



PUBLIC WORKS AGENCY

Mission Statement

Description of Services

Organization Chart

Useful Telephone Numbers

City of Oakland
Public Works Agency
250 Frank Ogawa Plaza, Suite 4314
Oakland, CA 94612

Phone: 510.238.3961
Fax: 510.238.2233
TTY: 510.238.3254
Website: www.oaklandpw.com



Welcome to the Public Works Agency

MISSION STATEMENT

The Public Works Agency provides for the design, construction, management and maintenance of the City's infrastructure, including streets, trees, sidewalks and pathways; parks; creeks; sewers and storm drains; buildings and structures; vehicles and equipment; street lights and traffic signals. In addition, we manage community volunteer programs for beautification and clean-up projects, residential garbage and recycling, graffiti abatement and facilitate environmental compliance.

The Public Works Agency strives to provide top quality, professional, effective, and timely services to residents, businesses and internal customers. We do this by focusing on relationships with ourselves and our customers, and on customer service and satisfaction, thus improving our image and maintaining the community's trust.

DESCRIPTION OF SERVICES BY DEPARTMENT

OFFICE OF THE DIRECTOR

250 Frank H. Ogawa Plaza, Suite 4314 238-3961

The Director's Office advises the Mayor, Council, and City Administrator on public works issues; develops and facilitates the implementation of action plans to address current and future city public works needs; and manages the Agency's resources to meet the goals and objectives of the Mayor and Council.

ADMINISTRATIVE SERVICES DEPARTMENT

250 Frank H. Ogawa Plaza, Suite 4314 238-3961

The department provides Agency-wide management, oversight, and support in the areas of personnel management, payroll, training and education, public information, budget, fiscal services, and information technology.

DESIGN AND CONSTRUCTION SERVICES DEPARTMENT

250 Frank H. Ogawa Plaza, Suite 4314 238-3171

The department provides engineering design services for public street, sanitary sewer, and storm drain improvements; and project management services for the renovation and new construction of city-owned buildings, including earthquake-damaged buildings, fire stations, libraries, parking facilities and park and recreation facilities.

Services also include construction management and servicing of public capital improvement construction projects; testing of materials utilized in capital improvement projects; management of the Sewer Infiltration /Inflow Correction (I/I) Program, Neighborhood Traffic Safety Program, traffic engineering and off-street parking programs.

The department is organized into the following divisions: Contract Administration, Engineering Design and Right of Way Management, Project Delivery, and Transportation Services.

DEPARTMENT OF FACILITIES AND ENVIRONMENT

7101 Edgewater Drive, Building #2 615-5566

The department's charge is to clean and enhance the built environment. The department maintains all city facility services, including those at our parks, recreation centers, libraries, fire stations, City Hall, and the Municipal Service Center. The department is also responsible for street cleaning, illegal dumping, graffiti abatement, park maintenance, median maintenance, administration of solid waste and recycling contracts, restoration of creeks and environmental remediation and compliance services. This department facilitates volunteer participation in community beautification and clean-up activities such as adopt-a-spot (creeks, drains, and blocks) programs.

The Department of Facilities and Environment consists of the following divisions: Customer Service, Environmental Services, Facilities Services, Keep Oakland Clean and Beautiful, and Parks and Building Maintenance.

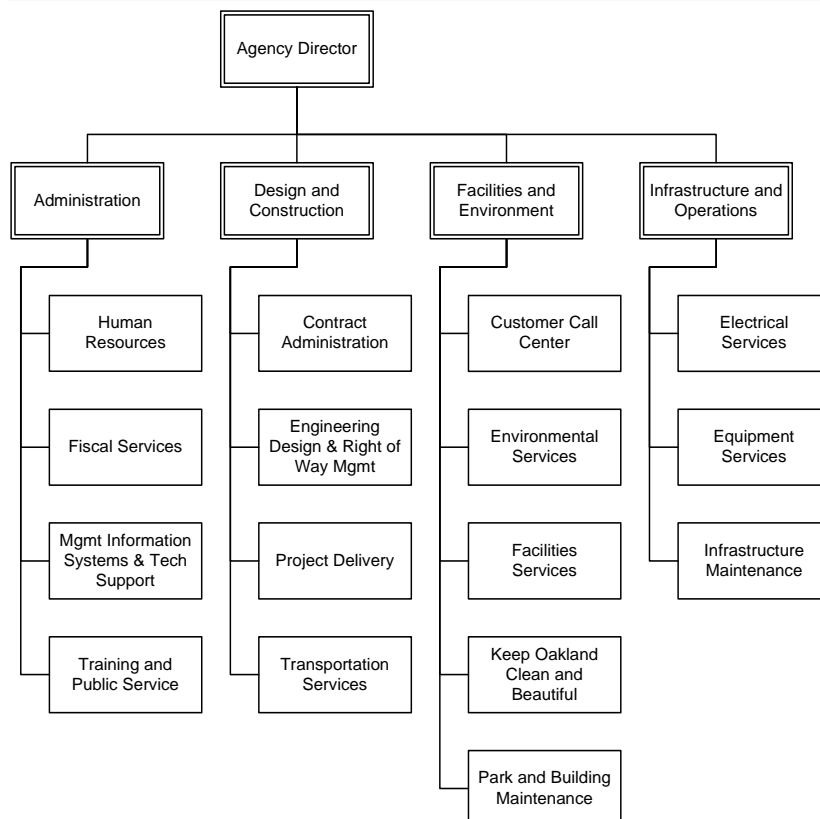
DEPARTMENT OF INFRASTRUCTURE AND OPERATIONS

7101 Edgewater Drive, Building #4 615-5566

The department's focus is on infrastructure maintenance including trees, sewers, drainage, streets, and streetlights. Services include filling potholes and repairing curbs and gutters. The department is also responsible for the Utility Undergrounding Program; electrical services for new traffic signals and street lighting improvements; and fleet and equipment services, which include the purchase and maintenance of street sweepers, fire engines, police vehicles, motorcycles, street flushers, and backhoes and loaders.

The Department of Infrastructure and Operations includes the following divisions: Electrical Services, Equipment Services, and Infrastructure Maintenance.

FY 2004-05 Organization Chart (835 full-time equivalent)



USEFUL TELEPHONE NUMBERS

| | |
|--|--------------|
| Police (non-emergency) | 777-3333 |
| Information and Referral | |
| Oaklanders Assistance Center | 444-2489 |
| Recorded Information on City Services | 238-2222 |
| Blight | |
| Graffiti Removal Hotline | 238-4703 |
| Illegal Dumping Hotline | 434-5101 |
| Building and Development | |
| Building Permits | 238-3443 |
| Code Enforcement | 238-3381 |
| Creeks, Storm Drains, and Sewers | |
| Clean Water/Creeks Hotline | 238-6600 |
| Sewer and Storm Drain Repair | 615-5566 |
| Parking | |
| Parking Citation Assistance | 800-500-6484 |
| Parking Enforcement | 238-3099 |
| Parking Meter Repair | 238-6631 |
| Parking Permits (establishing new residential) | 238-3466 |
| Parking Permits (existing residential) | 800-500-6484 |
| Parks and Trees | |
| Park Grounds Maintenance (City of Oakland) | 615-5566 |
| Park Grounds Maintenance (East Bay Regional Parks) | 635-0135 |
| Park Security | 482-7888 |
| Parks and Recreation Programs | 238-3092 |
| Tree Problems | 615-5850 |
| Recycling and Garbage Collection | |
| Commercial accounts (Waste Management of Alameda Co) | 613-8700 |
| Household Hazardous Materials (Alameda County) | 800-606-6606 |
| Recycling and Garbage Collection Complaints | 238-7283 |
| Recycling Hotline | 238-7283 |
| Residential accounts (Waste Management of Alameda Co) | 613-8710 |
| Streets and Sidewalks | |
| Sidewalk Repair | 777-8395 |
| Street and Pothole Repair | 615-5566 |
| Street Cleaning | 434-5101 |
| Street Light Repair | 615-5430 |
| Street Sign Repair | 615-5595 |
| Traffic Signal Repair | 615-5430 |
| Vehicles | |
| Abandoned vehicles – City Streets | 238-6030 |
| Abandoned vehicles – Private Property | 238-6040 |
| Junk Car Removal Hotline (Oakland residents with pink slips) | 238-4703 |
| Volunteer for Clean-up and Beautification Projects | 238-7630 |

For additional information, see www.oaklandpw.com and www.oaklandnet.com