



Rec#	City Auditor’s Recommendations	Management Action Plan	Responsible Party	Target Date for Completion
1	To ensure Oakland residents have affordable access to legal waste disposal methods, Public Works and the City Attorney’s Office should renegotiate the contract with its contracted hauler or assess options for other haulers through a competitive selection process at the next renewal date, to reduce hauling rates per volume and promote transparency by detailing cost components of the rates to allow adjustments to City services.	Management agrees. This has been a subject of negotiations between the City and the waste hauler.	Public Works	June 30, 2027
2	Public Works, in collaboration with the City’s contracted hauler, should assess options to provide reduced-cost service to low-income residents, including renters, to encourage service volume increases where needed without increasing the rent burden.	Management agrees. This has been a subject of negotiations between the City and the waste hauler.	Public Works	June 30, 2027
3	Public Works should increase outreach and education on bulky pickup appointments, and improve ease of use, especially for multi-family buildings, to increase use of free bulky pickups to residents and decrease the amount of bulky material dumped on public property or hauled illegally.	Management agrees. The City is performing this outreach and education to increase knowledge and use of free bulky waste services, which all residents, including renters, can use each year from Waste Management. This includes launching content on IKE Kiosks and the City’s share of electronic billboard use, partnering with community groups to spread the word, including through murals and emails and social media, handouts at community events in multiple languages, and gaining funding to further increase such outreach and education.	Public Works	June 30, 2027



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4	Public Works should ensure contract benefits are maximized, including the full use of allocated bins by the offices of the City Councilmembers and the Mayor, or divert unused bin allotments to benefit residents, such as through grants to, or partnerships with, community organizations or programs like Adopt-a-Spot, or City-sponsored bulky block parties.	Management agrees.	Public Works	June 30, 2027
5	To streamline enforcement of lapses in commercial curbside waste hauling service, the City Administrator, in coordination with the Finance Department and Public Works, should institute special assessments on commercial properties without service, similarly to how it does on residential properties, and/or revise the contract to authorize the City’s contracted hauler to notice commercial properties, with the City issuing penalties as required.	Management agrees. A staff report and legislation are being prepared for submission to City Council in June 2026.	Public Works	12/31/2026
6	The City of Oakland should consider increasing fines for illegal dumping to match those proposed by Alameda County, to promote consistent enforcement regionally.	Management agrees. City Council adopted fine increases in April 2026.	City Council	Completed
7	In coordination with the Public Works Department and the Police Department, the City Administrator’s Office and the City Attorney’s Office should assess opportunities, budget, and staffing for collaboration with County departments, such as regular regional illegal dumping strategy meetings and coordination with the Alameda County Sheriff’s Office and District Attorney’s Office, to bolster enforcement of illegal dumping in Oakland and increase consistency in enforcement regionally.	Management agrees. A project manager in the City Administrator’s Office is currently performing an interagency coordinating role, participating in Countywide, Regional, and Statewide Illegal Dumping coordination, strategy, and convenings. This work includes identifying funding, policies, and resources with State, County, and other partners, including to advance countywide enforcement strategies.	City Administrator/ Public Works	Complete



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8	The Environmental Enforcement Unit should finalize its strategy, goals, policies and procedures, and training documents. The Unit should align strategy, goals, policies and procedures to support staff management.	Management agrees. OPW is actively in the process of enhancing EEU strategies and procedures, including creating a workflow analysis and Cityworks process for inputting and tracking enforcement actions, to support better alignment of goals and policies. This system will be better able to identify actions and outcomes, and improve enforcement and collection of penalties. This work will be strengthened by acquiring the technology (eg tablets) and applications as recommended in the forthcoming Illegal Dumping Expenditure Action Plan.	Public Works	June 30, 2027
9	The Environmental Enforcement Unit should ensure all field staff receive adequate training on enforceable offenses related to illegal dumping, including major violations such as dumping hazardous material and illegally hauling waste, to ensure environmental crimes are being enforced appropriately.	Management agrees.	Public Works	June 30, 2027
10	Public Works should develop a policy and procedure to ensure all citation documentation for collections is sent promptly to the Finance Department’s Collections Unit and with complete documentation.	Management agrees. Public Works is in the process of developing a new illegal dumping citation case management module for Cityworks, the city’s asset management software platform, to better	Public Works	June 30, 2027



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		track citation and ensure a streamlined process with payments and collections.		
11	The Environmental Enforcement Unit should introduce protocols for referral to the General Crimes Unit for criminal illegal dumping investigations, including criteria on the level of evidence required for misdemeanor citations.	Management agrees.	Public Works	June 30, 2027
12	The City Administrator’s Office, in coordination with the Public Works Department, Police Department, Code Enforcement Services, and City Attorney’s Office, should develop a strategy for collaboration on illegal dumping remediation and enforcement, such as a task force with regular meetings and interdepartmental referral systems between City departments.	Management partially agrees. Continuing since January, the City Administrator’s Office has regularly convened Police, Public Works, and the City Attorney’s office on these referral systems. Code Enforcement will be included as needed.	City Administrator	Complete
13	Public Works should formally evaluate and review the effectiveness of fieldwork and camera-based citation strategies and adjust the strategies accordingly to increase the number and quality of citations per camera and decrease Environmental Enforcement Officer hours spent monitoring low-impact cameras.	Management partially agrees. Public Works will continue to review the effectiveness of its illegal dumping fieldwork and cameras, and seek to reduce EEO hours reviewing video that does not yield citations. With the help of the Mayor’s office, we are exploring whether AI-enabled technology may expedite footage review, too. Yet citation numbers should not be the determinative criteria for camera placement—sometimes a camera is preventing citable behavior from occurring, and judgments about camera placement are very location	Public Works	June 30, 2027



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		specific. Also, City Council’s adopted April 2026 policy make it an offense to transport waste in a vehicle without a license plate, which may assist in making camera systems more effective.		
14	The City Administrator, in coordination with Public Works and the Finance Department, should consider reassigning commercial compliance to the Revenue Bureau to better support the enforcement of lapsed curbside waste service accounts in alignment with the process for residential special assessments.	Management agrees. City Administrator, Public Works, and Finance will consider this.	City Administrator, Public Works	Complete
15	Public Works should consider reallocating Environmental Enforcement Unit staff to increase proactive education and outreach efforts to increase use and awareness of legal waste disposal services and to warn against illegal dumping and the hiring of illegal haulers.	Management agrees. The EEOs already perform this work occasionally and, as the unit is re-staffed, there will more opportunities for proactive education and outreach. Current efforts include handouts at community events and community organizations in multiple languages, launching educational content on IKE Kiosks and on the City’s share of use of electronic billboards, partnering with community groups to spread the word, including through murals and emails and social media, and pursuing funding to further increase such outreach and education.	Public Works	June 30, 2027



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16	Public Works and the City Administrator’s Office, which supports and staffs the City’s 311 program, should consider uploading before and after photos as updates to SeeClickFix reporters to encourage continued reporting by the public and display the effectiveness of clean up crews.	Management agrees. Public Works is deploying iPads to the Illegal Dumping Unit and is configuring their use for this purpose. In addition, the recently approved Aerbits technology pilot program may assist in before-and-after footage collection for cleanups.	Public Works	December 31, 2026
17	The City Administrator’s Office should expand online 311 reporting to allow use in other languages, as required by the City’s Equal Access Ordinance.	Management agrees. OPW is discussing these improvements with the software provider (SeeClickFix) and expects to receive a plan and timeline before June 30, 2026.	Public Works	June 30, 2027