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OPD News:

Auto Attendant System for Non-Emergency Police Calls

This month, the City of Oakland and the Oakland Police Department (OPD) launched a new auto attendant system for OPD's non-emergency line, aiming to enhance communication services. The move comes in response to the escalating demand for streamlined communication, particularly after managing **more than 430,000 calls** to OPD's non-emergency number in 2023, **nearly 34% of all calls** handled by OPD's communications division.

When dialing **OPD's non-emergency line at (510) 777-3333**, callers will be prompted by the auto attendant system to select their preferred language before being presented with four options to address specific needs:

- **Option One:** Direct connection to **Oak311** for issues concerning abandoned vehicles (excluding vehicles blocking driveways) and encampments.
- **Option Two:** Connection to the Records Division, providing information on police reports, towed vehicles, or recovered stolen vehicles.
- **Option Three:** Direct connection to the Traffic Division for individuals needing a collision report.
- **Option Four:** Connection to Animal Control for inquiries related to animal services.

Callers are encouraged to stay on the line for further assistance with all other matters. If none of the provided options are needed, the duration of the recording before transferring callers to the non-emergency queue is approximately two and a half minutes.

This initiative reflects the City of Oakland and OPD's dedication to improving communication and ensuring efficient access to essential services.