

# City of Oakland

## **New Employee Orientation: An Overview of City Government**

---

Karen Boyd  
City Administrator's Office

# Our Mission Statement

The City of Oakland is committed to the delivery of effective, courteous and responsive services.

Citizens and employees shall be treated with fairness, dignity and respect.

Civic and employee pride are accomplished through the pursuit of excellence by a work force that values and reflects the diversity of the Oakland community.

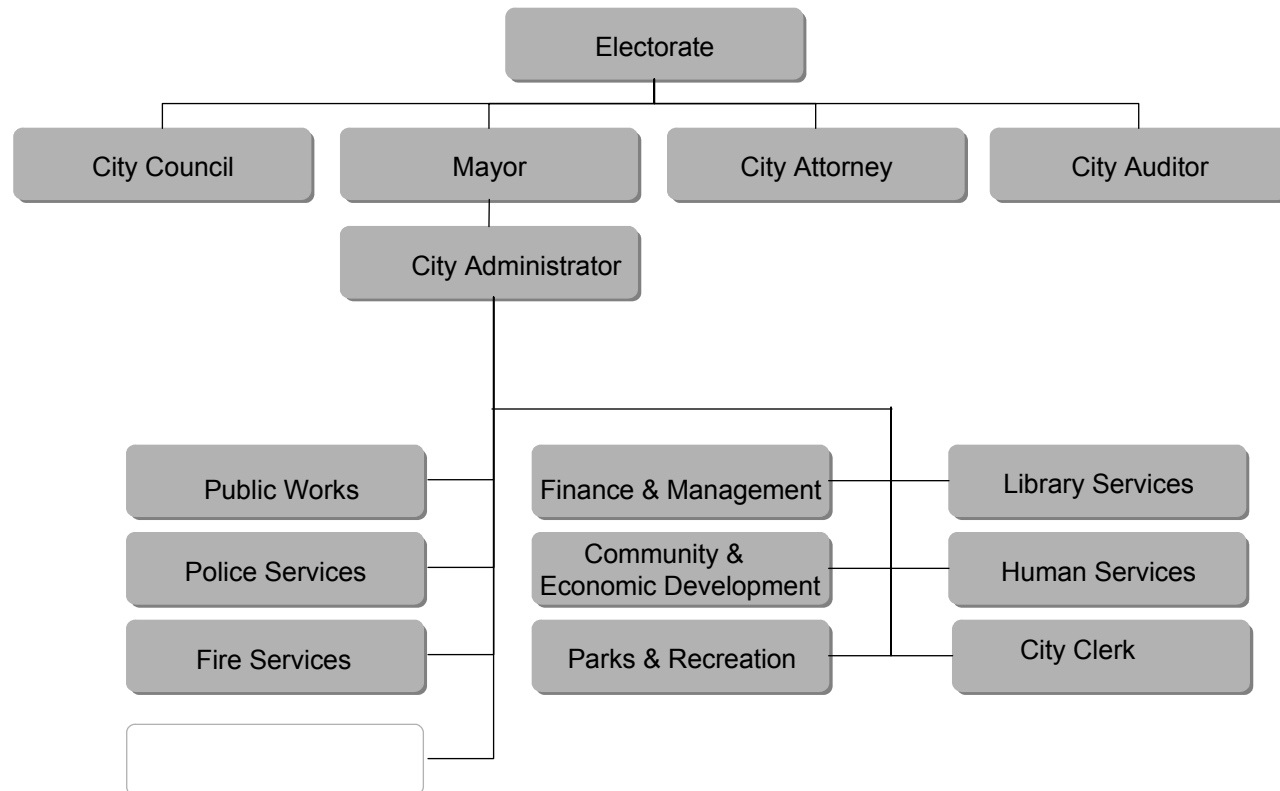
# City Charter

- Basic law of the City
- Sets the powers and form of government
- Establishes authority of Mayor, City Council, and City Administrator
- Creates policy structure for various City functions, including:
  - ✓ fiscal administration
  - ✓ franchises, licenses, permits, leases, and sales
  - ✓ the operation of the Port of Oakland

# Form of Government

- Council - Manager (Oakland 1930 - 1998)
  - Council provides policy direction, City Manager runs administration, Mayor is part of Council
  - typical of small and mid - sized cities; newer cities (Phoenix)
- Mayor – Council (Oakland 1998 - present)
  - Mayor is Chief Executive Officer, oversees administration
  - City Council sets policy; adopts legislation and budget
  - City Attorney is elected

# City Organization Structure



# City Officials

- **Mayor**—Elected by Voters of Oakland, *Jean Quan*
- **City Council**—8 Members, Elected by Voters
- **City Attorney**—Elected by Voters, *Barbara Parker*
- **City Auditor**—Elected by Voters, *Courtney Ruby*
- **City Administrator**—Appointed by Mayor, Confirmed by Council, *Deanna Santana*
- **City Clerk**—Appointed by City Administrator, confirmed by Council, *LaTonda Simmons*

# Mayor

## Jean Quan

- City's Chief Executive Officer; oversees Executive Branch of government
- Not a member of City Council, but casts a tie - breaking vote in event of deadlock
- May require reconsideration of legislation adopted by City Council; Five votes are required to override Mayor
- Appoints City Administrator, subject to confirmation by City Council
- Encourages programs for the physical, economic, social, and cultural development of the City.
- Recommends measures and legislation to City Council
- Proposes biennial budget to City Council
- Appoints Boards and Commissions

# City Council

- Vested with ***powers of legislation*** to provide a complete system of local government
- Makes City policy and gives general policy direction to departments via City Administrator
- Votes on ordinances and resolutions
- Seven district seats plus one at-large seat
- Approves biannual budget
- May appoint Board and Commission members after 90-day vacancy



# Council Members & Districts

- District 1, ***Dan Kalb***  
N. Oakland, Upper Broadway
- District 2, ***Patricia Kernighan***  
E. Lake Merritt, Lakeshore  
*Council President*
- District 3, ***Lynette Gibson-McElhaney***  
Downtown, JLS, Port, W. Oakland
- District 4, ***Libby Schaaf***  
Montclair, Dimond, Upper 35<sup>th</sup>
- District 5, ***Noel Gallo***  
Fruitvale (19th to High) – 580
- District 6, ***Desley Brooks***  
Seminary/Bancroft + Leona H
- District 7, ***Larry Reid***  
Airport, 98th, Sequoia Hills  
*Vice Mayor*
- At Large, ***Rebecca Kaplan***  
Citywide

# City Attorney

## Barbara Parker

- Legal Counsel for the municipal corporation
- Provides legal services, advice, and representation to elected officials and City administration
- Defends the City against claims and lawsuits
- Initiates lawsuits on behalf of the City
- Develops/reviews legislation

# City Auditor

## Courtney Ruby

- helps ensure that City operations are effective and efficient, and deters fraud, waste, and mismanagement of City resources.
- performs audits and reviews of public records
- prepares financial analyses of selected proposed expenditures
- conducts performance audits of City departments
- conducts public surveys

# City Administrator

## Deanna Santana, City Administrator

- Serves at the pleasure of and takes direction from the Mayor
- Chief Administrative Officer responsible for day-to-day operation of the City
- Executes and enforces all laws, ordinances and policies set by the City Council
- Prepares biannual budget under the direction of the Mayor and Council
- Controls and administers City's financial affairs
- Hires and fires Agency/Department Heads
- Responsible for implementing policies and delivering services

# City Functions



# Customer Service

## Who are the City's customers?

- Residents (also thought of as “the boss”)
- Businesses and others who rely on us to provide services
- Other agencies with whom we work:  
Federal, State, County, other cities
- Employees who must access services in other agencies/departments to do their jobs

# Customer Service

## What is good customer service?

- Responding promptly, efficiently and effectively
- Giving the customer what he/she needs
- A genuine desire to be helpful
- Providing service in a pleasant manner
- Team Work
- Focus on the needs of the citizens
- Always try to improve; “good enough” does not equal excellence

# We Are Public Servants

- We have special responsibilities that those in the private sector do not have:

## Guardians of the Public Trust

- We are often the only source for the services we provide to our customers
- We are in the public eye:
  - You are the City's ambassador at all times.
  - You determine how the public perceives us.



# Oaknet News

- <http://oaknetnews.oaklandnet.com>