la evidencia completa. Fotos o videos son muy útiles. Usted deberá estar dispuesto a declarar como testigo.

Lo que recibe: Su recompensa será de \$100 o hasta la mitad de las multas colectadas por la Ciudad (lo que sea más). Su cheque será enviado por correo después de que la Ciudad haya colectado las multas del culpable

Chinese 中文

制止非法棄置垃圾 - 保持屋崙 (奧克蘭) 清新美麗

舉報可獲獎金回報

您要做些什麼: 您需親眼目睹有人非法棄置垃圾。您聯絡屋崙 (奧克蘭) 公務局服務中心及提供足夠的資料, 以致市府可以對非法棄置垃圾者作出法律行動。

您要說些什麼: 您需提供詳細資料, 包括日期, 時間, 準確地點; 並且形容車輛, 人物, 及被棄置的物件, 好讓市府掌握足夠證據。相片或錄像尤其有用。您需要願意作為證人。

您會收到什麼: 您會收到 \$100 獎金或市府因此而收到的罰款金額的一半 (兩者之中較大者)。當市府收到罰款後, 獎金將會以支票形式寄給您。

Vietnamese / Tiếng Việt

Chung tay ngăn chặn Bán phá giá bất hợp pháp trong Cộng đồng của chúng ta – Giữ gìn vẻ đẹp của Oakland

Thưởng cho người báo cáo vi phạm

Bạn cần làm: Nếu bạn chứng kiến hành động bán phá giá bất hợp pháp, hãy liên hệ với Đường Dây Nóng Công Vụ của Oakland và cung cấp đầy đủ thông tin để từ đó Thành phố có thể hành động chống lại những hành vi này.

Bạn cần nói: Bạn cần cung cấp thông tin chi tiết về ngày tháng, thời gian, địa điểm chính xác; đồng thời mô tả về phương tiện, nạn nhân và hàng hóa bị bán phá giá để Thành phố hoàn thiện chứng cứ. Nếu có ảnh hoặc video thì rất hữu dụng. Bạn cũng cần sẵn sàng để ra làm chứng.

Bạn sẽ nhận: Bạn sẽ được thưởng 100 đô la Mỹ hoặc được thưởng lên đến một nửa giá trị khoản phạt mà Thành phố thu được từ người vi phạm (bạn sẽ nhận cái nào lớn hơn). Tiền thưởng sẽ được gửi đến cho bạn qua đường bưu điện ngay sau khi Thành phố thu đủ tiền phạt từ người vi phạm.



Oakland Public Works
Environmental Services Division • Environmental Stewardship

Volunteer Opportunities

Adopt a Spot – Adopt a park, creek, shoreline, storm drain, street, trail, median or other public space you'd like to clean, green or beautify on an ongoing basis.

Community Cleanups – Join or lead your own cleaning, greening and beautification events with your neighbors and community.

Annual City-wide Events – Join thousands of volunteers each Earth Day & Creek to Bay Day.

Opportunities listed above can include

- Planting/pruning/weeding
- Removing graffiti and litter
- Keeping storm drains free of debris
- Installing mosaics on litter containers
- And more!

City support

- Tool loans
- Debris pick-up
- Technical assistance

Contact us for more info and to get involved!

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