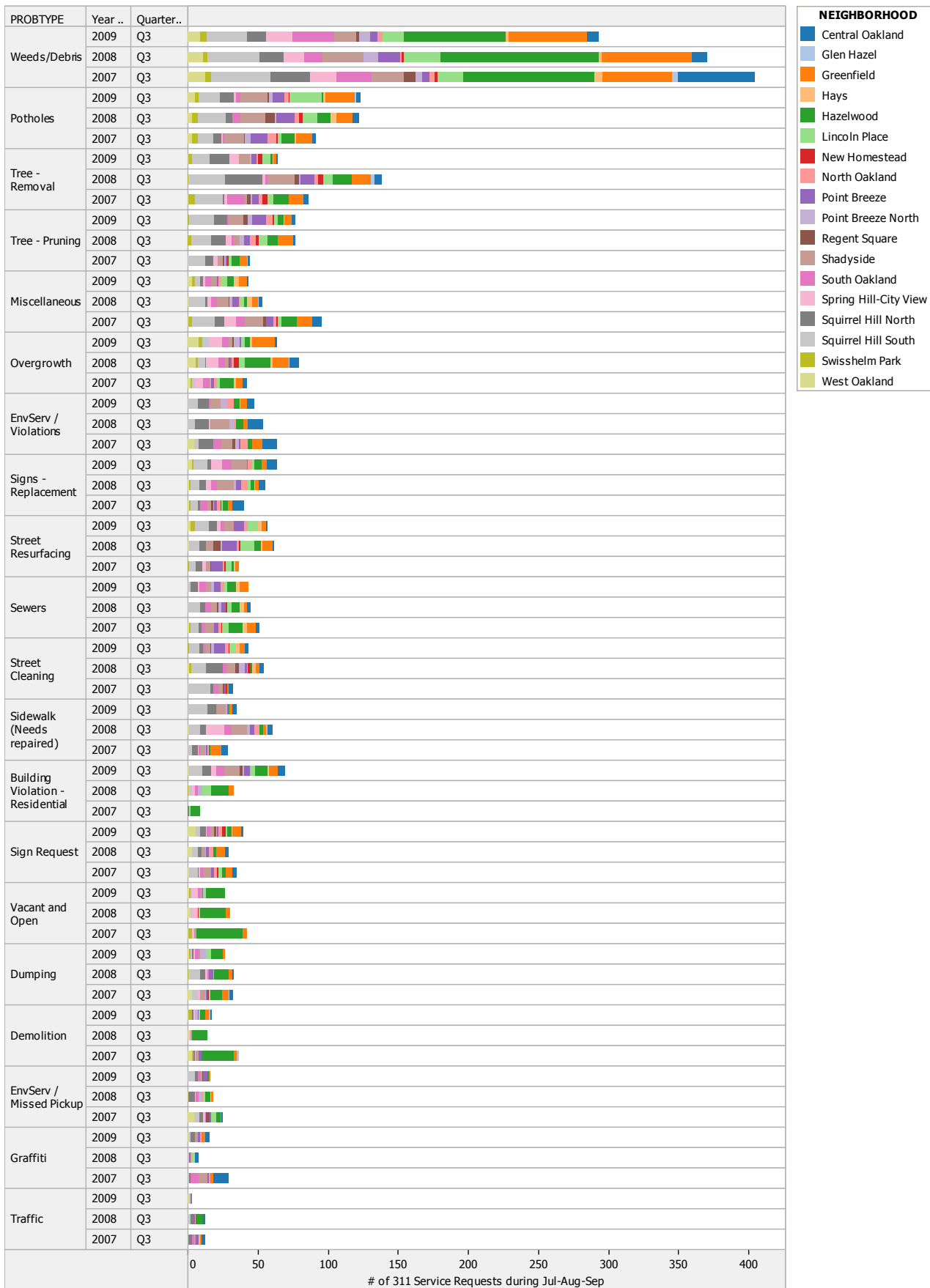


Zone 4_Neighborhood_311_Service Requests_'09 to '08 & '07



- NEIGHBORHOOD**
- Central Oakland
 - Glen Hazel
 - Greenfield
 - Hays
 - Hazelwood
 - Lincoln Place
 - New Homestead
 - North Oakland
 - Point Breeze
 - Point Breeze North
 - Regent Square
 - Shadyside
 - South Oakland
 - Spring Hill-City View
 - Squirrel Hill North
 - Squirrel Hill South
 - Swisshelm Park
 - West Oakland

These neighborhoods in Police Zone 4 initiated 1,161 Service Requests to 311 during Jul-Aug-Sep 2009 compared with 1,342 Service Requests to 311 during Q3 '08 for these Top 20 problem type categories. That is an overall activity reduction of 13%.