

REPORTING PUBLIC NUISANCE PROBLEMS AND GETTING YOUR VOICE HEARD IN OAKLAND, CA



General Information on Reporting

- Retain your reference # for any report that you file and the contact information for any agency representative that you correspond with about your problem.
- Report the correct address/location involved.
- You can request a copy of reports that are public records at *Next Request* at <https://oaklandca.nextrequest.com/>.

Report to Oakland Police Department through the applicable mechanism listed below.

- Emergency call: (510) 777-3211 (direct to OPD); 911
- Non-emergency call: (510) 777-3333
- Non-emergency online report: <https://www.oaklandca.gov/services/report-a-crime-online>
- ***Suspected Prostitution and Sex Trafficking***: Call in anonymously at (510) 238-2373 or make an anonymous online report at <https://reportnow.typeform.com/to/FhMAED>.
- ***Suspected Illegal Drug Activity***: Leave a recorded message at (510) 238-3784 to report recurring illegal drug activity, including details about location(s), person(s) and/or vehicles involved. You always have the option to report anonymously.
- ***ABAT*** when you witness public nuisance issues connected with an alcohol or tobacco retail location: Call (510) 777-8682 or submit a complaint form available at <https://www.oaklandca.gov/topics/report-an-abat-location>.

Report to Planning & Building Department's Code Enforcement when you witness blight and other Building Code violations on private property.

- Call: (510) 238-3381
- Fax: (510) 238-2959
- Online: <https://aca.accela.com/oakland/>
- Email: inspectioncounter@oaklandca.gov
- Open Counters (closed until further notice): 250 Frank Ogawa Plaza, 2nd Floor, Oakland, CA 94612 (8:00am–4:00pm (Mon, Tues, Thurs, Fri); 9:30am– 4:00pm (Wed))
- You can check on complaint activity with Code Enforcement by searching by address or complaint # here: <https://aca.accela.com/oakland/>

Report to Public Works Agency via OAK 311 when you witness public nuisance issues on public property, such as illegal dumping, abandoned vehicles, etc.

- Call: 311 or (510) 615-5566
- Online: <https://www.oaklandca.gov/services/oak311>
- Mobile application: Download the mobile application OAK 311 to submit complaints there. You will receive a reference # for your complaint.

Report to Alameda County Vector Control Services when you have vermin issues, such as cockroaches, bed bugs, and rats.

- Call: (510) 567-6800
- Online: <https://acvcsd.org/request-service/>

Report to Oakland Animal Services for issues related to barking dogs, licensing issues, among others.

- Emergency call: (510) 777-3333
- Non-emergency call: (510) 535-5602
- For more information on OAS Services: <https://www.oaklandanimalservices.org/services/>

Other Tips for Getting Your Voice Heard

- Communicate with your neighbors to understand whether issues in the neighborhood are affecting others as well.
- Keep your Community Resources Officer (“CRO”) (formerly Problem Solving Officer) informed about criminal activity that affects you and any related request for assistance, e.g., additional surveillance in your neighborhood. Your CRO can also help give you guidance and resources to address safety issues. Find your CRO here: <https://www.oaklandca.gov/resources/find-a-police-area-or-beat>.
- Attend your Neighborhood Council (formerly Neighborhood Crime Prevention Council) meetings to discuss issues with your Neighborhood Services Coordinator (“NSC”), CRO, other government representatives, and fellow community members. Your NSC can give you guidance and resources to address safety issues. These meetings generally happen once per month. Find your Neighborhood Council meeting schedule here: <https://www.oaklandca.gov/topics/neighborhood-councils>.
- Attend local business association meetings. Some such groups are a partnership among City representatives, business owners and/or residents.
- Contact your City Council member about your issue, especially as part of an organized group of residents and/or businesses. Find your City Council member here: <https://www.oaklandca.gov/services/look-up-your-city-council-district-and-representative>.
- When seeking assistance from the Neighborhood Law Corps (NLC) of the Oakland City Attorney’s office for potential legal action or follow-up on previously reported public nuisance issues, provide the NLC attorney with the reference #s for any reports that you have filed with a government agency. Find contact information for the NLC here: <http://www.oaklandcityattorney.org/Community/NLC.html>.