



**Public Works Agency**  
Department of Facilities & Environment  
Keep Oakland Clean & Beautiful Division

## ***Standard Operating Procedure***

<b>SUBJECT:</b>	Policy for Removal of Homeless Encampments in the public right-of-way and on City owned property.
<b>INTENT:</b>	To remove homeless encampments from the public right-of-way, Parks and City Facilities.
<b>RESPONSIBLE PERSON(S):</b>	Frank Foster, Public Works Operations Manager Jim Ryugo, Building Services Manager
<b>CRITICAL TIMING:</b>	Year round
<b>INVOLVED INDIVIDUALS:</b>	Public Rights-of-Way: Dexter English and Robert Newman City Parks and Facilities: Brian Carthan PWA Call Center: Sabrina Jones OPD: As needed Community Housing Services: Susan Shelton and Mike Church
<b>OBJECTIVES:</b>	To Provide Public Health and Safety
<b>REVIEW:</b>	Review annually in October.

### Background

In an effort to provide public health and safety to the community at large, homeless encampments must be removed from the public rights-of-way, parks, and City-owned property. The following guidelines must be followed to protect the constitutional rights of persons whose personal property remains at these locations.

### Procedure PWA Call Center

1. When the PWA Call Center is uncertain about the jurisdiction of a homeless encampment site, the matter will be elevated to the Call Center Supervisor for resolution and a request will not be generated until jurisdiction is clear. Due to the limitations of the database system, this does not apply to website or SeeClickFix service requests.
2. When a homeless encampment is reported to the PWA Call Center and the jurisdiction is clear, a service request is generated and forwarded to the KOCB Public Works Supervisor II of the Illegal Dumping section or the Parks Supervisor II of the Park/Facilities section.
3. If the encampment is on quasi-public property (i.e., Caltrans, BART, Alameda County, EBMUD, AC Transit, OUSD, Railroad, EBRPD, Peralta, Port, etc.) the PWA Call Center will refer the complaint to the appropriate agency.

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#### **Procedure KOCB Public Works Supervisor II / Parks Supervisor II**


1. The KOCB Public Supervisor II / Parks Supervisor II (Supervisor) will visit the site to verify that the encampment is on City-owned property or the public right-of-way.
2. If the encampment is on private property, the Supervisor will notify the PWA Call Center to forward the complaint to the appropriate agency.
3. If the encampment is on City of Oakland property or on the public right-of-way, the Supervisor will notify Operation Dignity at (510) 238-6590.
4. The Supervisor will create a work order and submit it to the appropriate crew for abatement of the homeless encampment after seventy-two (72) hours, or the next business day following the seventy-two (72) hour period.
5. PWA shall return to the site on the specified date to remove any belongings left at the encampment site, and request the assistance of the Oakland Police Department (OPD) if necessary.
6. City personnel shall not prevent occupants from retrieving their belongings before vacating the encampment site.
7. City personnel shall not confiscate or remove belongings from site when the occupant is present, absent a reasonable belief that the belongings are an immediate threat to public health and safety or are evidence of a crime or contraband.
8. PWA staff shall take photographs of the encampment site prior to the cleanup.
9. PWA staff shall immediately dispose of belongings that are considered to be clearly trash or are unsafe for storage, such as food or food wrappers, soiled items, or used personal hygiene items. See the list of examples of items that shall be immediately discarded attached hereto as Exhibit B.
10. PWA staff will collect, bag, and label personal belongings left at the site. A "Notice of Collected Property" will be posted where the original "Notice to Vacate" was previously posted, and will contain the PWA Call Center telephone number. See the sample notice attached hereto as Exhibit C.
11. PWA shall itemize the belongings collected and include the location, date, and time of collection on the itemization form.
12. The collected belongings will be stored at a PWA facility for at least ninety (90) days.
13. During the abatement process, if the Public Works crew notices hazardous materials or any other biohazards (such as blood, urine, human waste, etc.), they shall contact the PWA Call Center and report their findings. They are instructed to make the area safe when possible, and leave those items behind. The PWA Call Center will contact the Oakland Fire Department or Crime Scene Cleaners to remove hazardous materials.
14. Upon abatement of the encampment, the crew will fill in the proper information to complete the work order.
15. The Supervisor will review the completed work order, ensuring the correct data is entered, and close the work order.

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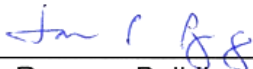
### Procedure Operation Dignity

1. Operation Dignity will visit the site and attempt to contact the homeless person(s).
2. Operation Dignity will post the standard notice, in multiple visible locations at the area, to inform the person(s) (1) that it is unlawful to reside in the area, and (2) that their items will be removed after seventy-two (72) hours. See the sample notice attached hereto as Exhibit A.
3. Operation Dignity shall document the posting of the notices with photographs.
4. Operation Dignity will then notify Public Works within twenty-four (24) to forty-eight (48) hours that the area has been posted, and provide a copy of the posting to Public Works.
5. Prior to and during the cleanup, the OPD will verify that all occupants have left the encampment, or will have the remaining individuals leave.



Frank Foster – Operations Manager  
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Keep Oakland Clean & Beautiful Division  
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Or: [510] 434-5109

Date Issued:	<u>September 20, 2005</u>
Date Re-Issued:	<u>October 21, 2009</u>
Date Revised:	<u>December 13, 2010</u>
Date Revised:	<u>February 26, 2013</u>



Jim Ryugo – Building Services Manager  
Department of Facilities & Environment  
Park and Building Services Division  
Contact: [jryugo@oaklandnet.com](mailto:jryugo@oaklandnet.com)  
Or: [510] 615-5987

Attachments:  
Exhibit A  
Exhibit B  
Exhibit C

# NOTICE TO VACATE ILLEGAL ENCAMPMENT

DATE AND TIME OF POSTING: \_\_\_\_\_ LOCATION: \_\_\_\_\_

THE PUBLIC WORKS DEPARTMENT HAS DEEMED THIS SITE UNINHABITABLE AND ALL PERSONS ARE DIRECTED TO VACATE THIS SITE AND REMOVE ANY PERSONAL BELONGINGS.

PUBLIC WORKS DEPARTMENT WILL BE OUT TO CLEAN THIS SITE

**ON:** \_\_\_\_\_  
**DATE:** \_\_\_\_\_

PUBLIC WORKS CREWS WILL ABATE ENCAMPMENT ON THE DATE SPECIFIED ABOVE, OR ON THE NEXT BUSINESS DAY. ANY PROPERTY LEFT AT THIS SITE AT THE TIME OF CLEANUP WILL BE REMOVED FROM THE SITE AND STORED BY PUBLIC WORKS. PROPERTY THAT IS UNSAFE OR HAZARDOUS TO STORE WILL BE IMMEDIATELY DISCARDED.

IF YOU HAVE ANY QUESTIONS AND/OR CONCERNS, PLEASE CALL OPERATION DIGNITY AT 510-844-0785.

**SERVED BY: OPERATION DIGNITY**

### **Guidelines for Property Identification**

The Public Works Agency (PWA) will not search through piles or bags of items for valuables or personal property

**Priority items to take to storage:** *The following items are considered to have a good likelihood of being considered as valuable or personal property*

- ID/Social Security cards
- Medications\*
- Photos/Photo Albums
- Tax/medical records
- Jewelry
- Eyeglasses
- Purses/backpacks/briefcases
- Suitcases
- Tents
- Phones
- Radios & Electronics
- Tools
- Stoves & Generators
- Bicycles

\*All medications and controlled substances will be turned over to the OPD

**Items that will not be taken to storage:** *The following items are considered to be trash or are unsafe for storage*

- **Dirty or Soiled:** items that smell or are stained with urine, bodily waste, or mud
- **Perishable:** open food or personal products that will spoil or rot in storage
- **Contaminated:** items used for hygiene or other risk of biohazard (i.e. used toothbrushes, hairbrushes, washcloths and underwear)
- **Hazardous or Explosive:** items that could corrode or burn in storage (i.e. car batteries, gasoline cans, and propane tanks)
- **Broken or Disassembled:** items broken, damaged or stripped of parts (i.e. electronics stripped for copper, flat tires, torn up clothes)
- **Weapons:** weapons will be turned over to the OPD
- Food/beverage wrapper
- Tissue/paper napkins
- Open household product containers
- **Bedding/Sleeping Bag**
- Pots & Pans
- Books

# NOTICE OF COLLECTED PROPERTY ("NOCP")



Please take notice that property was  
collected at this location on

\_\_\_\_\_, \_\_\_\_\_

by City of Oakland Public Works  
Agency. To reclaim your property,  
please contact the Public Works Call  
Center at (510) 615-5566. The  
property will be stored for ninety (90)  
days from this date

\_\_\_\_\_.