

Downtown Oakland Specific Plan
Accessibility Survey Results
2018

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Introduction

The Downtown Oakland Specific Plan (DOSP) will provide regulations, infrastructure and programs designed to shape the development of Downtown Oakland over the next decade or two. The City of Oakland intends the DOSP to address the needs of vulnerable populations who live in or use downtown. However, participants in DOSP community meetings in early 2018 raised the concern that there was little representation from the community of people with disabilities, and that barriers to accessibility and other disability related issues were not addressed in either draft goals or disparity analysis.

Responding to this concern, the staff of the City of Oakland's departments of Planning, Race and Equity, and ADA Programs met with representatives from various organizations serving people with disabilities, including Disability Rights CA, Creative Growth Art, the Center for Independent Living, AXIS Dance Company, and the Mayor's Commission on Persons with Disabilities. Planning staff, with the help of this working group, identified initial sources of data to better understand Oakland's people with disabilities and their experiences of downtown. This information included Census data and responses to transportation and paratransit surveys. However, there was minimal existing systematic information available about people with disabilities and their needs in the downtown. The anecdotal information shared at DOSP community and working group meetings about issues such as sidewalks not being barrier-free or affordable housing not being accessible to people in wheelchairs suggested that a qualitative survey would help provide more systematic, if not statistically representative, information.

Together the working group developed, vetted and distributed a survey intended to fill in some of these gaps. Older adults were also included in this survey at reviewers' requests. The survey was made available on the DOSP website and distributed through the networks of the partner organizations, the City's senior centers, and at the Older Americans Month Fair. It was made available on Survey Monkey (which has accessibility features) and on paper, for approximately two months. A total of 103 responses were collected in a combination of online and paper. The results of this survey are not statistically significant, as the number of respondents was small and not necessarily a representative sample of Oakland's population of people with disabilities. Still, they help us understand many of the issues that this population faces in accessing downtown's resources.

Participants answering the survey questions shared the difficulties they face in procuring housing and employment and participating in entertainment and recreational activities. Their responses pointed to ways in which the City can improve the physical environment to reduce disparities in accessibility, such as improving sidewalk conditions and lighting. Furthermore, they pointed to the need for policy to ensure inclusivity in the housing market, civic participation, and social events.

This document analyzes some of the key themes of the survey results, including a break-down of responses by income, race and ethnicity, and gender identity to address the intersectionality of accessibility issues with other equity issues. This analysis gives us insight into the ways in which people with these marginalized identities may experience downtown differently.

The full set of responses to the survey questions is attached in the Appendix.

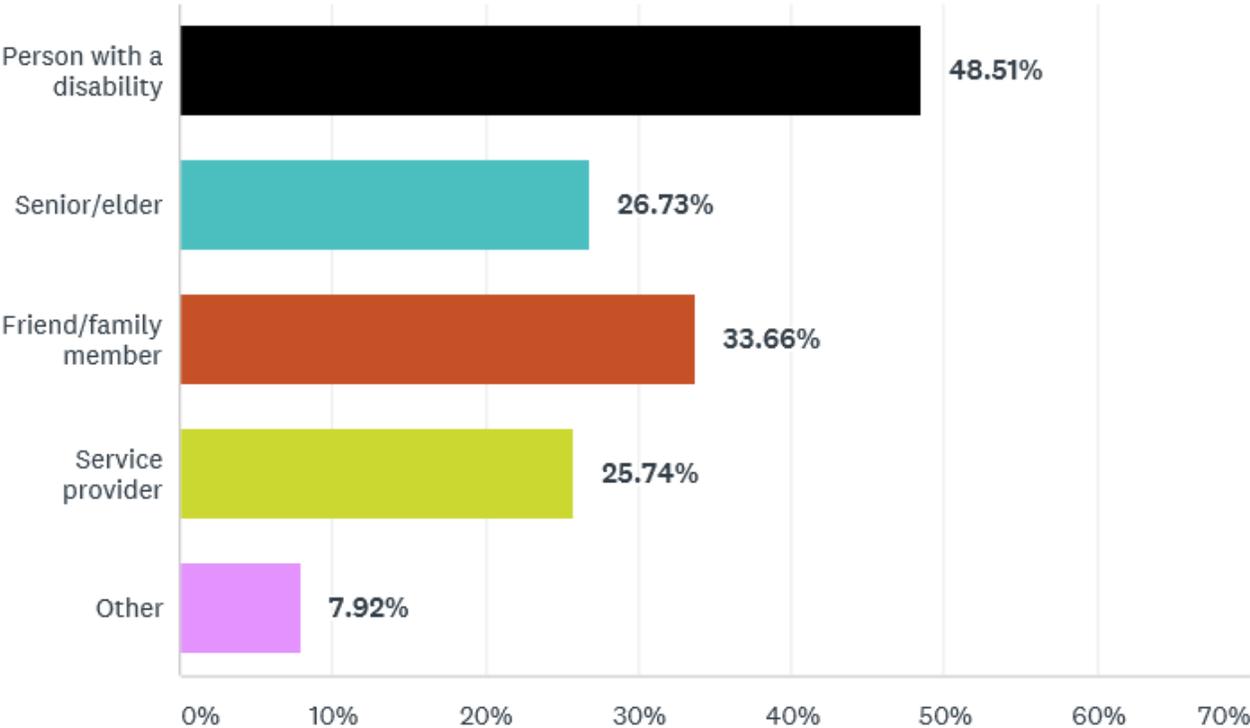
The City of Oakland complies with the requirements of the Americans with Disabilities Act, and has also issued Administrative Instruction 123, which supports the City's disability access policies, programs and procedures. The City also has created a Department of Race an Equity, with the mission to create a city where our diversity has been maintained, racial disparities have been eliminated and racial equity has been achieved. For more information about the City's policies regarding equity and disability access, please visit <https://www.oaklandca.gov>. For further information about disability access, please contact adaprograms@oaklandca.gov.

Summary of Survey Results

Respondent Identity & Demographics

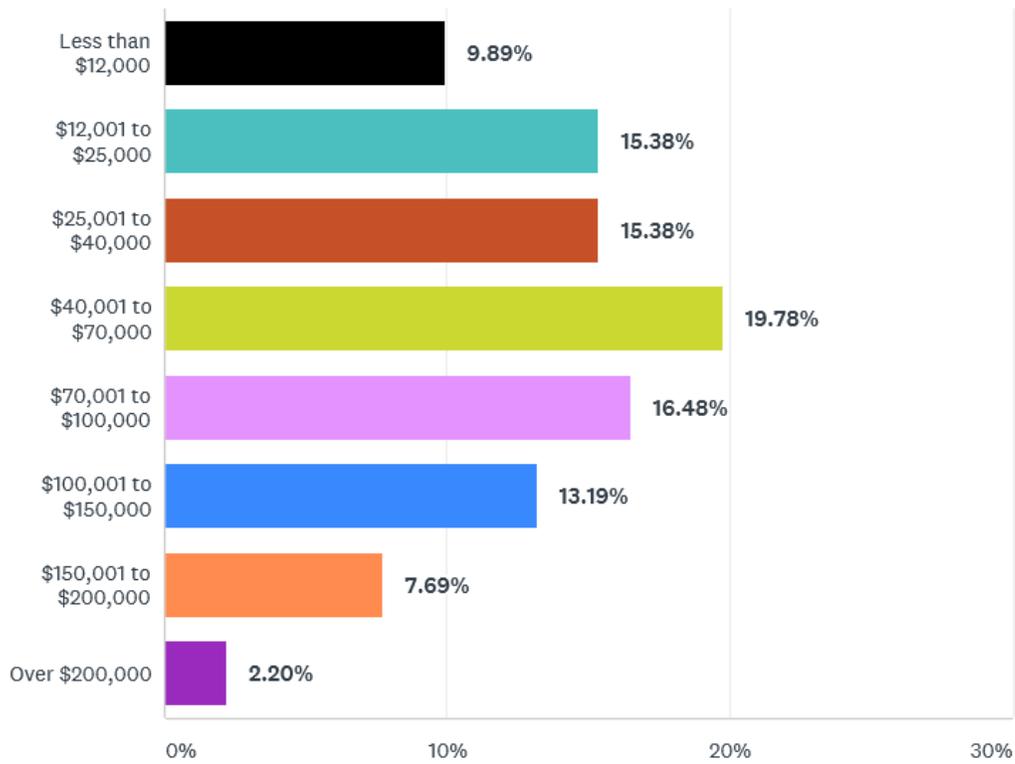
For the questions pertaining to this section (Q1, Q7, Q6, Q4, Q5), respondents could check all categories that applied.

FIGURE 1 (Q1) I am a...



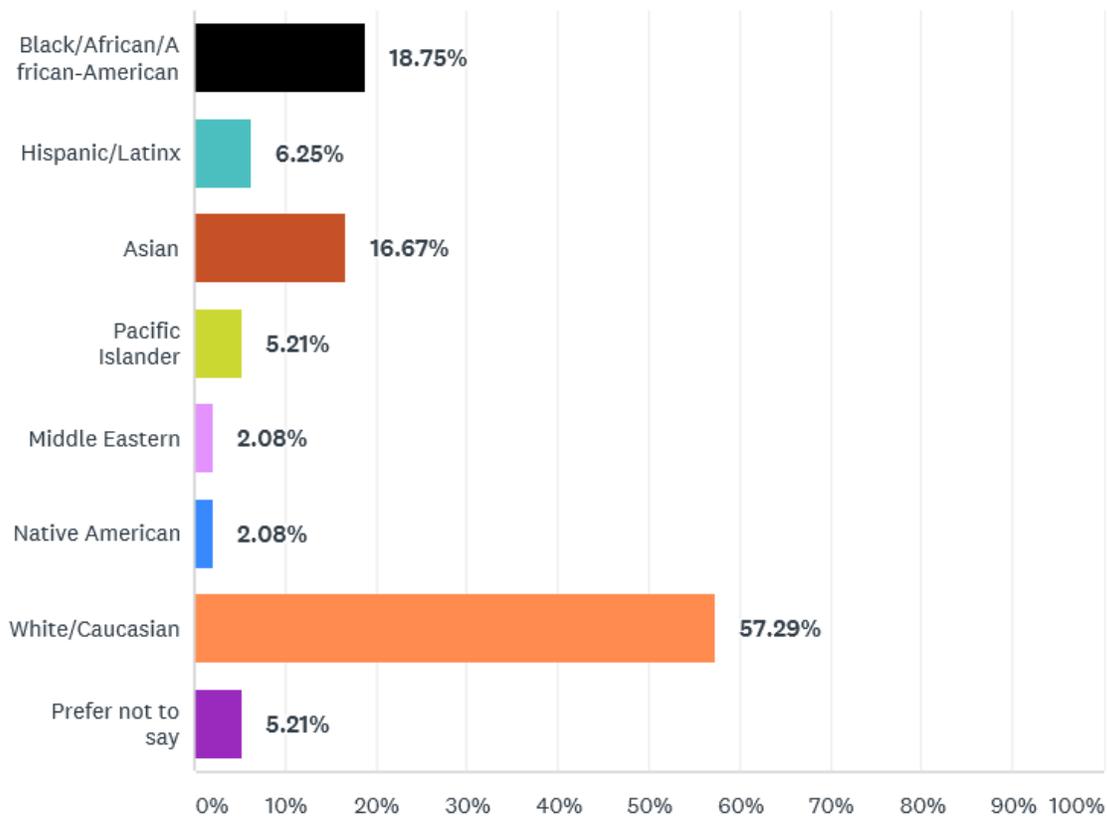
Of all the survey participants, almost half identified as being a ‘person with a disability’ and over a quarter as ‘senior or elder’, while the others primarily identified as either friends, family members, or service providers of people with disabilities.

FIGURE 2 (Q7) My household's annual income is...



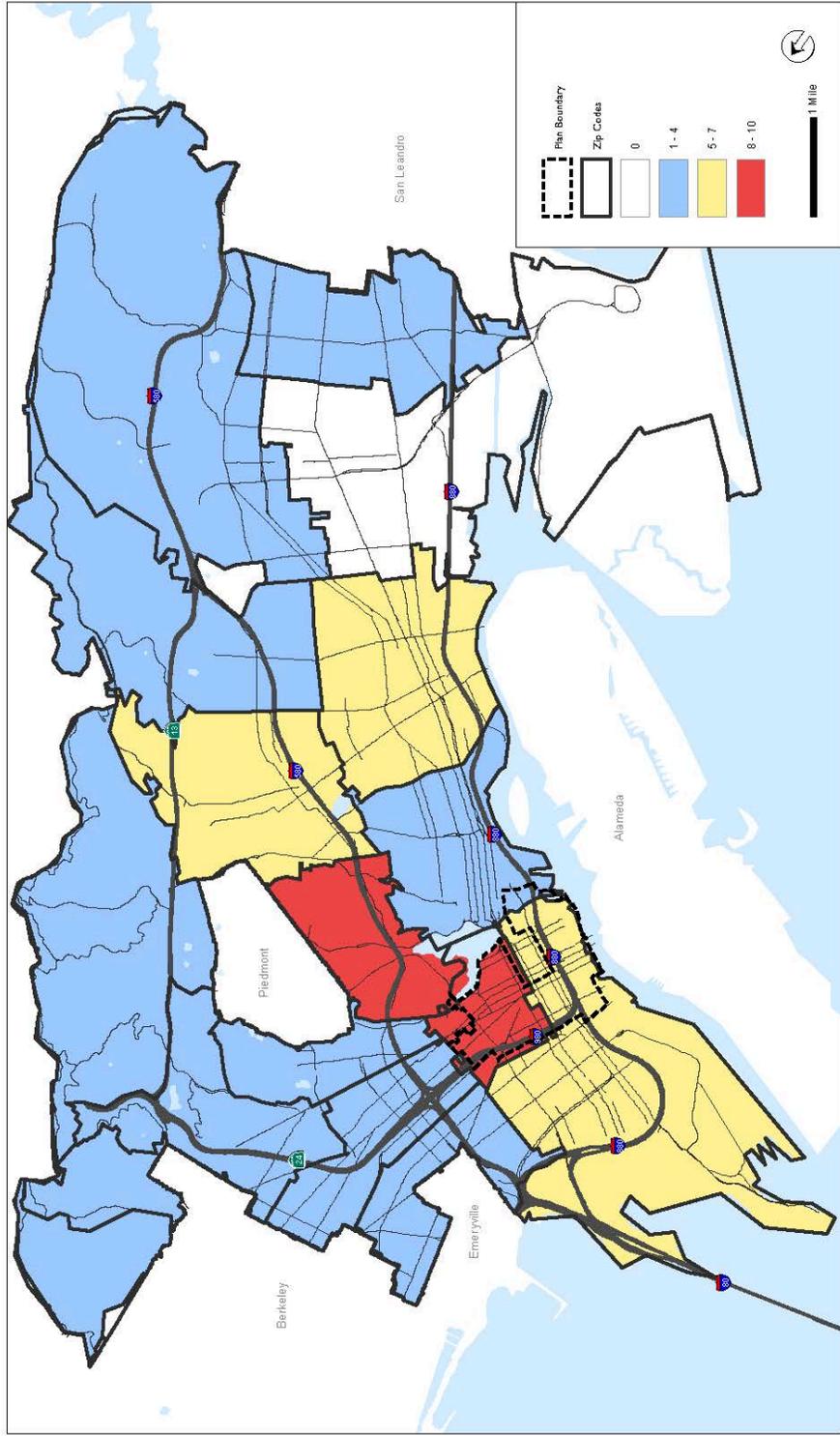
Incomes were centered around the middle of the range with the highest number of respondents coming from households with an annual income of \$40,000-\$70,000.

FIGURE 3 (Q6) I identify as...



The majority of respondents (57%) identified as white. This is not consistent with Oakland’s overall demographics: for example, only 27% of Oakland’s population are non-Hispanic white and 11% are Hispanic white (American Community Survey 5-year Estimates, 2012-2016). Similarly, only 6% of respondents identified as being of Hispanic or Latino origin, while this group comprises 27% of Oakland’s overall population. Only 19% of respondents identified as Black/African/African-American, compared with 24% of Oakland’s population identifying as Black or African-American alone, with an additional 7% of the population identifying as two or more races (Census Population Estimates, 2017).

FIGURE 4 (Q4): My home zip code is...

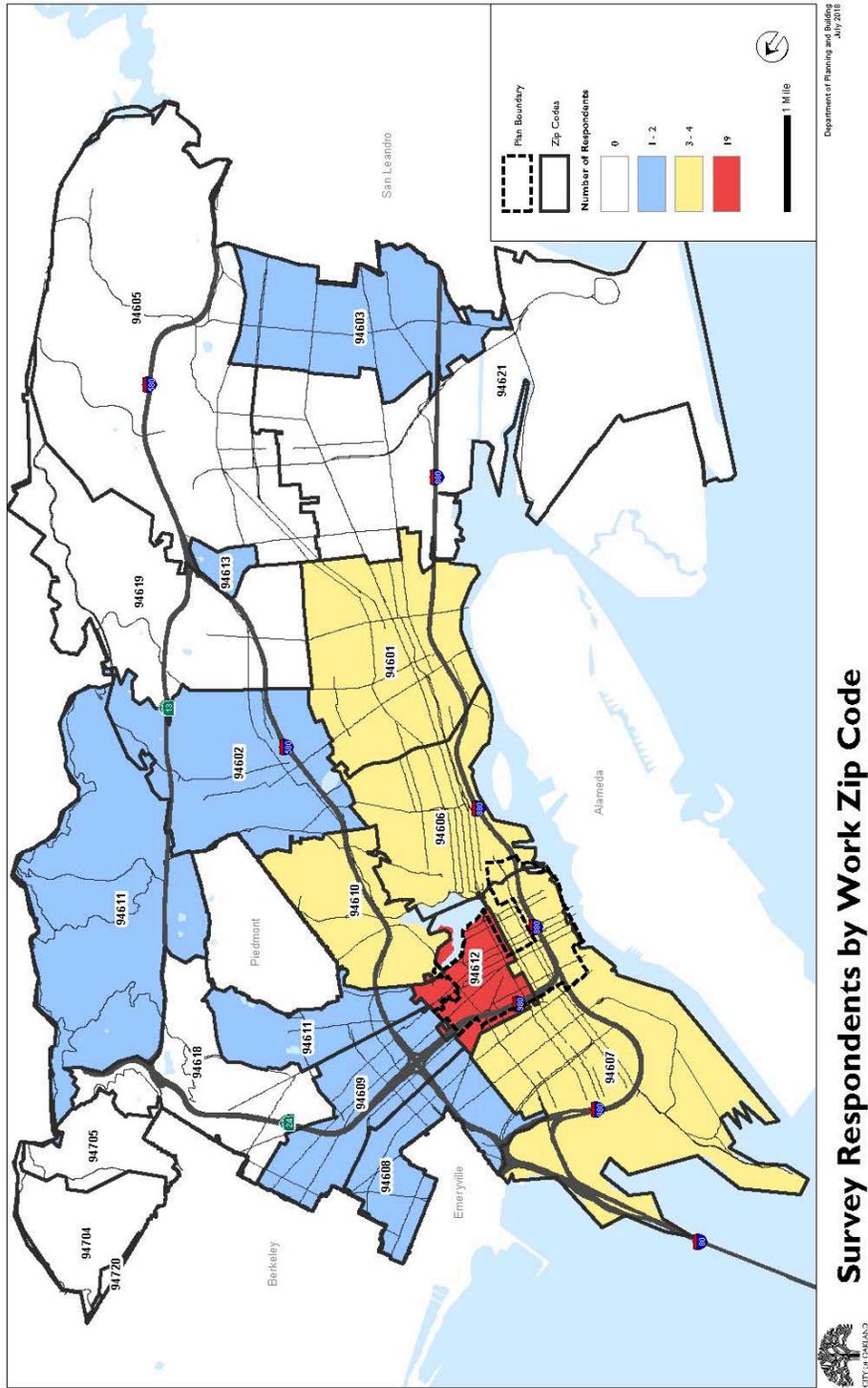


Department of Planning and Building
July 2016

Survey Respondents by Home Zip Code



FIGURE 5 (Q5): My work zip code is...

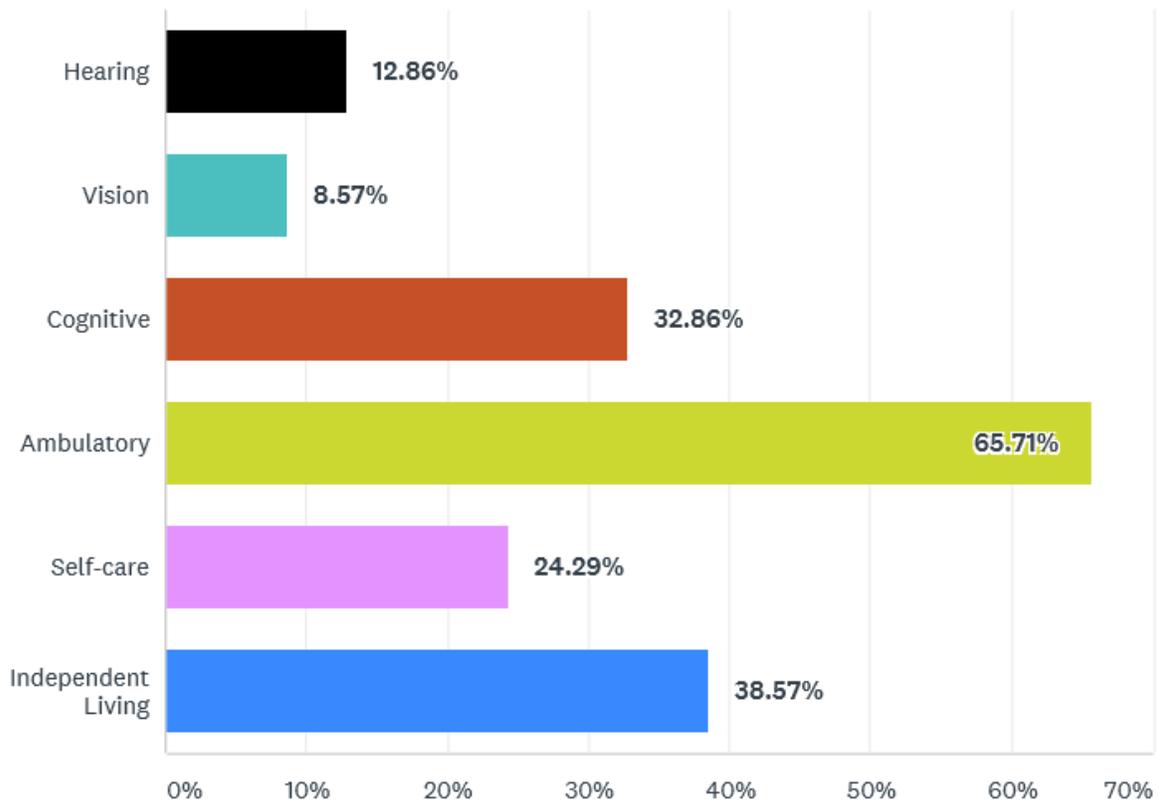


Respondents lived and worked in most parts of Oakland, with higher numbers in downtown zip codes.

Disabilities

As the City of Oakland considers ways to improve the lives of residents with disabilities and seniors, considering the spectrum of visible and invisible disabilities will be important.

FIGURE 6 (Q2): I have a disability that affects me in the following way(s)...



A majority of respondents reported having an ambulatory disability, with the next most common types of disabilities being independent living and cognitive, but other types of disability were also recorded. This is consistent with overall statistics about disability types in Oakland, which suggest that 6.5% of the population have an ambulatory disability, 5.1% have an independent care disability, and 4.7% have a cognitive disability (City of Oakland ADA Programs Division).

Use of Downtown

The graphs below compare the collective responses and the breakdown of responses by types of disability to the questions:

- What do you do in downtown Oakland?
- What disability or senior-specific services do you use downtown?
- What sort of challenges do people with disabilities or seniors face getting around downtown streets?

The purpose of the comparison is to highlight the specific struggles that individuals with different types of disabilities encounter as they navigate downtown, use services, and participate in leisure activities. While aggregated responses give us some information about general trends, when the responses are broken down, differences between the distinct experiences of individuals become more legible. Although the data may not show us statistically significant differences, the written responses, which follow many of these charts, describe some individual experiences.

FIGURE 7 (Q13) What do you do in downtown Oakland?

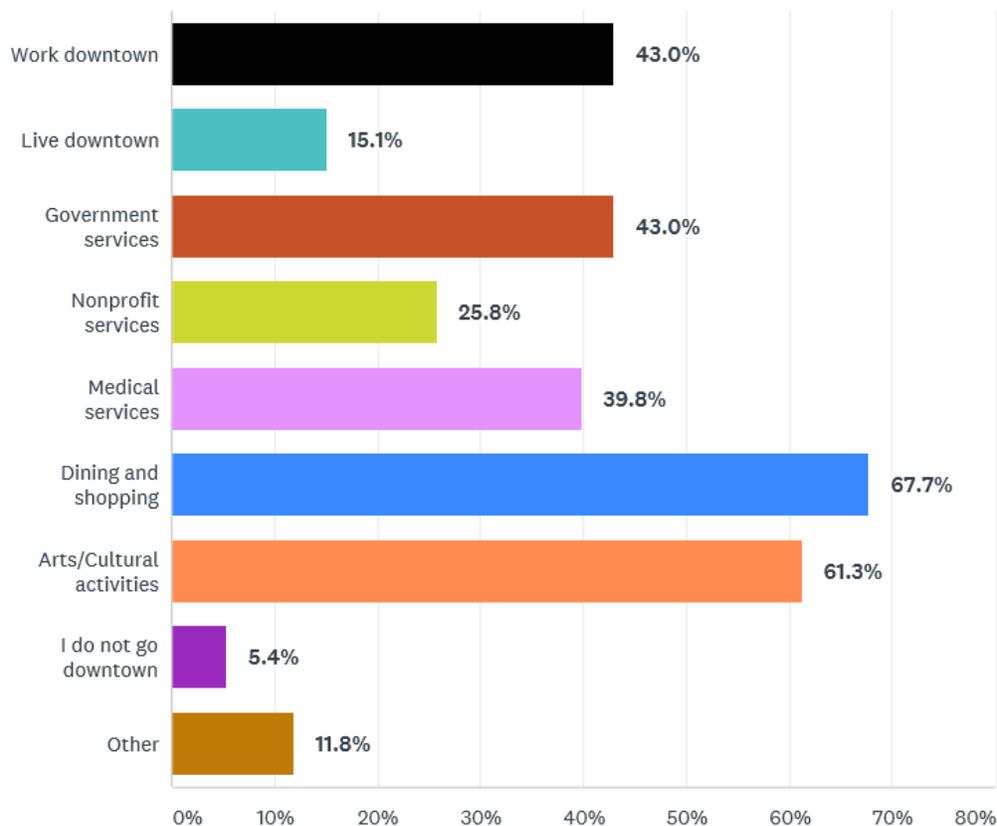
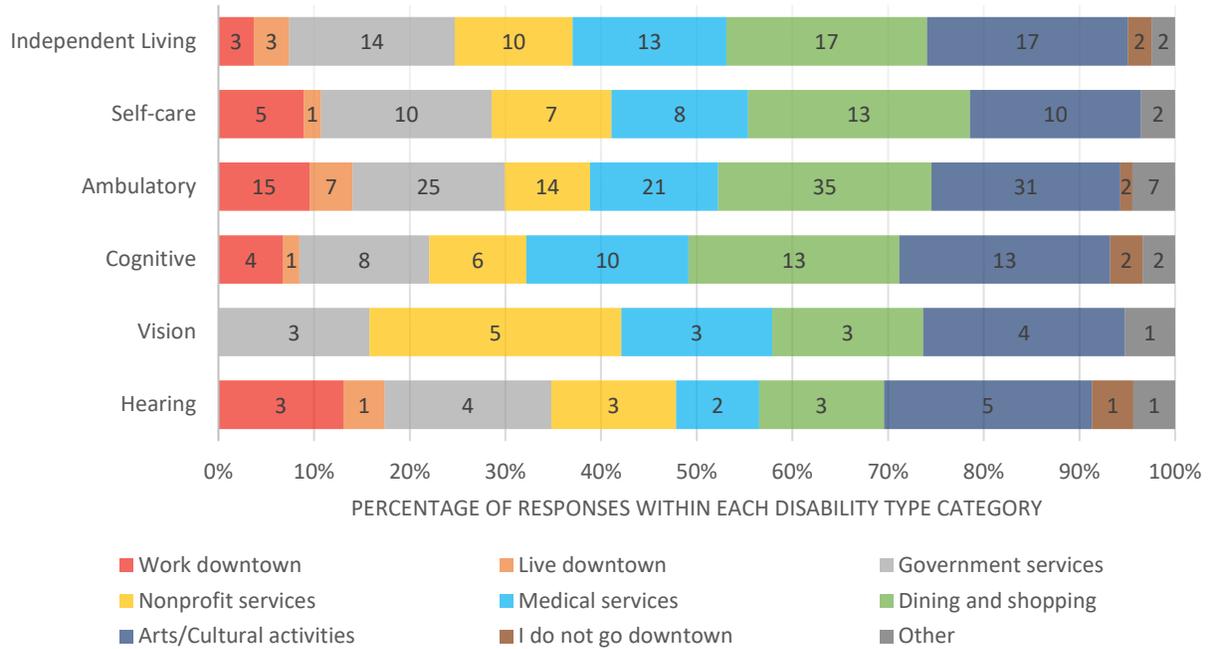


FIGURE 8 (Q13): What do you do in downtown Oakland? (by disability type)



NOTE: Figures within the bars represent the number of responses; survey participants could choose all responses that apply

FIGURE 9 (Q13): What disability or senior-specific services do you use downtown?

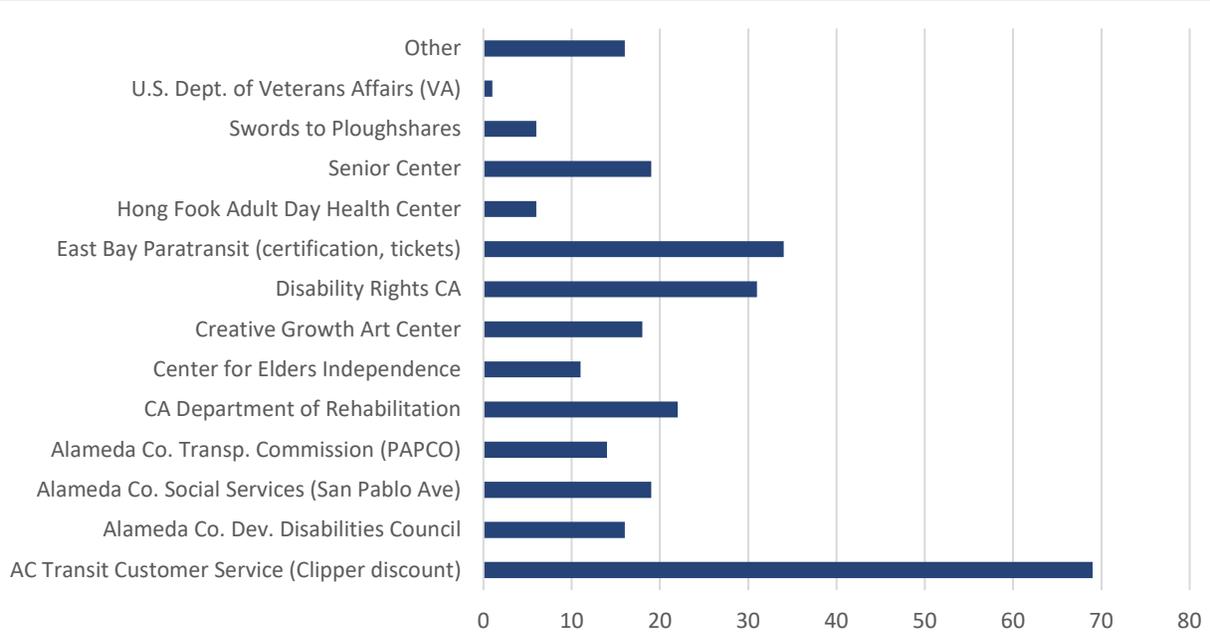
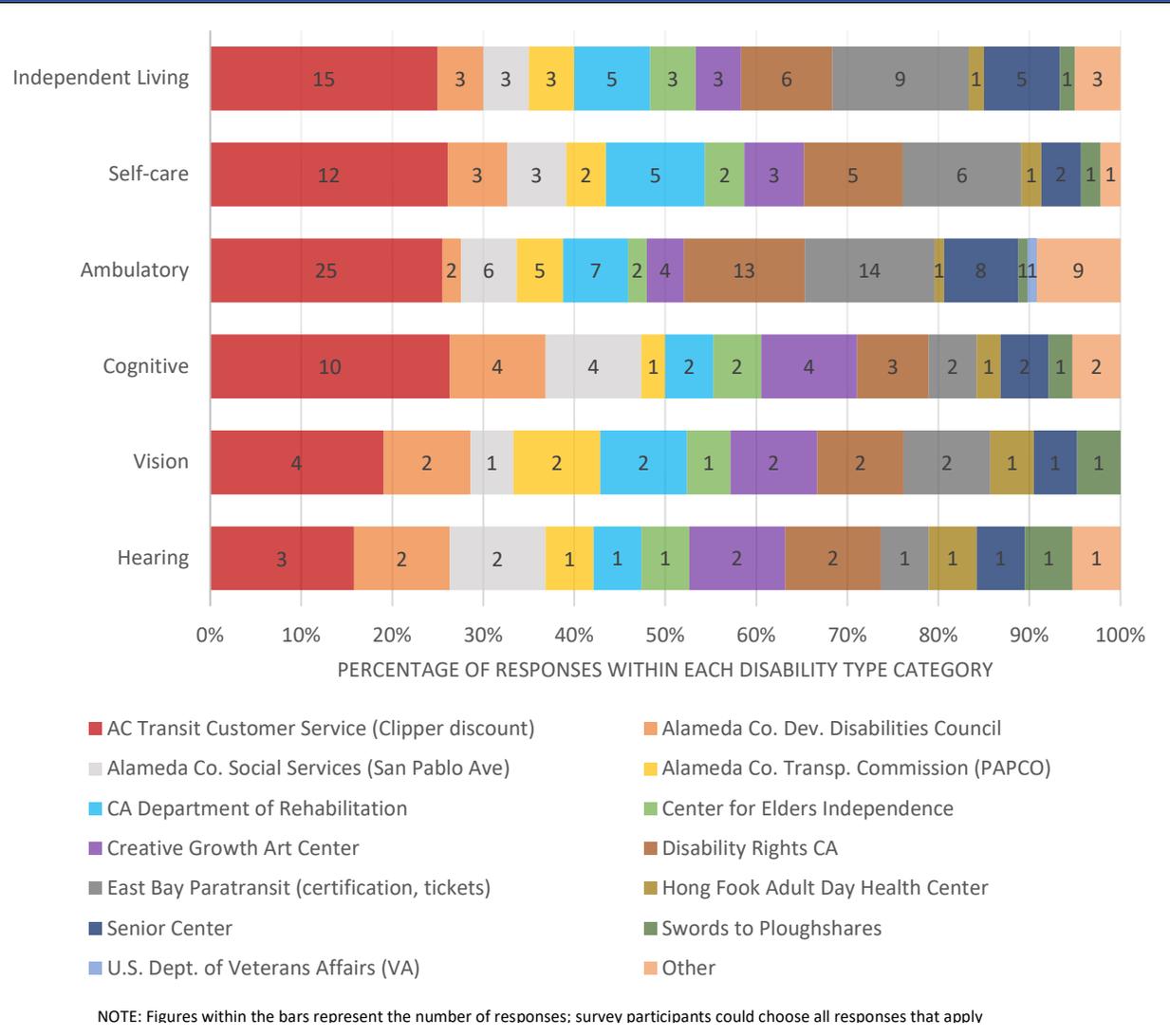


FIGURE 10 (Q15): What disability or senior services do you use downtown? (by disability type)



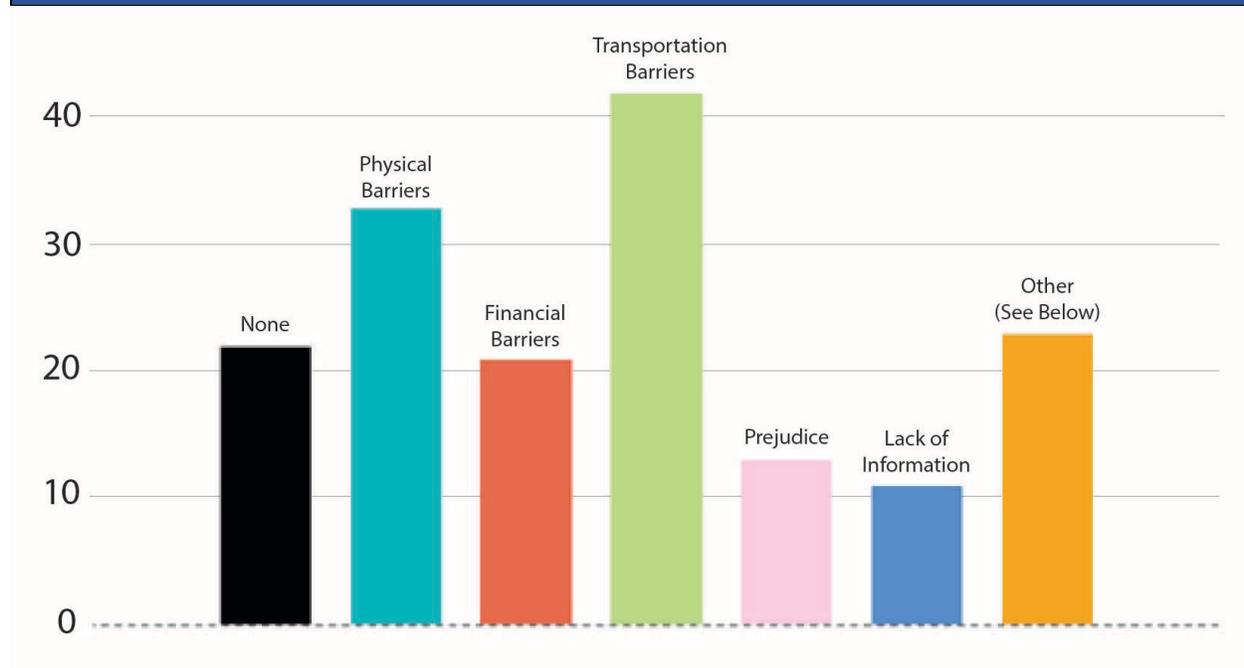
Responses to “Other” Option:

- “Resource Referrals and Oakland ADA Services”
- “I work with Mayor Schaaf on Community Improvement Task Force.”
- “East Bay Meditation Center”
- “Malonga and Asian Cultural Center”
- “3 Physical Therapy Sessions per week at Active Sports Clubs in City Center”
- “Mayor’s Commission on Persons with Disabilities”

Challenges Using Downtown

The questions below show that individuals with disabilities face many struggles in downtown, from physical barriers, to safety concerns, to a lack of facilities. Their responses have been broken down by disability type to illustrate nuances in the experiences of people with different disabilities.

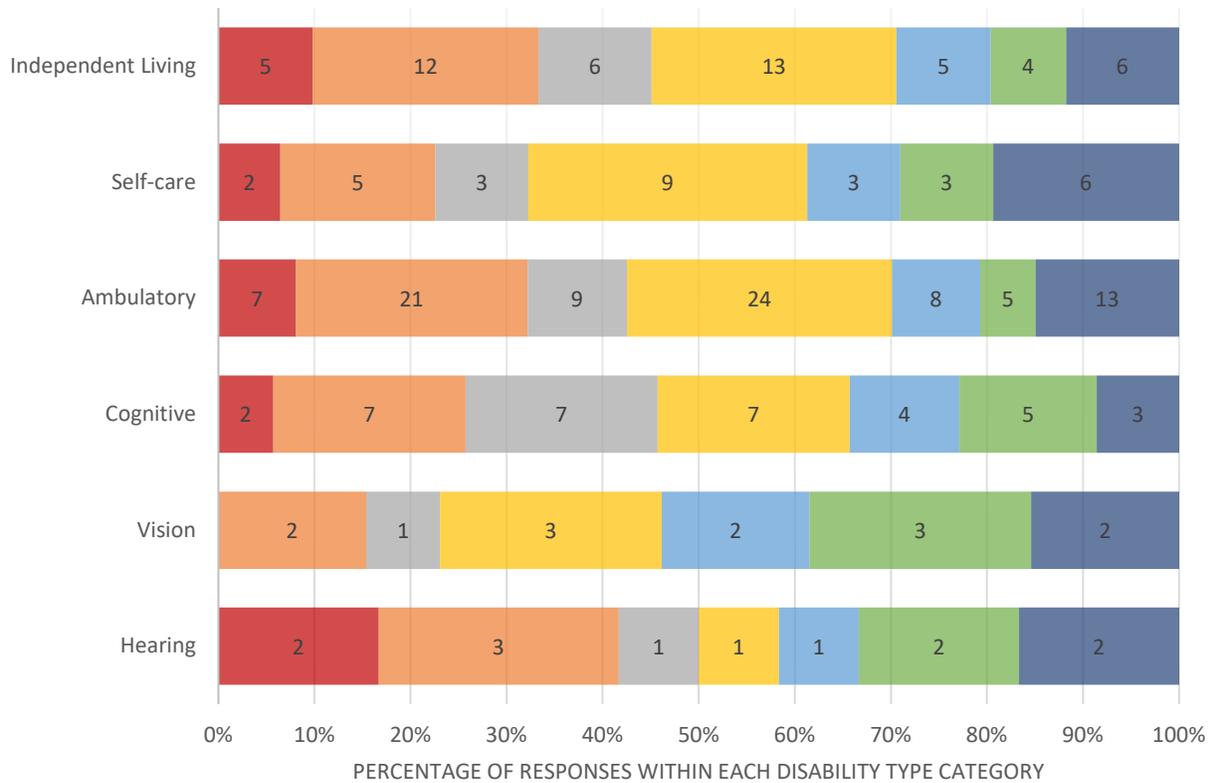
FIGURE 11 (Q23) What challenges have you encountered getting to and from downtown?



Responses to “Other” Option:

- “I cannot get around much after dark and on weekends, which adversely affect my social life.”
- “Uber cars block curbs and driveways.”
- “I have to contend daily with drivers of both trucks and cars blocking bicycle lanes which I am trying to use.”
- “Pavement in City Center area is dangerous when wet. I have slipped and fallen more than once.”
- “In my neighborhood, getting downtown or anywhere is hard because there is no bus service after 4:30PM. Buses are nearly non-existent mid-day. Ride sharing may be helping but ride shares do not have handicap accessibility. Paratransit is lacking and only serves places with existing bus routes. That does not include much of the hills where I live. I see seniors trapped in their homes.”
- “I am low income so I do not have extra money for activities.”

FIGURE 12 (Q23): What challenges have you encountered getting to and from downtown? (by disability type)

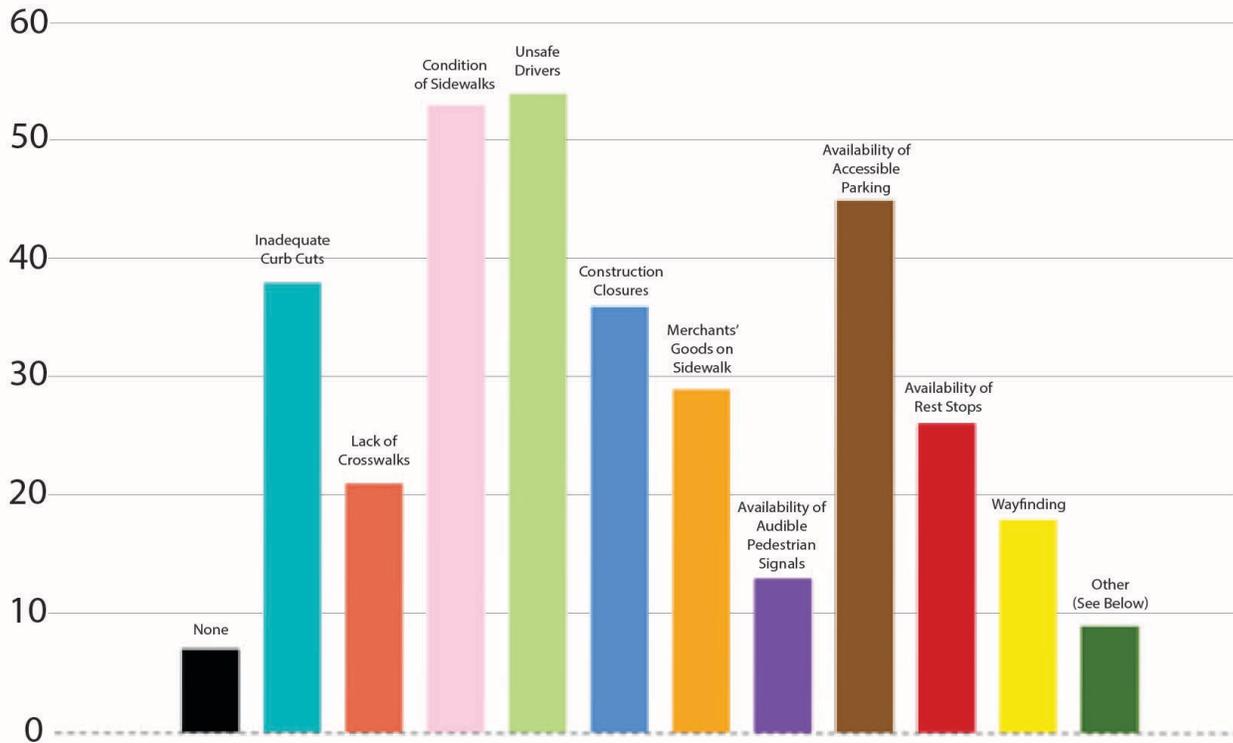


NOTE: Figures within the bars represent the number of responses; survey participants could choose all responses that apply

- Transportation barriers
- Prejudice or harrassment
- Lack of information
- Other

In the breakdown by disability type, it is notable that none of the respondents with vision challenges checked the 'none' box; all of them reported facing barriers in getting to and from Downtown Oakland. Among respondents with vision impairments, transportation barriers rank the highest, while respondents with other disabilities reported that physical and financial barriers are more prominent.

FIGURE 13 (Q24): What sort of physical challenges do you face getting around downtown streets?



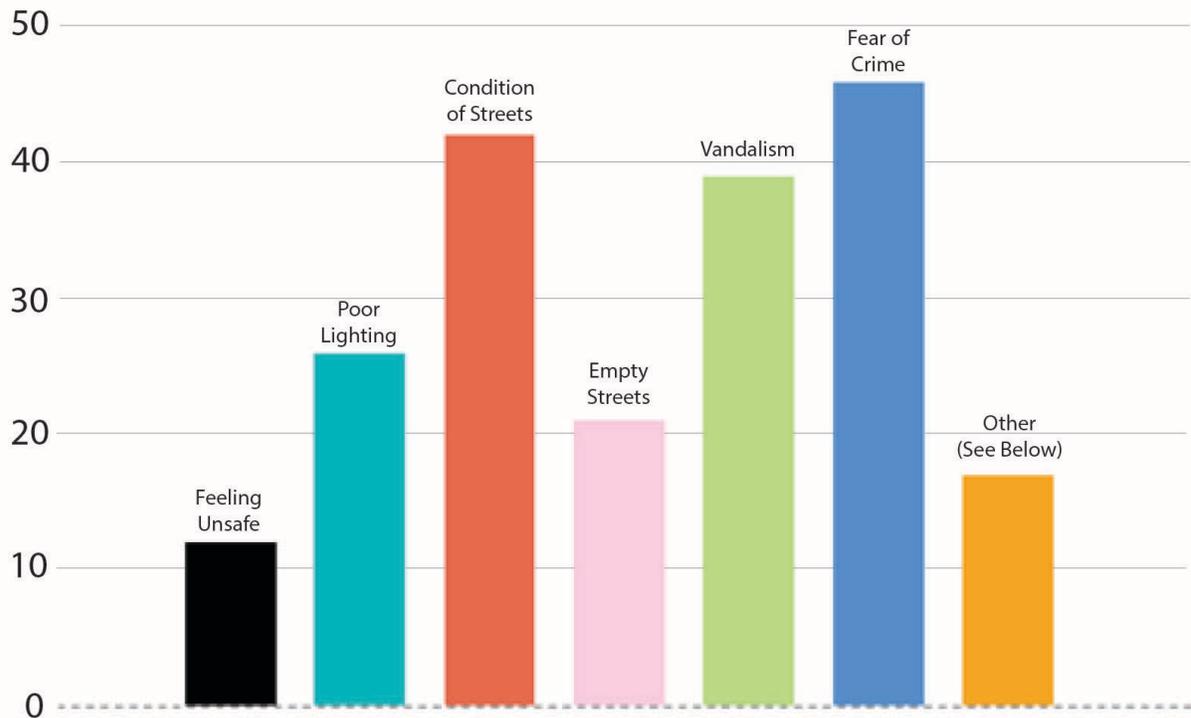
Condition of sidewalks, unsafe drivers, and availability of accessible parking were the three major physical challenges that respondents reported facing while getting around in Downtown. Inadequate curb cuts, construction closures, and merchant's goods on sidewalk were the next three physical challenges.

Responses to "Other" option on the following page.

Responses to “Other” Option:

- “There are a ton of curb cuts in Downtown Oakland that aren't ADA compliant. They are truly terrifying for a wheelchair user to use. It's also really difficult to find van accessible parking, and I can't use most on-street parking because I can't deploy the lift on my van.”
- “Curb ramps are either not ADA compliant or missing. Sidewalk is often damaged or have uneven surfaces. This makes traveling at night dangerous.”
- “It is very time consuming to get a bus to BART from my neighborhood. They don't run often enough and are not direct to BART stations.”
- “BART elevators are frequently out of service, making certain BART stations inaccessible to individuals with physical disabilities that require elevator access.”
- “Lack of parking for my car.”
- “If the bus is full or the ramp is malfunctioning, then my mother has to wait for another bus.”
- “BART won't install kick plate elevator buttons.”
- “Buses run too far apart during commute hours.”
- “Outdoor seating narrows down the width of the sidewalk or encroach into the curb ramp area. Single diagonal curb ramp makes it dangerous to cross the street and I have to turn to the street. Two directional curb ramps are better and safer.”
- “Not enough benches at many AC Transit bus stops.”
- “Construction on sidewalks/streets, poor quality of curbs, and curbs that empty into traffic instead of the crosswalk are all challenges for me.”

FIGURE 14 (Q28): If there are places downtown or on your way downtown where you feel unsafe, why do you feel unsafe?

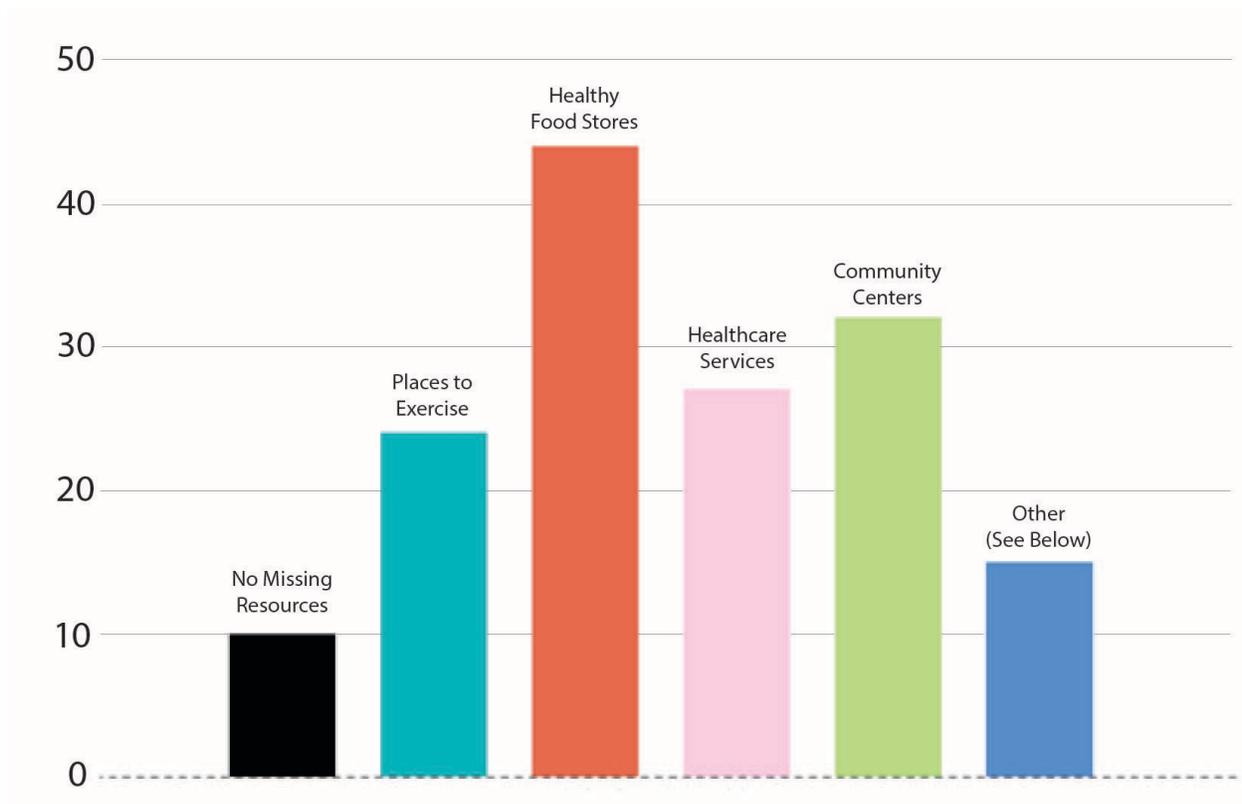


Many responses (45%) cited fear of crime as a reason for feeling unsafe. The condition of streets and signs of vandalism are other major reasons respondents feel unsafe downtown.

Responses to “Other” Option:

- “Vulnerability due to age.”
- “Unlit bus stops in downtown after dark.”
- “Cars are often broken into.”
- “Vacant streets near homeless encampments.”
- “Deteriorating sidewalks, paths, and streets.”
- “There is too much crime and nuisance. It smells bad. The area is horrible for me to walk around.”
- “Parks are sites of drug activity and violence.”
- “Going through underpasses with large homeless encampments makes me feel unsafe.”
- “There are unsafe drivers, drug use and dealing, encampments, and robberies.”
- “Regular car crashes at certain intersections.”
- “Construction sites block sidewalks, forcing me to roll into the streets.”

FIGURE 15 (Q29): What resources downtown do you think are missing or inadequate that would help you live a healthier life?



Many respondents (45%) reported inadequate access to healthy food options in Downtown.

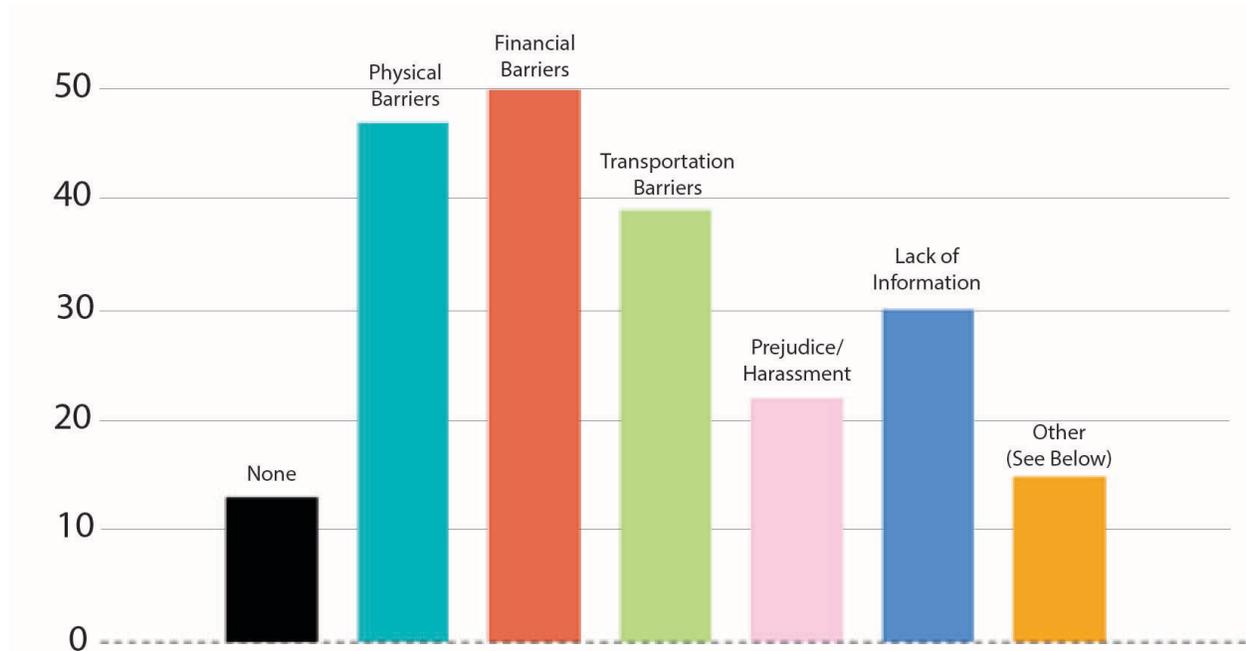
Responses to “Other” Option

- “More low-income senior housing.”
- “More rent-controlled accessible housing.”
- “Places for social and physical activities. More libraries.”
- “Put more lights and handicap parking on the streets.”
- “Standard issue retail establishments—clothing, household goods, accessories, specialty shops, shoe shops, etc.”
- “More shuttles on the main streets.”
- “Flat and hilly areas to exercise with benches.”
- “Affordable housing and livable wages.”
- “More green spaces.”
- “A map of accessible facilities and public building access would be helpful.”

Challenges to Accessing Basic Amenities

The DOSP planning process is concerned with the barriers that people with disabilities face in accessing housing and employment; arts, culture, and entertainment; and other basic needs in Downtown Oakland.

FIGURE 16 (Q17): What challenges have you encountered to accessing housing?



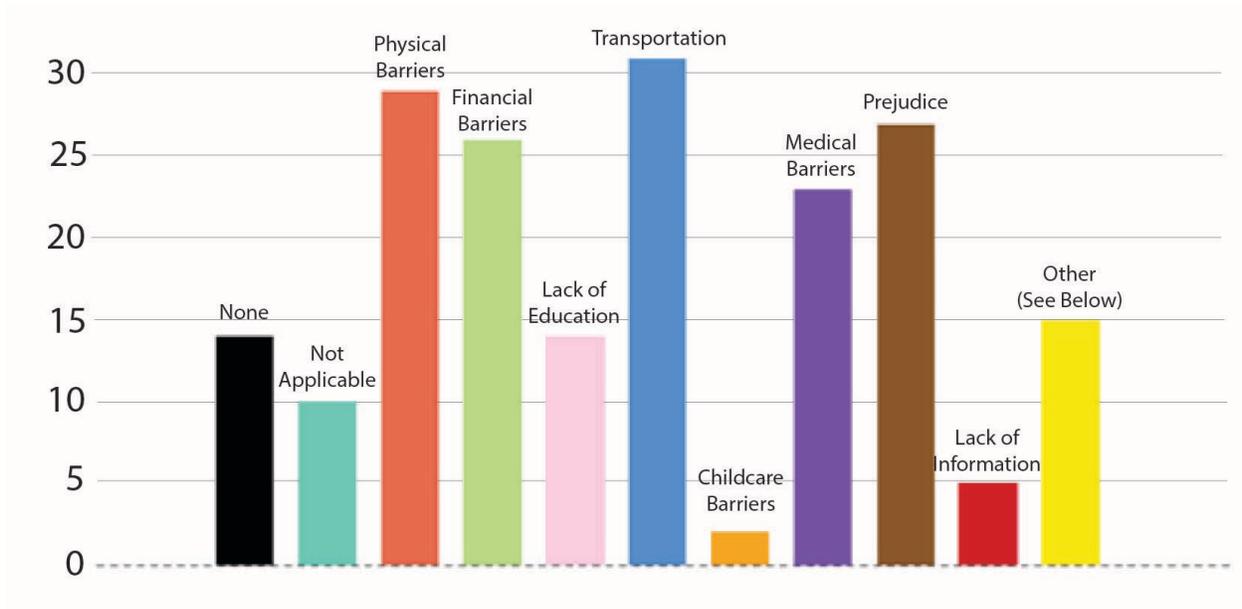
The top barriers to accessing housing were financial and physical in nature.

Responses to “Other” option on the following page.

Responses to “Other” Option:

- “Landlords seem to want only working tenants and younger at that. They prefer people coming in from S.F and Silicon Valley who can afford the higher raised rents with a smile.”
- “More low income housing. Turn vacant properties into low income housing.”
- “Not old enough for senior housing. Horrid Staff in shelters. I am treated like a criminal for just being homeless.”
- “Constant torment from very troubled residents. Being in constant survival-mode tax me emotionally.”
- “There is no rent-controlled wheelchair accessible housing.”
- “Federal government guidelines prevent me from getting blue curb in front of my building.”
- “Sidewalks in Fruitvale are perilous for wheelchairs. I work with a man living in a nursing home and these sidewalks really discourage visiting family members and friends. Oakland would even get more business if people could get around there.”
- “Crime-mugging, abuse, robbery, assault. I have family members who are victims of these crimes.”
- Several barriers to employment came to light through the survey responses: transportation topped the list, followed by physical barriers, prejudice, financial and medical barriers (in that order).”

FIGURE 17 (Q19): What challenges have you encountered to getting or keeping a job or running a business?

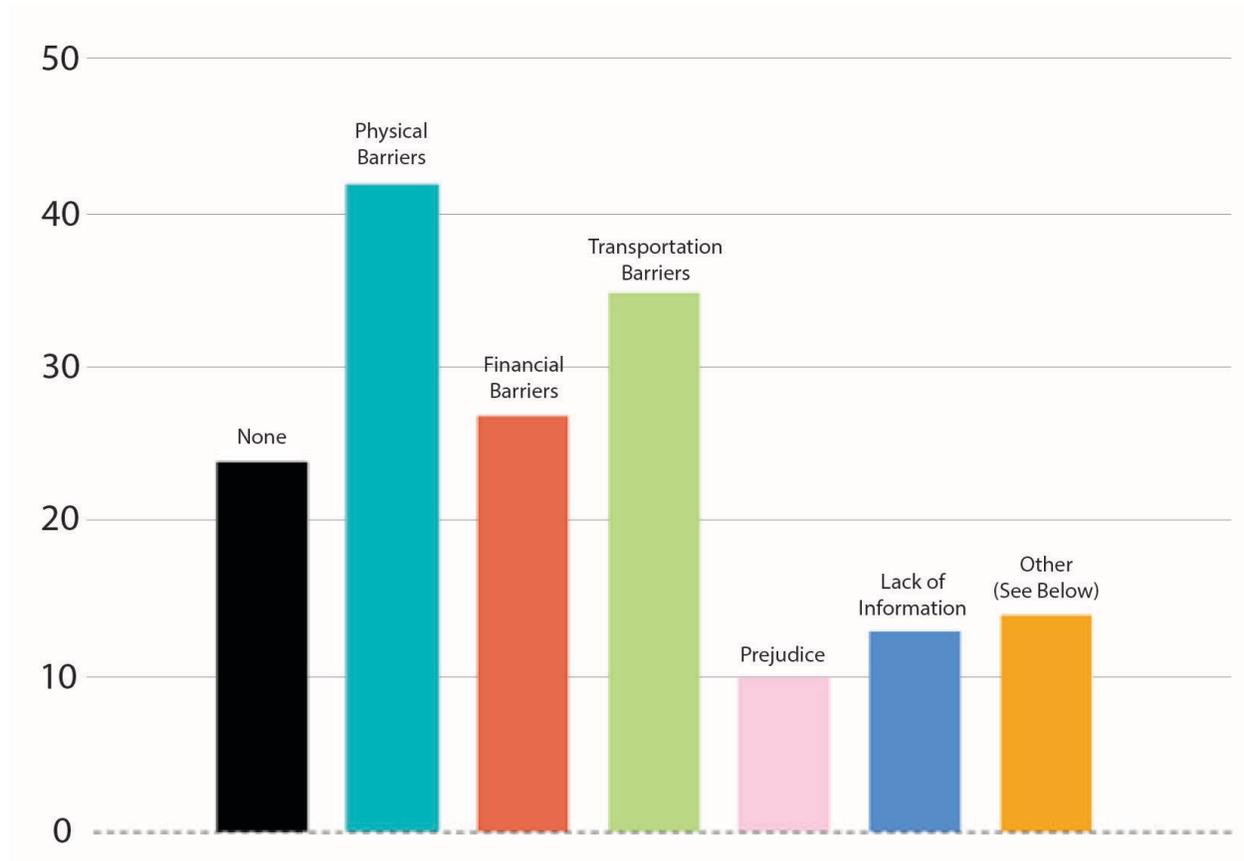


In addition to transportation and physical barriers, prejudice ranked in the top three challenges to employment among survey respondents.

Responses to “Other” Option:

- "If I were to lose my job, might not be able to get another because of age discrimination."
- "Impossible to retire due to high cost of health insurance."
- "Limited Accessible Parking."
- "As an artist, I need somebody to set up a booth at fairs. I finally found an organization in Marin!"
- "Elevators are not timed to allow individuals with physical disabilities to enter and exit. Office and bathroom doors are not accessible to individuals with physical disabilities."
- "I have been fired for not meeting standards. Sometimes they just don't hire you again."

FIGURE 18 (Q21): What challenges have you encountered to creating and expressing art or participating in art-related business?



Responses to “Other” Option:

- "City of Oakland buses need to have ADA Equipment."
- "I don't drive and buses run less after dark."
- "I would like to engage in art / shows but they are expensive. Lack of accessible on-street parking."

Social Factors

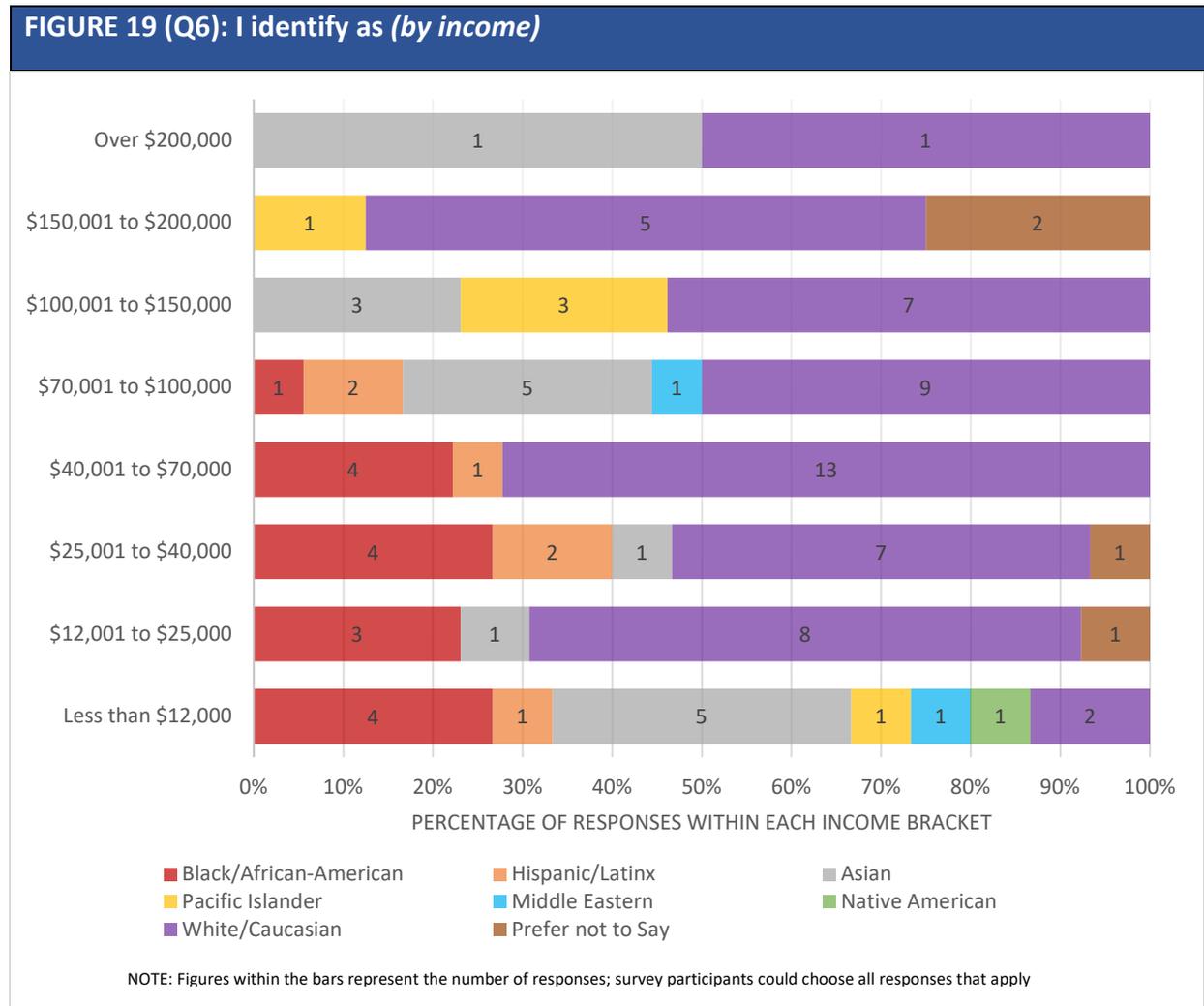
While the types of disability individuals have affect their lives differently, the data collected highlights that disability is not the only factor that presents challenges to people with disabilities. As class, race, language ability, educational attainment, and other factors are considered, the lived experiences of individuals with disabilities vary significantly. These intersections cannot be underestimated and impact the barriers to opportunity individuals experience. In the sections below, we compare the downtown experiences of individuals with disabilities based on their self-identified socioeconomic class, race, and gender.

While other factors are also important, such as sexual orientation and transgender status, the survey responses are not a statistically significant sample of the populations, particularly as the survey responses are broken down into these smaller categories. The results can give us a general sense of disparities among groups, but cannot be used to make definitive arguments about these disparities. In the following sections, we revisit survey questions through the lens of race and socioeconomic class. Using Survey Monkey Statistical Analysis software, we cross-tabulated survey responses about experiences downtown with responses about race and income. These analyses help us understand how these factors impact people's experience of Downtown Oakland.

These charts show responses within each income, race, or gender category. The width of each bar represents the proportion of responses within each group for comparison among groups, while the number inside the bar represents the absolute number of responses.

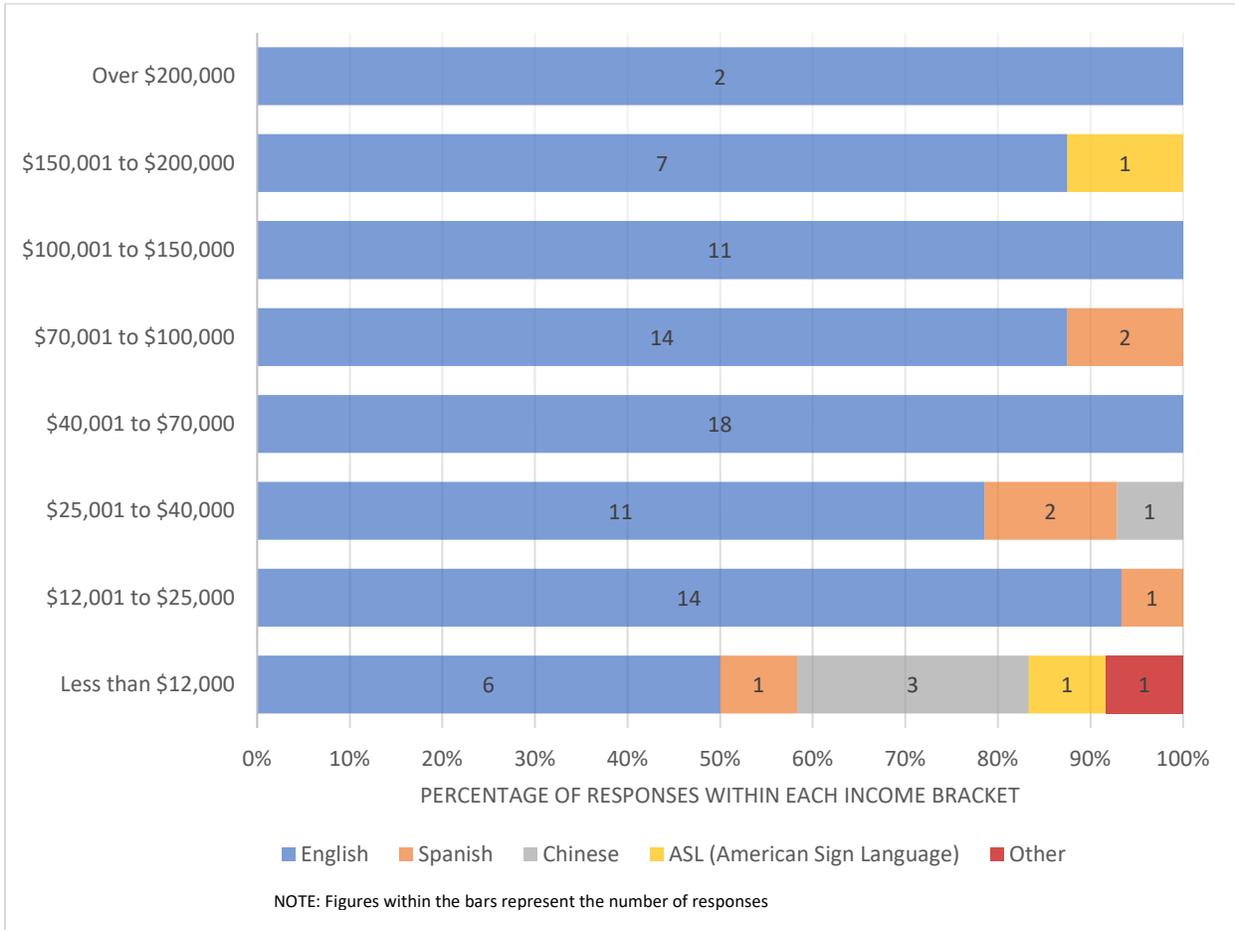
Income

The socioeconomic class comparison compares responses of people earning incomes in the lowest and highest brackets. The following chart shows the racial self-identification of respondents by income bracket.



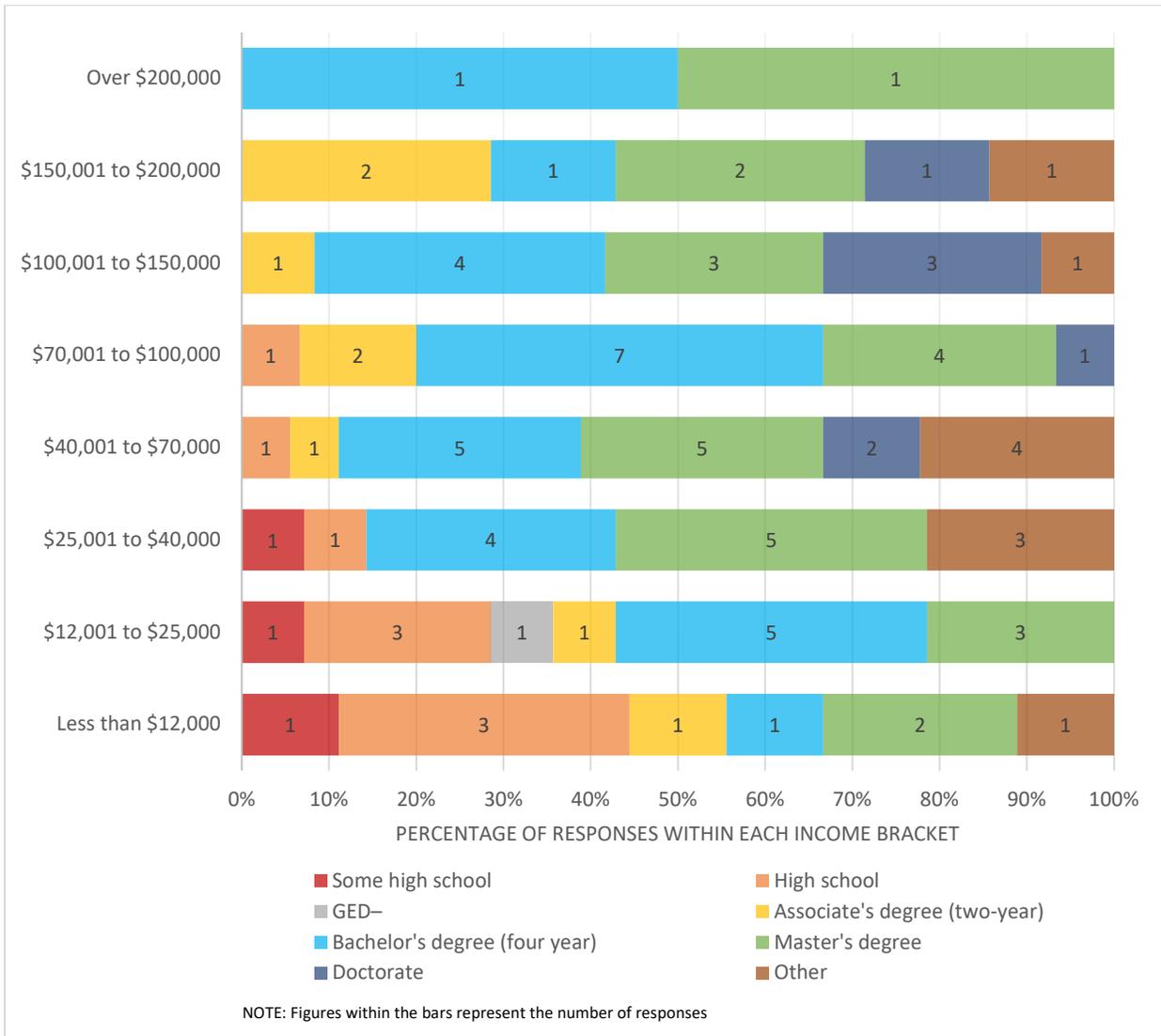
While there were substantial numbers of white-identifying participants in both the very low and very high income groups, there were not any individuals who identified as African American/Black, Hispanic/Latinx, Middle Eastern, and Native American in the very high income group. Racial diversity among the lowest income group (less than \$12,000) was highest. The individuals in the highest income groups identified as white, Asian, or Pacific Islander.

FIGURE 20 (Q5): My primary language is (by income)



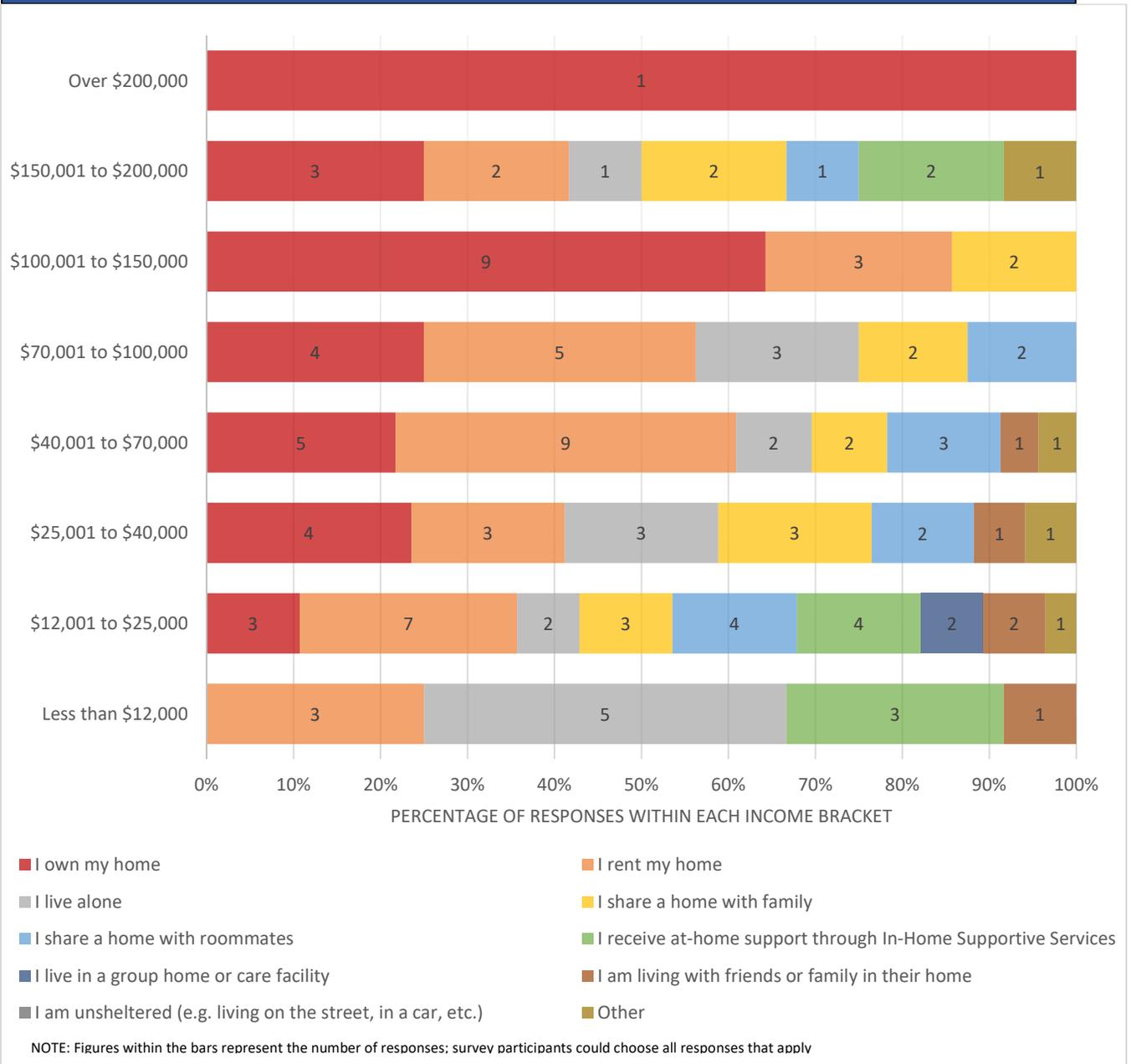
Similar to racial diversity, the linguistic diversity is greatest in the “Less than \$12,000” income bracket, as shown in the chart below. The respondents in the higher income brackets use only English or American Sign Language. This data highlights the need for multilingual resources to remove barriers to opportunities and services for low-income individuals with disabilities. Note: the “Other” language listed was Farsi.

FIGURE 21 (Q8): My education level is (by income)



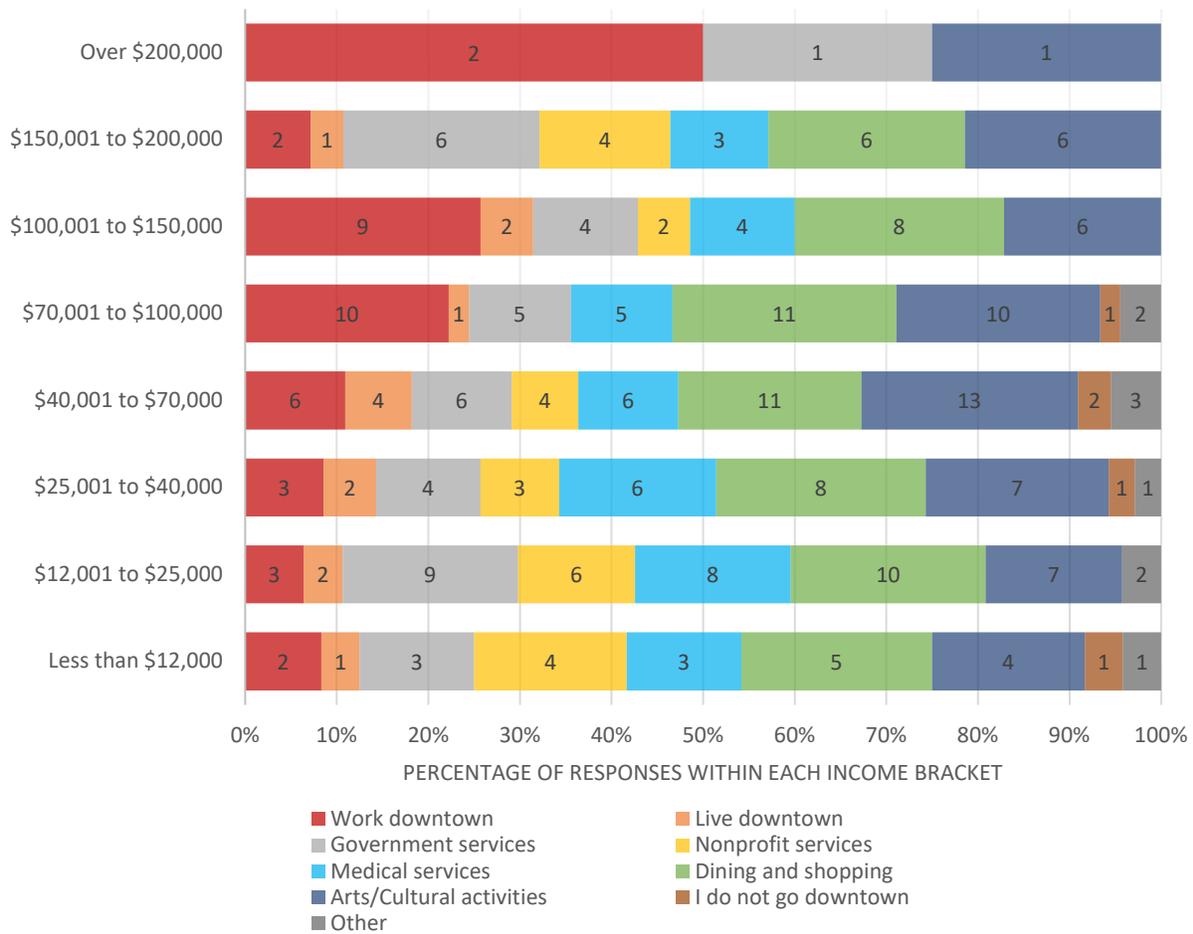
In terms of education attainment, those in the highest income brackets have an associate's degree or higher, while those in the lowest income brackets range from having attended some high school to having earned a master's degree. Many individuals who face challenges accessing basic amenities like housing and employment cite lack of education or training as a barrier. To provide equitable access economic and educational opportunity for people with disabilities and low incomes, the City of Oakland should invest in educational and training opportunities to support them. Note: most of the “other” responses included some college.

FIGURE 22 (Q16) Please describe your living situation (by income)



Most homeowners are in the high-income brackets, while individuals in the low-income brackets live in a variety of housing situations, from renting alone to sharing a home with roommates. Interestingly, the majority of those in the “Less than \$12,000” bracket live alone. Note: “Other” responses mostly indicated living with a partner.

FIGURE 23 (Q13): What do you do in Downtown Oakland? (by income)



NOTE: Figures within the bars represent the number of responses; survey participants could choose all responses that apply

Respondents were asked what they do in Downtown Oakland, with the option of stating that they do not go downtown. The highest income group had zero respondents who reported that they do not go downtown, though the variety of activities they participate in is low (for example, none of them live downtown). However, the total number of people in this income bracket who responded at all is small. Most of the remaining lower income categories had a small percentage of respondents who said that they do not go downtown at all. All but the “Over \$200,000” income group use nonprofit services and medical services downtown and enjoy dining, entertainment, and shopping in downtown. It is also interesting to note that all groups use government services, with respondents in the \$12,001 to \$25,000 bracket using them the most frequently.

FIGURE 24 (Q15): What services do you use downtown? (by income)

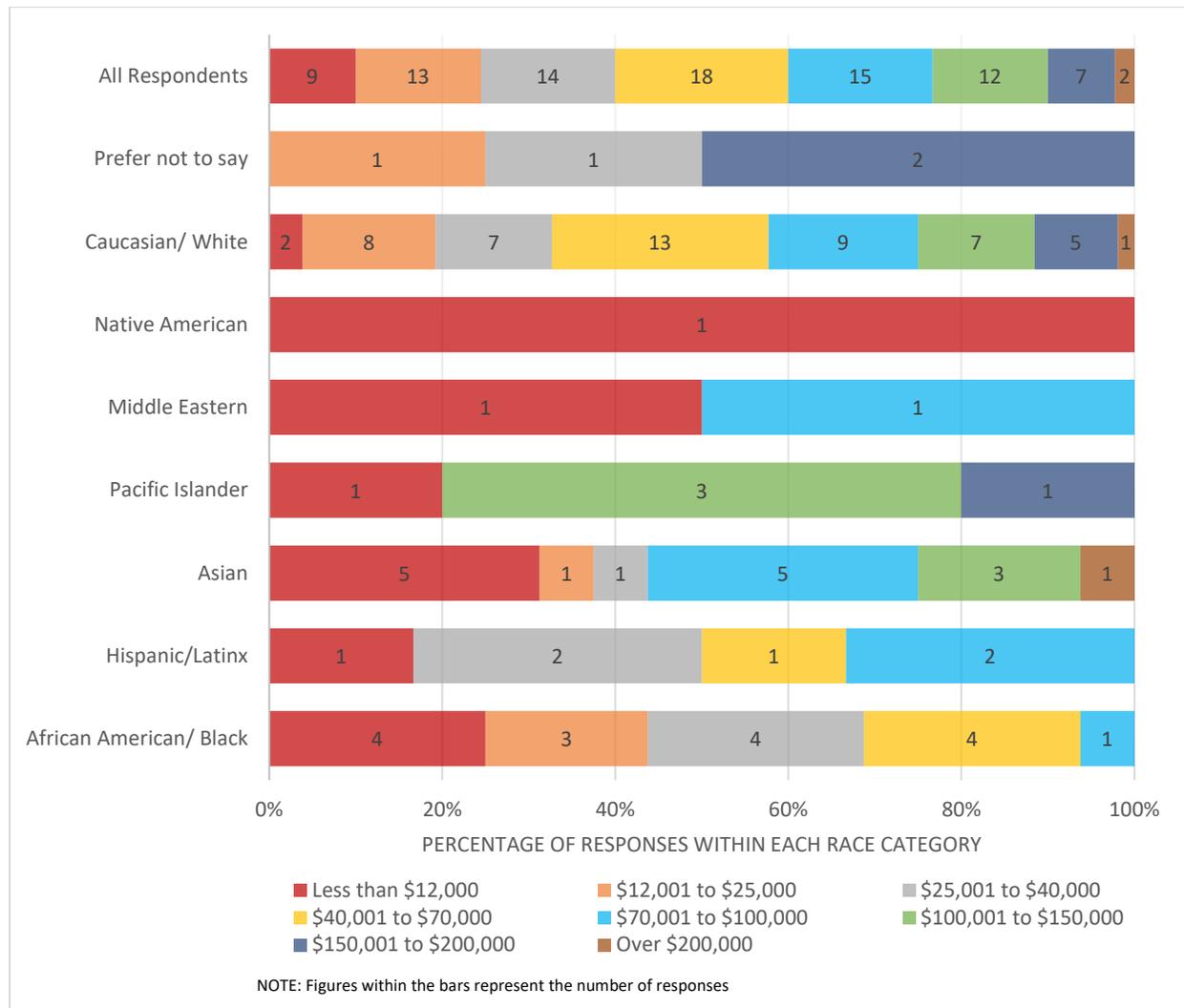


Among the different income levels, the low-income groups are the ones who use a variety of disability or senior-specific services. While those in the \$150,001 to \$200,000 category also use these services, the variety is less (again, this may be more reflective of the smaller number of respondents in these category).

Race

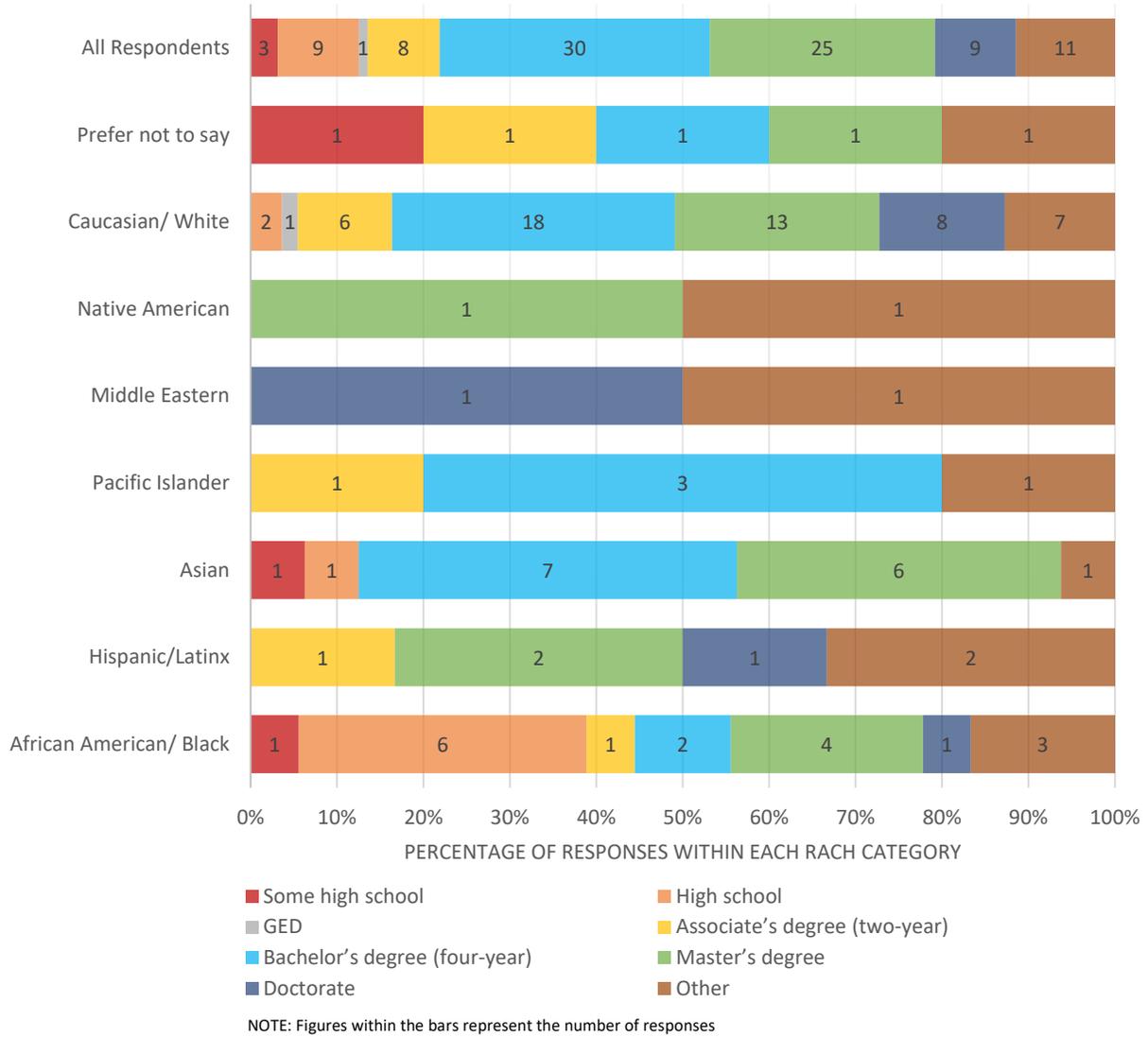
Comparing responses across races highlights that individuals with disabilities may face different struggles depending on their race.

FIGURE 25 (Q7): My household annual income is... (by race)



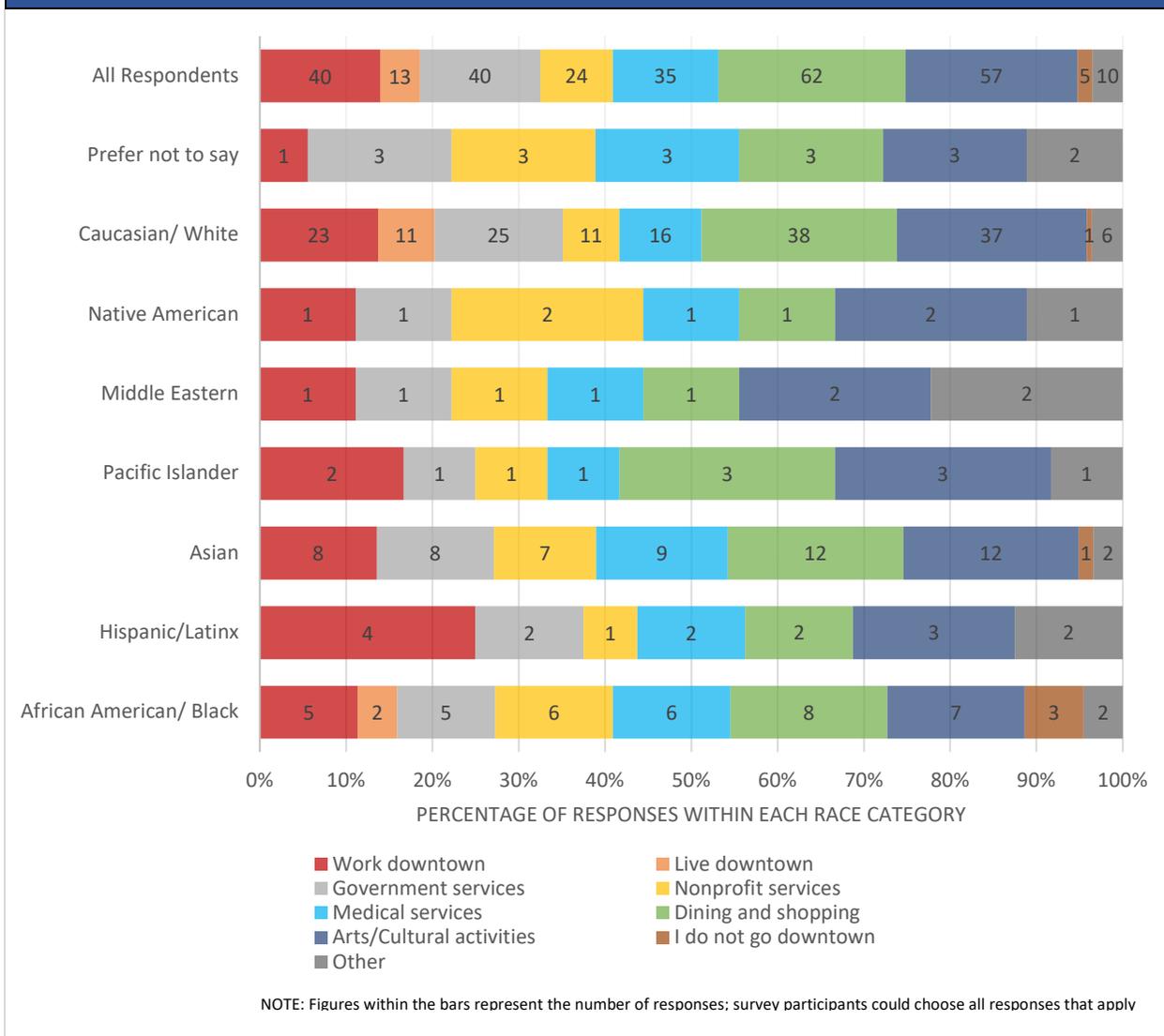
White survey respondents have socioeconomic representation in all income brackets. Asians follow in terms of socioeconomic class diversity. Among our Hispanic/Latinx and African American/Black survey participants, there is an income bracket ceiling at \$70,001 to \$100,000. The number of Pacific Islander, Middle Eastern, and Native Americans survey respondents is low compared to other racial groups.

FIGURE 26 (Q8): My education level is... (by race)



Similarly to income distribution, the diversity of educational attainment among those respondents who identify as white is high, as it is also among African American/Black respondents.

FIGURE 27 (Q13): What do you do in Downtown Oakland? (by race)

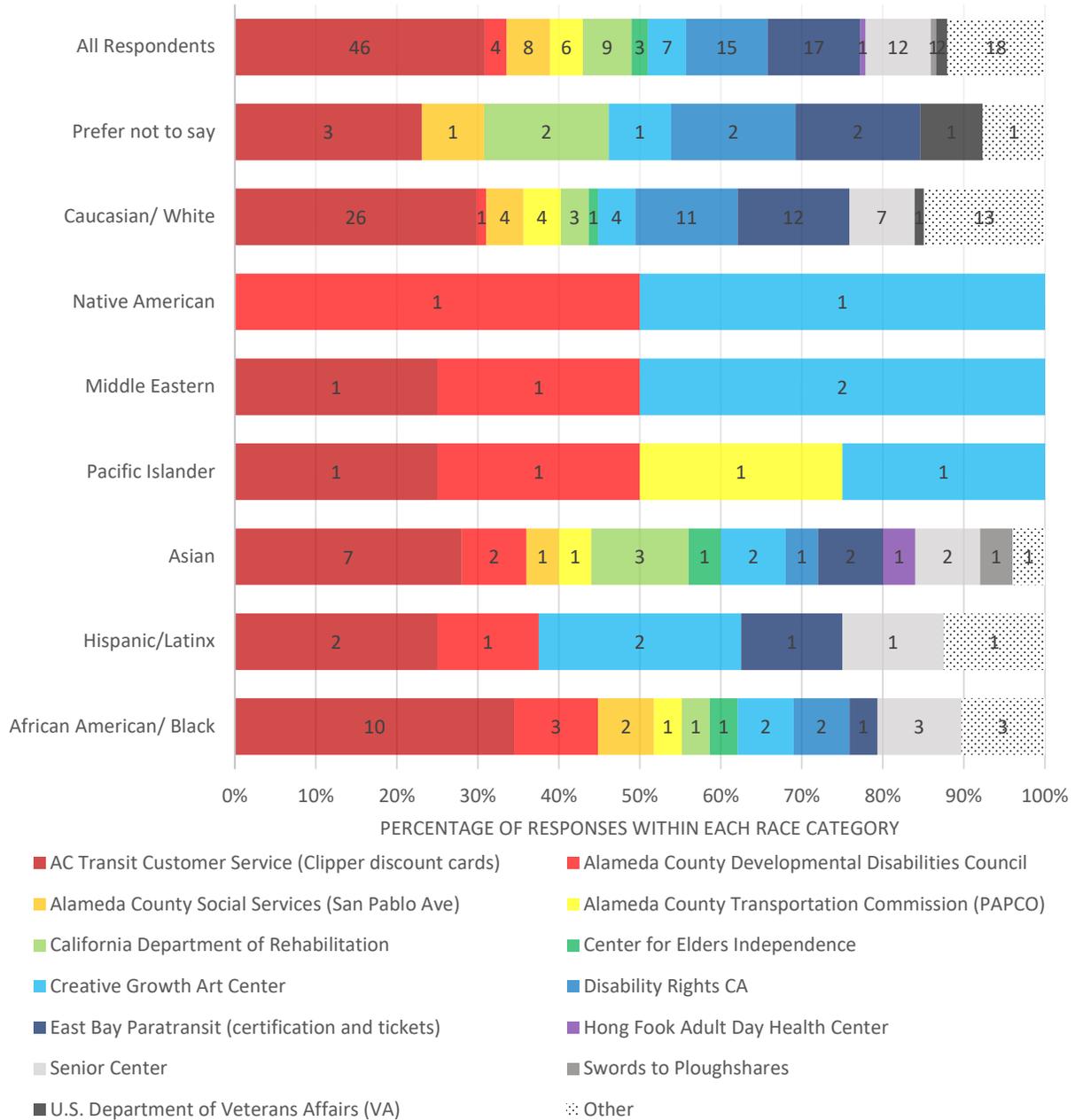


The responses below suggest that all races have a variety of reasons for using downtown. Although few people said they do not go downtown at all, most of those who did were African American/Black.

Reasons for not going downtown:

- "Unavailability of transportation"
- "I don't have any personal business in the downtown area nor do I dine, shop or entertainment for myself or my family."
- "Crime"
- "Nothing there worth seeing or doing. No clothing stores and cost too much to go downtown."
"Need assistance to walk and travel and need benches to rest."

FIGURE 28 (Q15): What services do you use downtown? (by race)



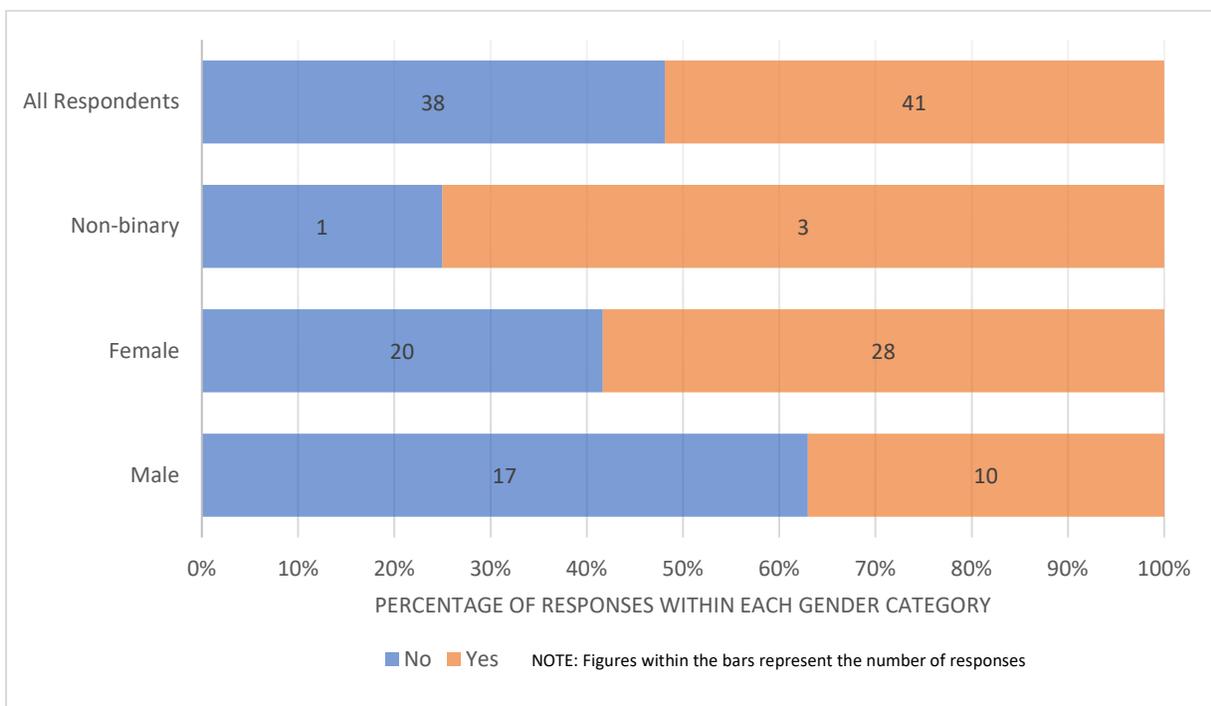
NOTE: Figures within the bars represent the number of responses; survey participants could choose all responses that apply

Like the chart above about visits to downtown, the diversity of services used downtown is highest for white, African American/Black, and Asian survey. While that may largely be due to the large number of survey participants in these categories relative to other groups, it is nonetheless important for the City of Oakland make services more accessible to people of all races.

Gender

People of different genders experience cities differently. Survey results show a disparity between perceptions of safety by gender. Respondents were asked whether they identified as female, male, non-binary, or other. The gender binary is a system of viewing gender as consisting solely of two, opposite categories, termed “male and female,” in which no other possibilities for gender or anatomy are believed to exist. This system is oppressive to anyone who defies their sex assigned at birth, but particularly those who are gender-variant or do not fit neatly into one of the two standard categories.¹

FIGURE 29 (Q27): Are there places downtown or on your way downtown where you feel unsafe? (by gender)



When asked if there are places downtown where they feel unsafe, only 37% of male respondents said yes, compared with 58% of female and 75% of non-binary respondents. Women said twice as often as men that vandalism, empty streets, poor lighting, fear of crime, and other reasons made them feel unsafe.² Women and non-binary respondents reported harassment, catcalling, and assault. Note that the small number of respondents (particularly non-binary residents) means that these results are not necessarily generalizable to the general public.

¹ “Definitions.” Trans Student Educational Resources. <http://www.transstudent.org/definitions/>

² Note: responders were 48 female-identified, 27 male-identified, and 4 non-binary-identified

FIGURE 30 (Q13): What do you do in Downtown Oakland? (by gender)

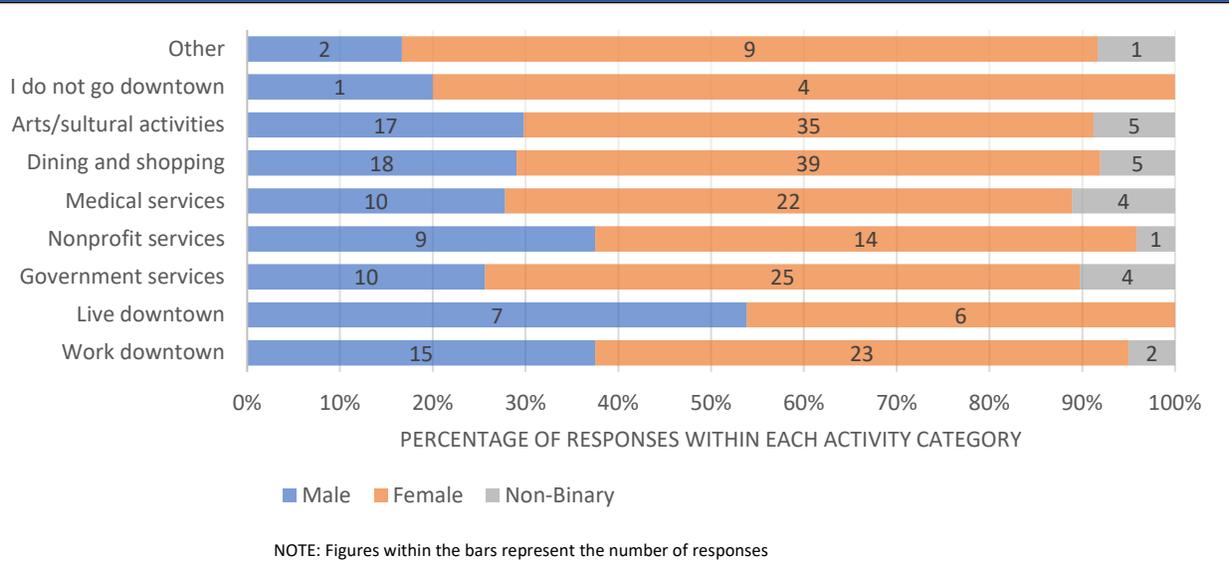
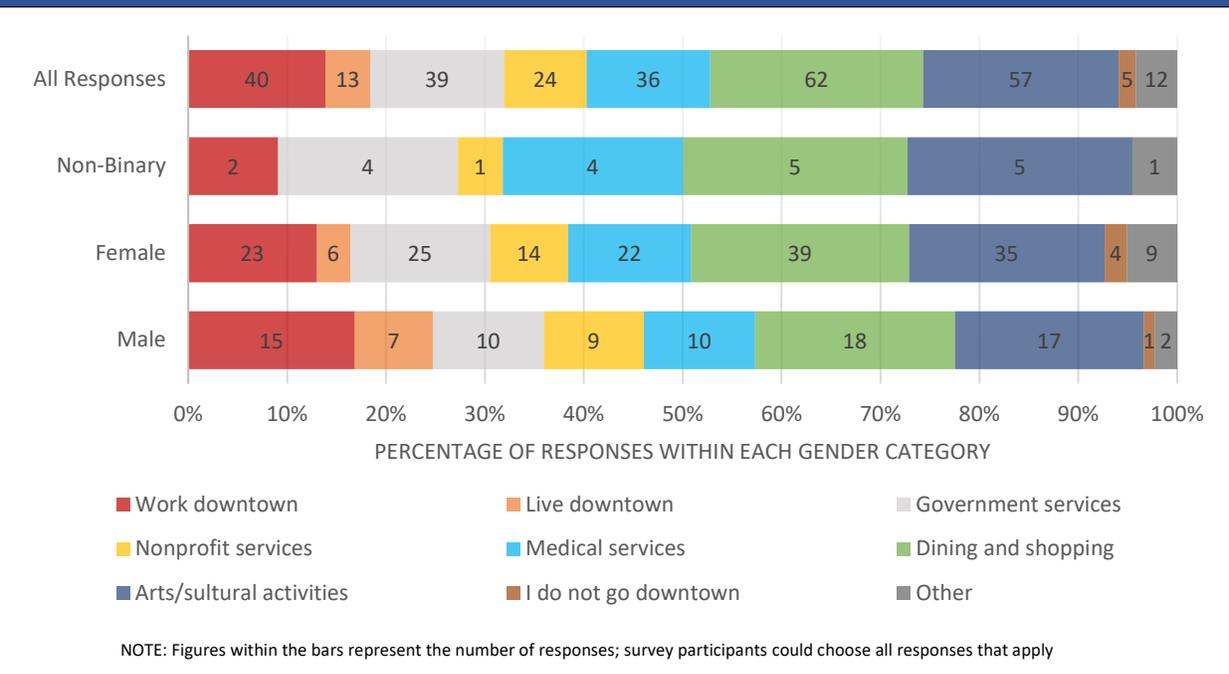


FIGURE 31 (Q13): Gender (by what you do in Downtown Oakland)

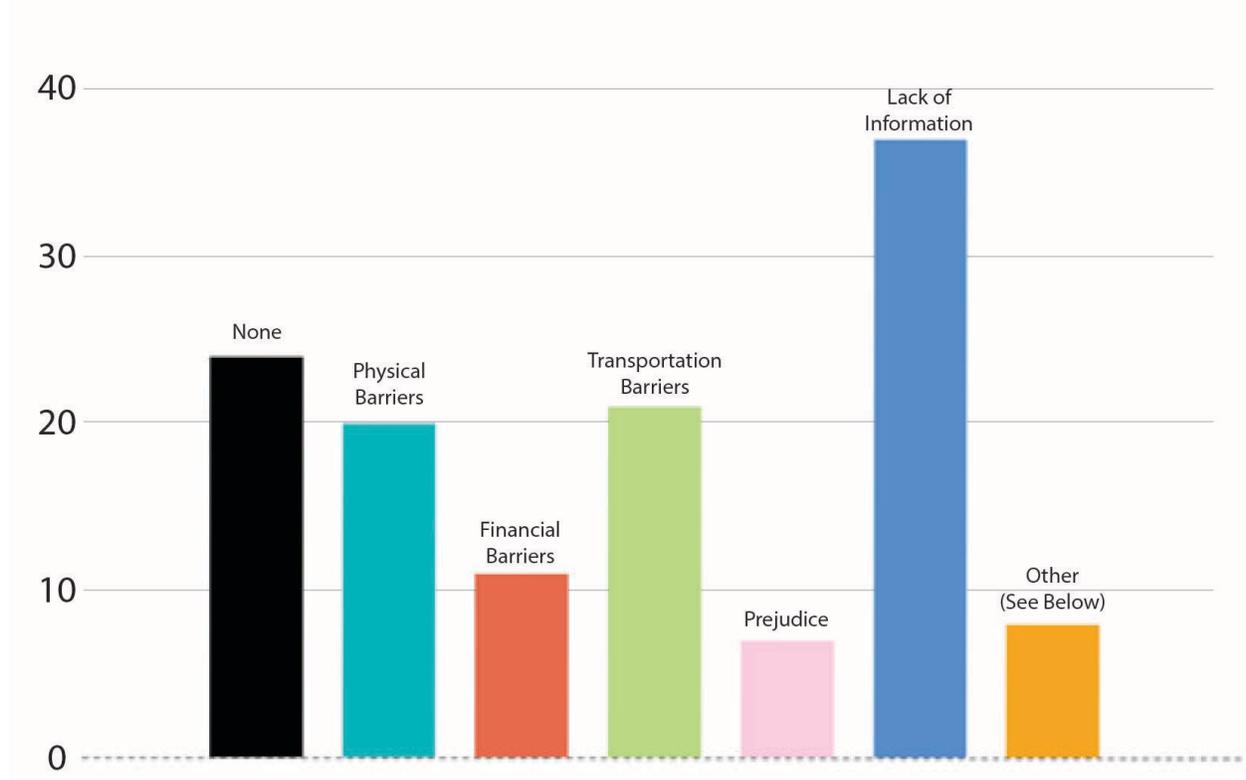


People of different genders appear to use downtown differently. Male respondents were more likely to live downtown, female and non-binary respondents were more likely to use downtown for shopping, dining, entertainment, arts and culture, with nonbinary respondents participating in these activities at the highest rates. Nonbinary respondents used downtown’s nonprofit and medical services at much higher rates than the men and women.

Downtown Specific Plan Participation

The survey concluded by asking participants what barriers they face to participating in the Downtown Specific Plan planning process.

FIGURE 32 (Q30): What challenges have you encountered to participating in the Downtown Oakland Specific Plan planning process?

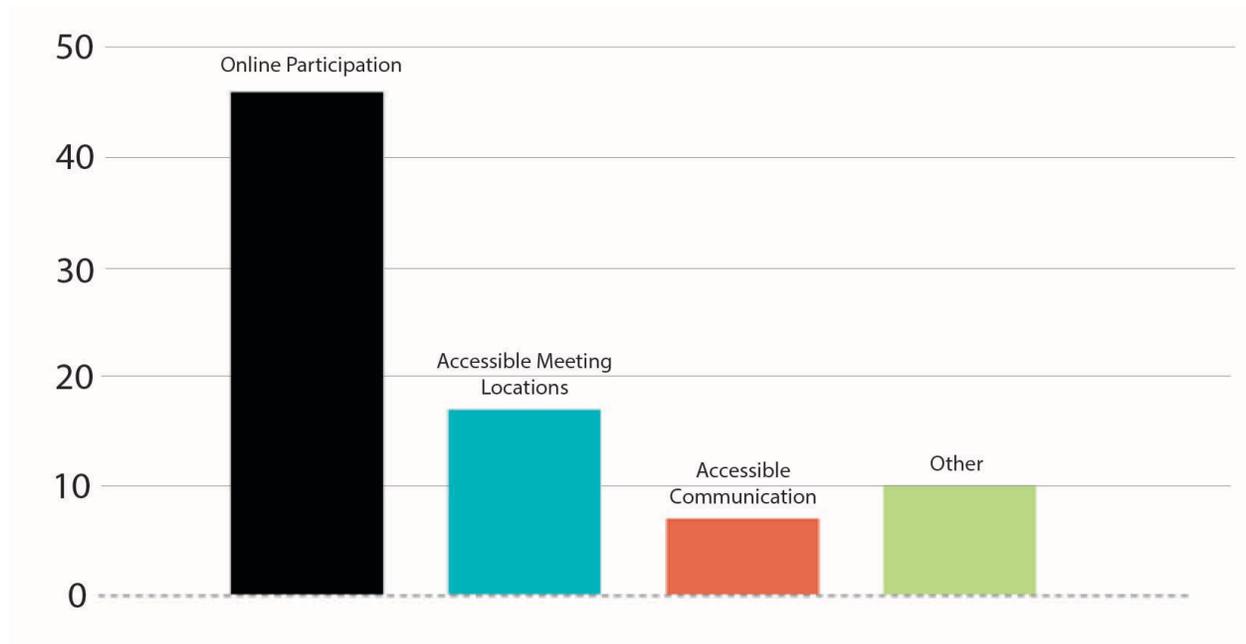


A number of barriers ranging from physical to financial barriers were identified that the City of Oakland can consider during future engagement.

Tell us more:

- "Option to go with a group of like-minded seniors/adults. I didn't even know about DOSP until this survey."
- "Limited accessible parking."
- "Meetings are not well announced in disability-related channels."
- "Meetings are an accessibility nightmare!! Awkward seating, paths of travel thru room. Food and information are difficult or impossible to access."

FIGURE 33 (Q31): What would help you participate in the Downtown Oakland Specific Plan planning process?



Survey participants said that they would be encouraged to participate if there are more opportunities for online participation and more accessible meeting locations and communication. However, when this data is disaggregated by race, we find that white respondents were far more likely than other groups to think that online participation would help them participate in the planning process (68%, compared with 2-11% for other groups). African American/Black, Asian and white respondents were equally likely (31%) to think that more accessible meeting locations would be beneficial. Hispanic/Latinx respondents were most likely to think that more accessible communication methods would be valuable (50%, compared with 17-33% for other groups).

Tell us more:

- “Hire leaders within the disability community to ensure access and outreach to the community.”
- “The downtown planning team should not make assumption that I am able to participate in 'mobile phone experiences' when it's apparent that luxury toys are not possible for my income level.”
- “Call me on the phone or send me a letter.”

Conclusion & Recommendations for DOSP

The survey concludes that people with disabilities and seniors face barriers that affect them in completing everyday tasks, accessing basic needs, and participating in social and civic events. The extent to which individuals are affected is based on a variety of circumstances, intersectional identities, and a range of abilities. Disability is only one indicator--albeit an important one-- of quality of life. When interlaced with other social factors like race, class, gender, and educational attainment, the lived realities of individuals with disabilities and seniors vary.

To plan a more equitable downtown that serves all residents, the DOSP will need to address the physical infrastructure and environment in a way that can enhance the daily experience of people who face the most barriers downtown, including people with disabilities and seniors. The DOSP will also need to take steps to address socio-economic conditions with policies that narrow the disparities in access to opportunity among different populations.

This survey points to items for the DOSP to consider in each of its primary topic areas:

- **Housing and affordability**
Survey participants cite financial, physical, and transportation barriers as the top barriers to obtaining housing. They recommend that more rent-controlled, low-income, accessible and low-income senior housing be made available. Some respondents also cite the need for shelters to be more supportive environments.
- **Jobs and economic opportunity**
Transportation, physical, and financial barriers and prejudice were cited as obstacles to obtaining employment. In addition, some respondents reported working multiple jobs to cover medical costs. Survey participants recommend making workplaces more accessible and less discriminatory, while making healthcare more affordable.
- **Built environment and mobility**
The built environment has a clear impact on how individuals experience the city, even more so for individuals with disabilities. Survey participants identified physical barriers to mobility, safety, and comfort in the downtown area. Some respondents reported that essential facilities such as functional elevators and benches are lacking. The issues described by survey respondents point toward a need to follow universal design principles to create more inclusive, accessible, and well-maintained public spaces. Since the survey, people with disabilities have also noted an increase in mobility challenges due to e-scooters being deployed and misused, including blocking and being ridden on sidewalks.
- **Sustainability, health and safety**
Individuals with a disability feel vulnerable for several reasons in downtown: fear of crime, poor conditions of streets, vandalism, poor lighting, and empty streets. They cite the high incidences of car break-ins, the difficulty of walking or wheeling on sidewalks that abruptly feed into the streets, the threats of traveling through poorly lit, vacant streets with homeless encampments and harassment, and the threat of aggressive drivers. They suggest better street lighting,

improved street and sidewalk conditions, and additional community centers and green spaces for people with disability to gather.

- **Outdoor space and recreation**

Individuals with disabilities would like to access public spaces and recreation. Barriers that prevent them from doing so are lack of parking, unsanitary and unsafe conditions, inaccessible parks and plazas, and insufficient information on accessible facilities and outdoor spaces. The high costs of recreational opportunities are a challenge, too. Suggestions for improvements include; creating a map that shows accessible facilities and open spaces, improving physical conditions of existing spaces, and creating new community gathering spaces like libraries and green outdoor spaces.

- **Streets, connectivity and mobility**

Of all the services available to navigate downtown, AC Transit is the most popular. Survey participants cite transportation and physical barriers as the greatest barriers to moving around downtown. Suggestions include offering more frequent public transportation options after dark to accommodate social activities; make existing transportation options accessible; and improving street, sidewalk, and curb conditions so individuals do not injure themselves. This includes a need for safer curb cuts, wider sidewalks with fewer encroachments, functional BART elevators, frequent and reliable transit options with ADA equipment, loading zones for rideshare, construction management enforcement, better lighting, designated parking for people with disabilities, and better maintained public spaces.

- **Arts and culture**

Physical, transportation, and financial barriers are the greatest obstacles for accessing arts and culture. Survey participants prefer that buses run more frequently after dark, that the buses are equipped with ADA equipment, art shows are cheaper, and additional accessible on-street parking. Participants also cite concerns about the affordability of participating in making art as well as consuming it, including both the costs of art spaces and running an arts business.

- **DOSP Process**

Participants cited lack of information as the biggest barrier to participating in the DOSP process. They would like meetings announced in disability-related communities and meeting locations. Content should be more accessible and the layout of the room should be thoughtful; minimizing barriers to people with disabilities. In terms of outreach material, while some (particularly white respondents) stated that online resources are helpful, others prefer being called, mailed letters, or notified by leaders in the disability community.

Appendix: Survey Results

Downtown Oakland Specific Plan (DOSP) Accessibility Survey Results

April-May 2018

103

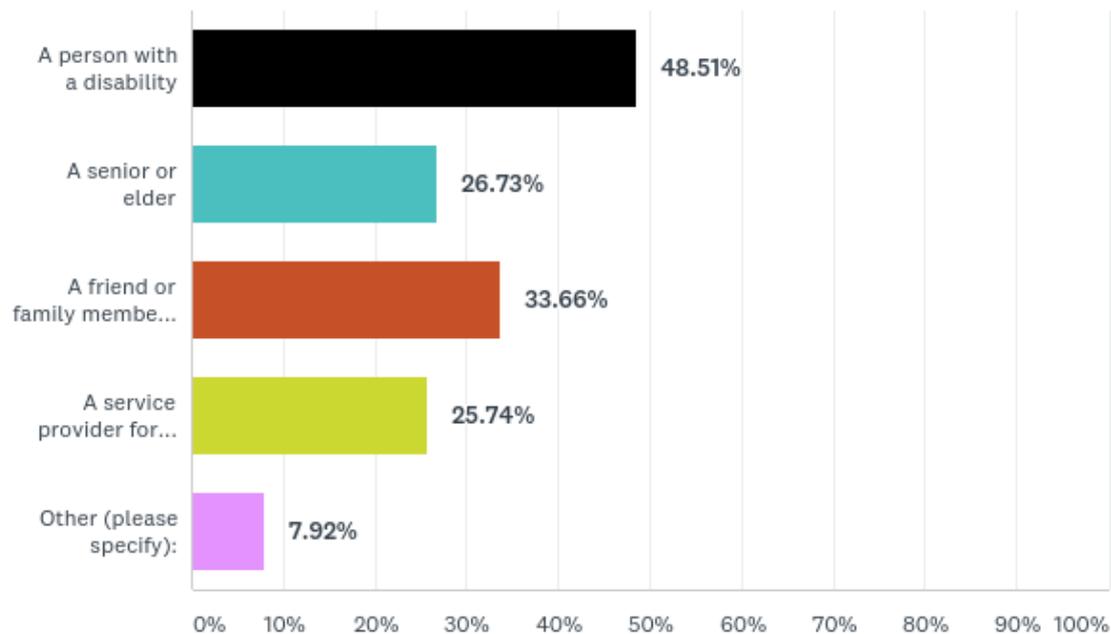
Total Responses

Date Created: Tuesday, April 24, 2018

Complete Responses: 84

Q1: I am: (check all that apply)

Answered: 101 Skipped: 2



Q1: I am: (check all that apply)

Answered: 101 Skipped: 2

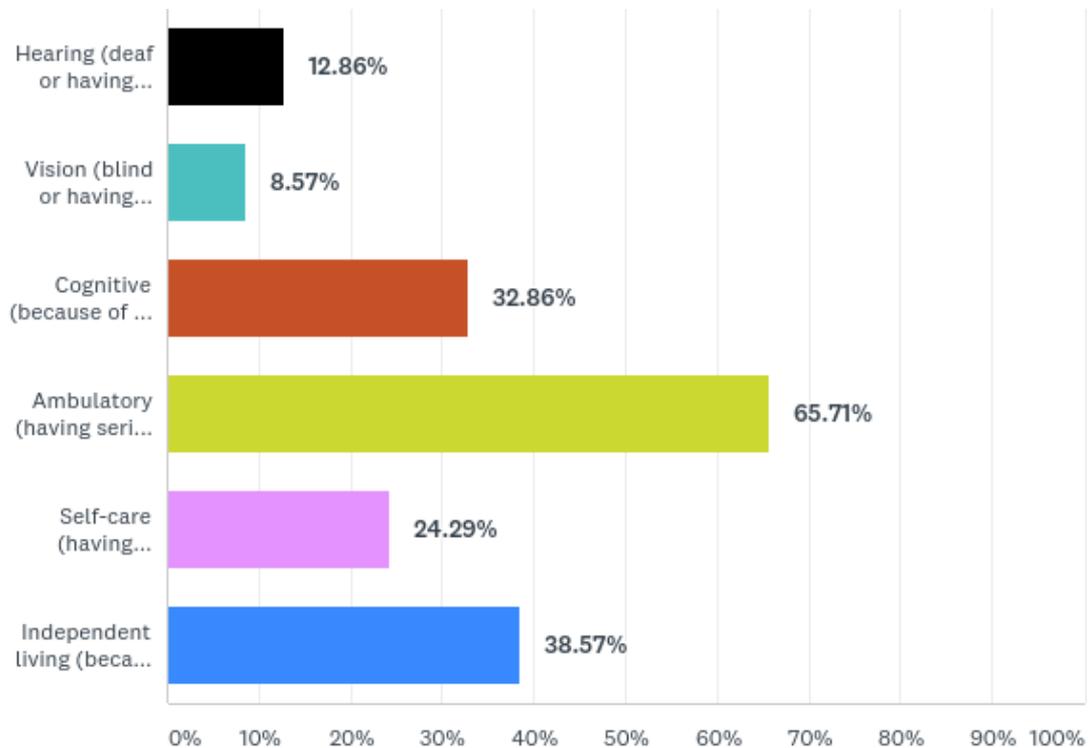
ANSWER CHOICES	RESPONSES	
A person with a disability	48.51%	49
A senior or elder	26.73%	27
A friend or family member of an elder or person with a disability	33.66%	34
A service provider for elders or persons with disabilities	25.74%	26
Other (please specify):	7.92%	8
Total Respondents: 101		

Other

- Social Worker
- Nursing Student
- Manager of accessible services
- Slightly
- City employee
- Building inspector
- Am approaching senior years, cannot stand for long time due to foot problem
- Oakland business

Q2: I have a disability that affects me in the following way(s): (check all that apply)

Answered: 70 Skipped: 33



Q2: I have a disability that affects me in the following way(s): (check all that apply)

Answered: 70 Skipped: 33

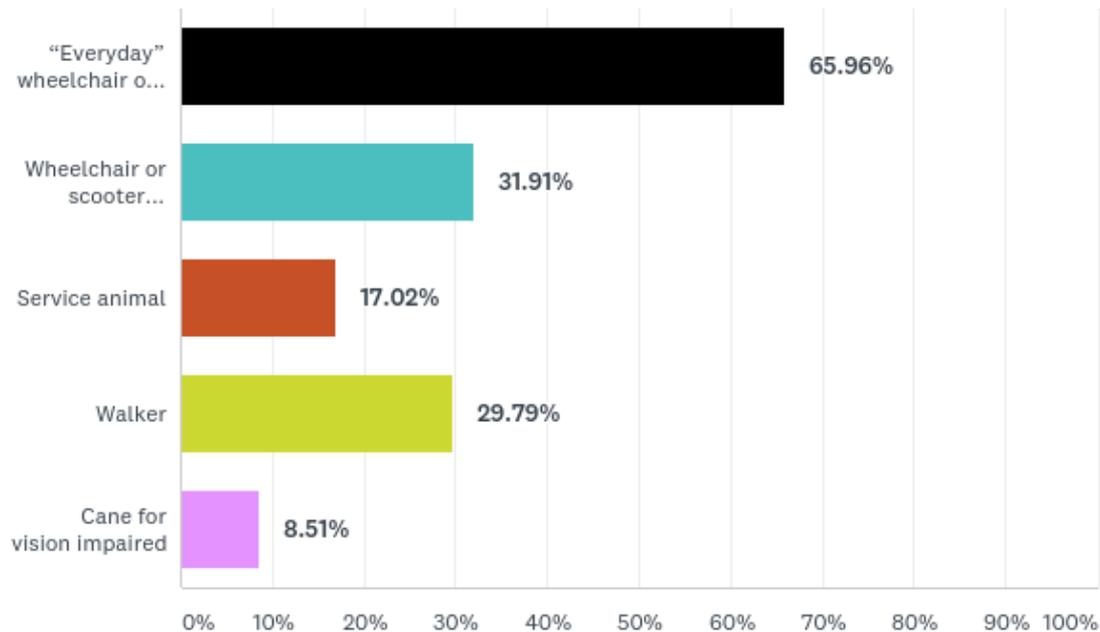
ANSWER CHOICES	RESPONSES	
Hearing (deaf or having serious difficulty hearing)	12.86%	9
Vision (blind or having serious difficulty seeing, even when wearing glasses)	8.57%	6
Cognitive (because of a physical, mental, or emotional problem, having difficulty remembering, concentrating, or making decisions)	32.86%	23
Ambulatory (having serious difficulty walking or climbing stairs)	65.71%	46
Self-care (having difficulty bathing or dressing)	24.29%	17
Independent living (because of a physical, mental, or emotional problem, having difficulty doing errands alone such as visiting a doctor's office or shopping)	38.57%	27
Total Respondents: 70		

Other

- Full-time wheelchair user, cannot walk at all
- It's called mobility disability
- Also work with someone in a wheelchair
- The above disabilities apply to the great majority of Creative Growth clients
- My son is autistic and has difficulties
- Environmental illness--asthmatic and sensitive to fragrances
- I am non-ambulatory

Q3: I travel with the following: (check all that apply)

Answered: 47 Skipped: 56



Q3: I travel with the following: (check all that apply)

Answered: 47 Skipped: 56

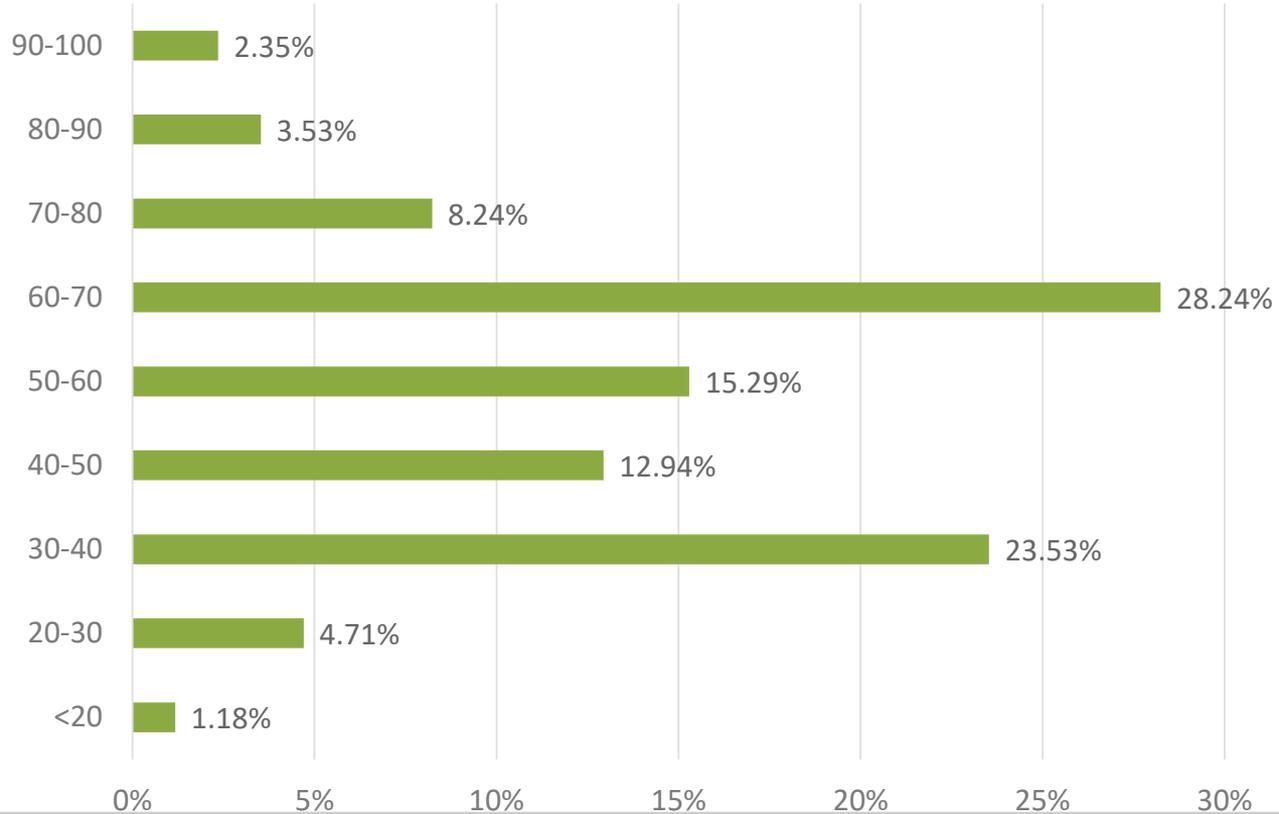
ANSWER CHOICES	RESPONSES	
"Everyday" wheelchair or scooter	65.96%	31
Wheelchair or scooter specifically for travel	31.91%	15
Service animal	17.02%	8
Walker	29.79%	14
Cane for vision impaired	8.51%	4
Total Respondents: 47		

Other

- Walking Cane
- Car
- A.C

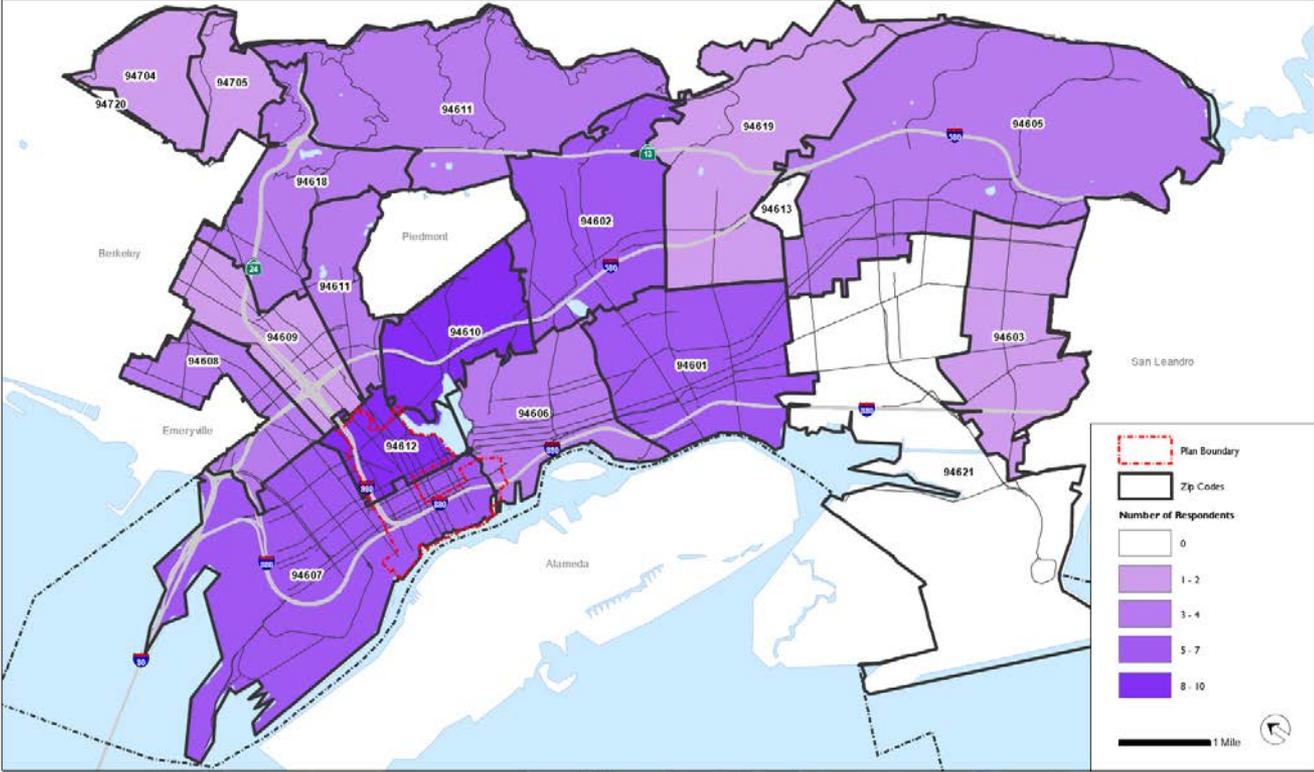
Q4: My age is:

Answered: 94 Skipped: 9



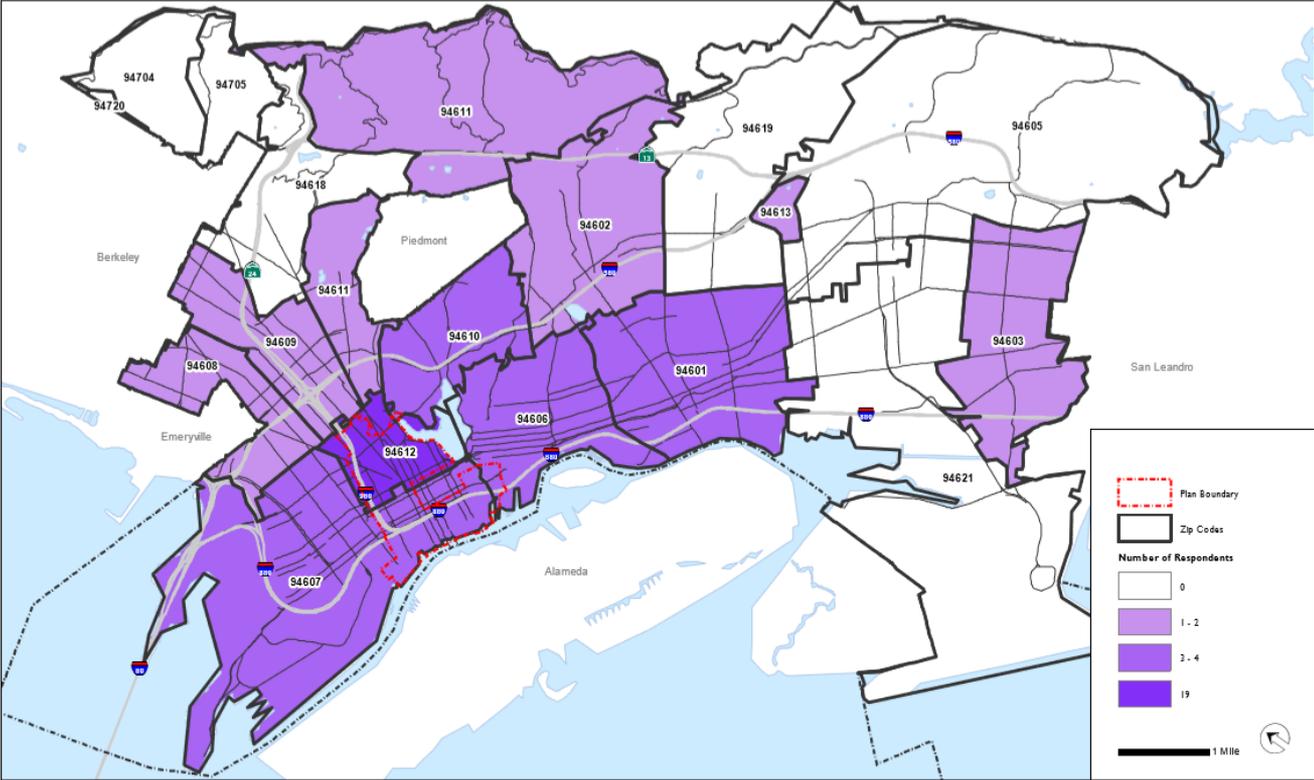
Q4: My home zip code is:

Answered: 94 Skipped: 9



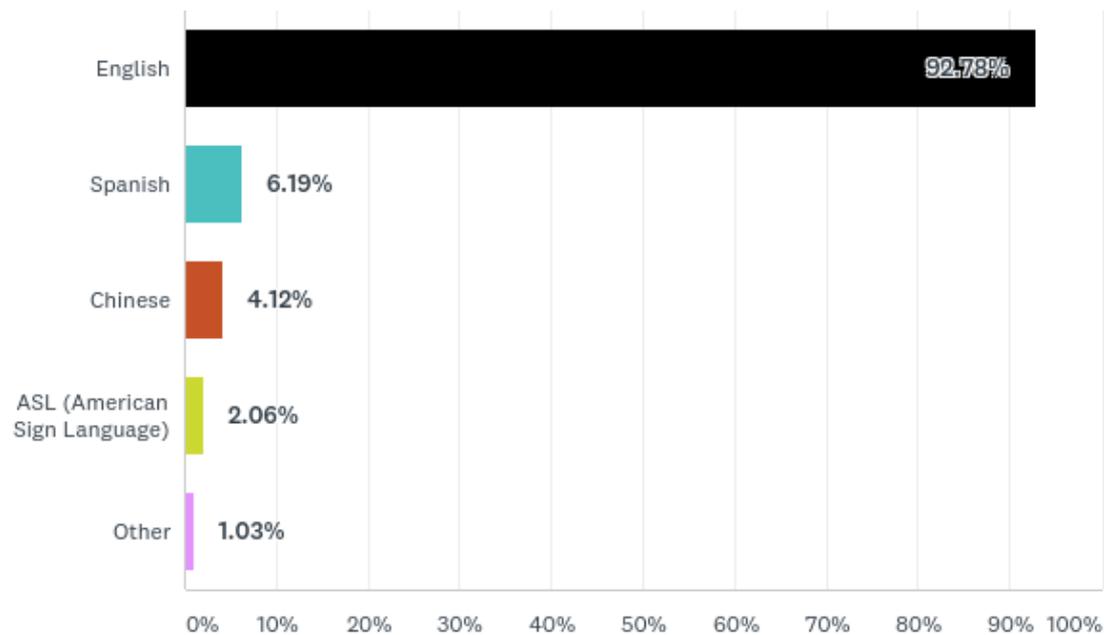
Q4: My work zip code is:

Answered: 94 Skipped: 9



Q5: My primary language is:

Answered: 97 Skipped: 6



Q5: My primary language is:

Answered: 97 Skipped: 6

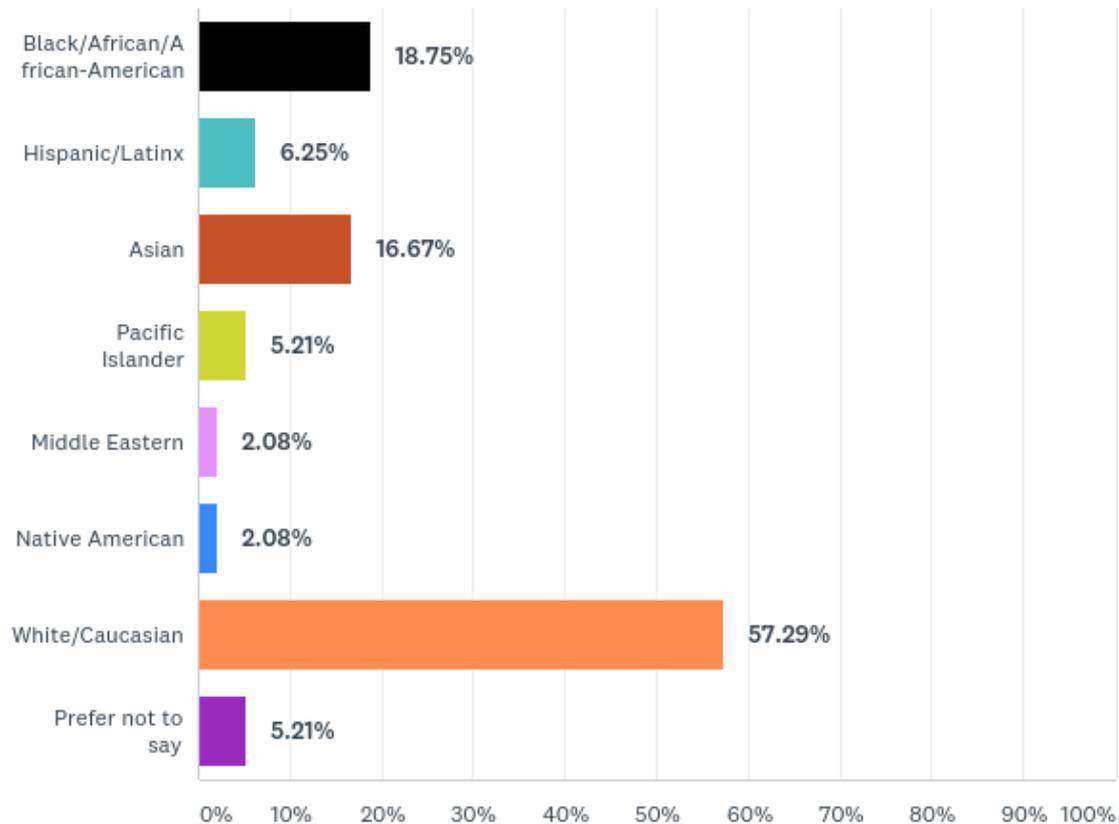
ANSWER CHOICES	RESPONSES	
English	92.78%	90
Spanish	6.19%	6
Chinese	4.12%	4
ASL (American Sign Language)	2.06%	2
Other	1.03%	1
Total Respondents: 97		

Other

- Farsi

Q6: I identify as:

Answered: 96 Skipped: 7



Q6: I identify as:

Answered: 96 Skipped: 7

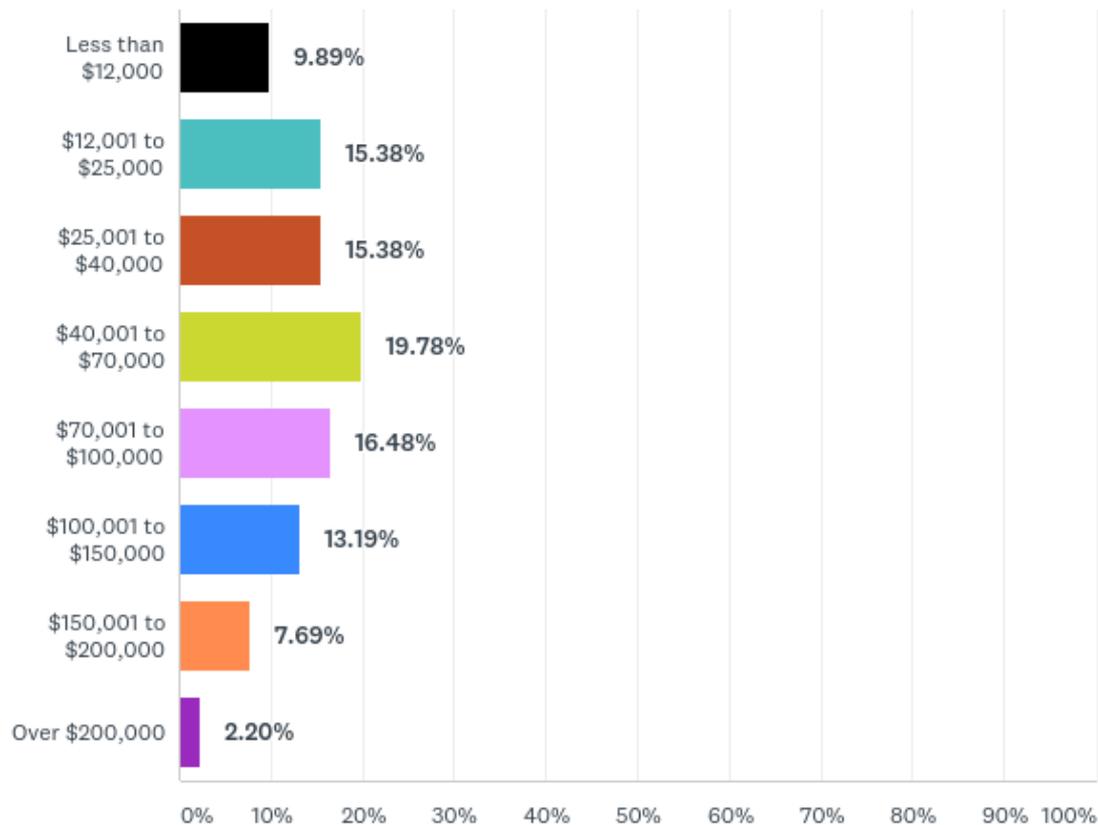
ANSWER CHOICES	RESPONSES	
Black/African/African-American	18.75%	18
Hispanic/Latinx	6.25%	6
Asian	16.67%	16
Pacific Islander	5.21%	5
Middle Eastern	2.08%	2
Native American	2.08%	2
White/Caucasian	57.29%	55
Prefer not to say	5.21%	5
Total Respondents: 96		

Other

- Euromutt
- Mixed race

Q7: My household's annual income is:

Answered: 91 Skipped: 12



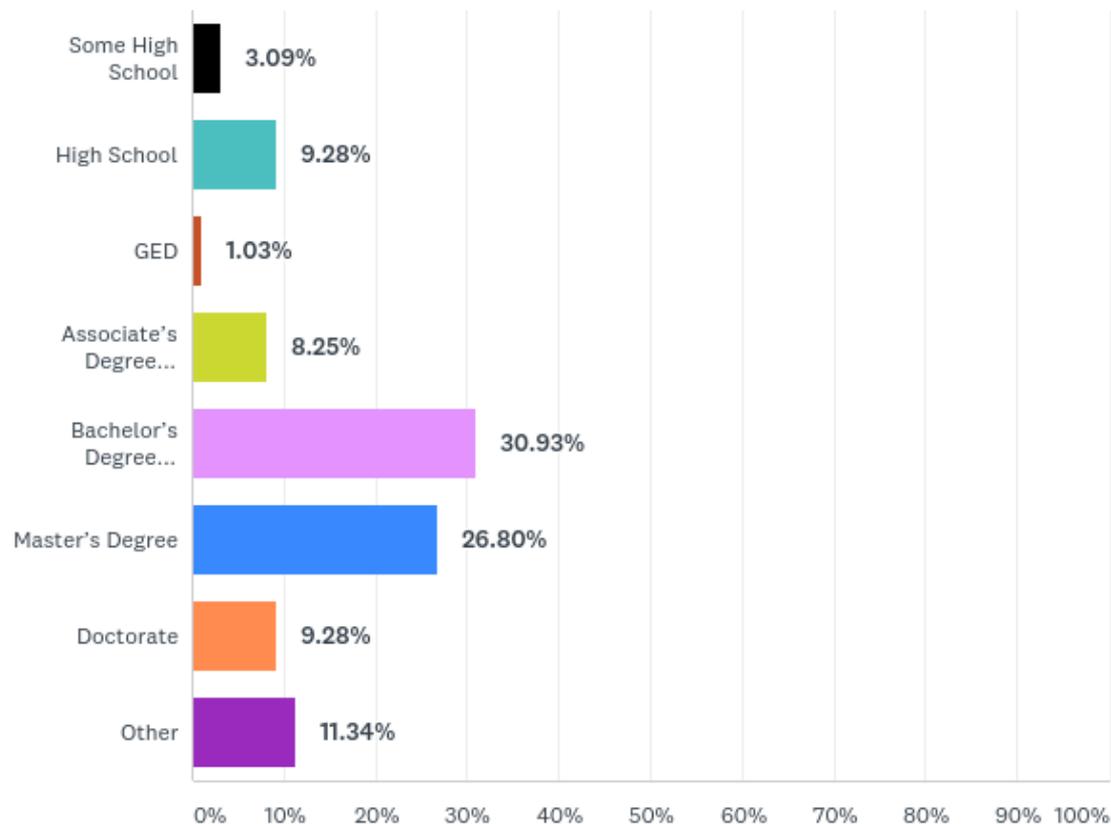
Q7: My household's annual income is:

Answered: 91 Skipped: 12

ANSWER CHOICES	RESPONSES	
Less than \$12,000	9.89%	9
\$12,001 to \$25,000	15.38%	14
\$25,001 to \$40,000	15.38%	14
\$40,001 to \$70,000	19.78%	18
\$70,001 to \$100,000	16.48%	15
\$100,001 to \$150,000	13.19%	12
\$150,001 to \$200,000	7.69%	7
Over \$200,000	2.20%	2
TOTAL		91

Q8: My education level is:

Answered: 97 Skipped: 6



Q8: My education level is:

Answered: 97 Skipped: 6

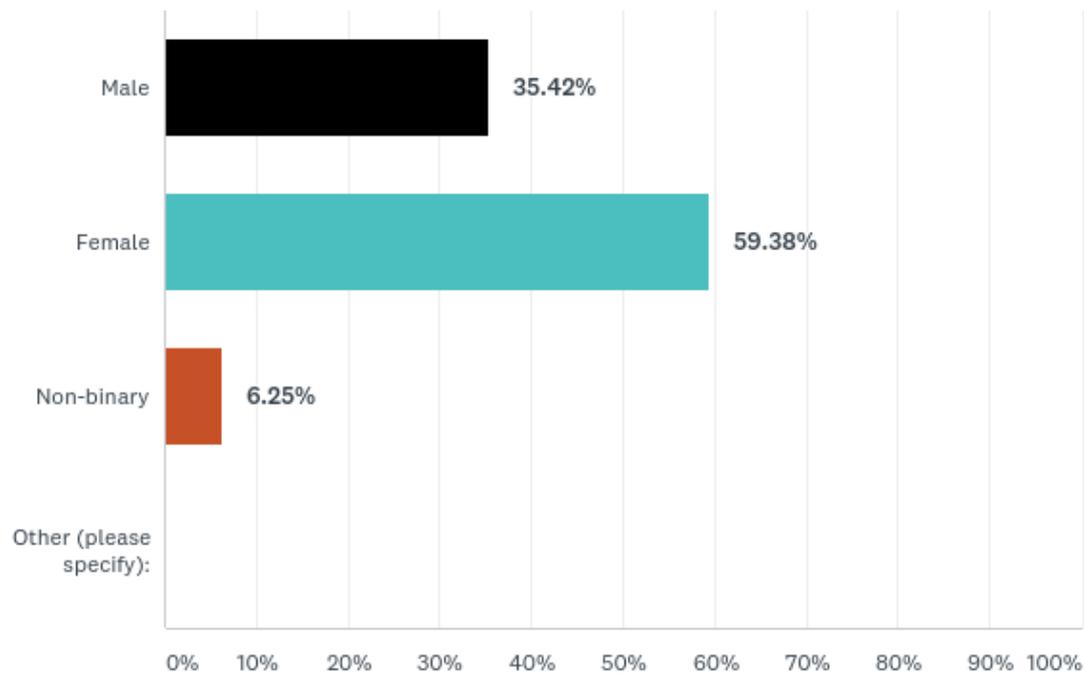
ANSWER CHOICES	RESPONSES	
Some High School	3.09%	3
High School	9.28%	9
GED	1.03%	1
Associate's Degree (two-year)	8.25%	8
Bachelor's Degree (four-year)	30.93%	30
Master's Degree	26.80%	26
Doctorate	9.28%	9
Other	11.34%	11
TOTAL		97

Other

- Some college
- ABD
- Special Education graduated with a certificate of completion
- Professional degree
- Certificate from community college
- 2 years university
- Child in middle school

Q9: I identify as: (check all that apply)

Answered: 96 Skipped: 7



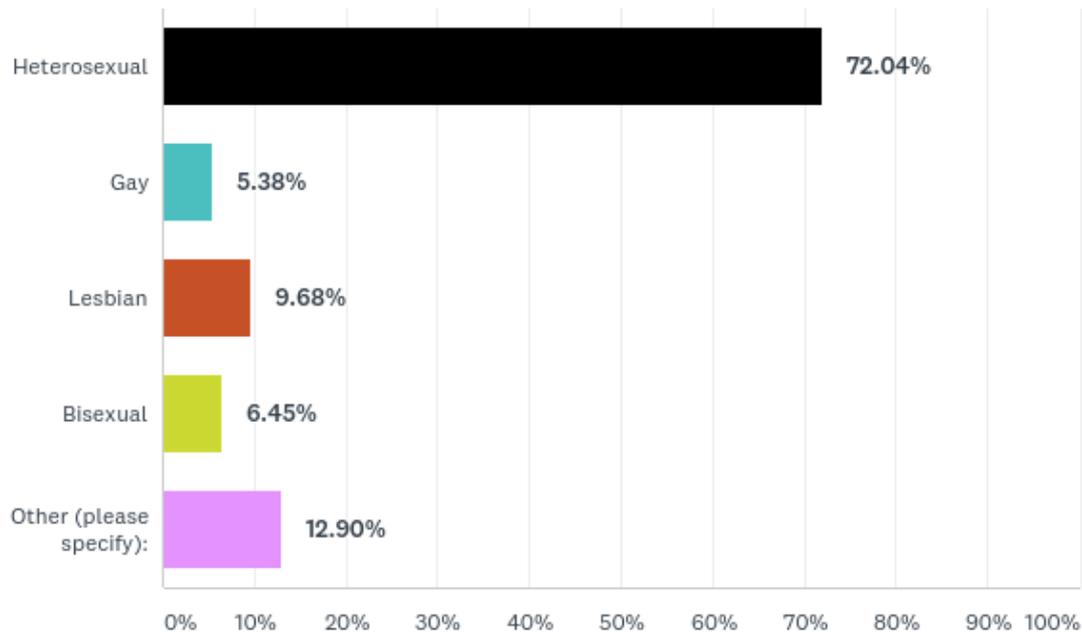
Q9: I identify as: (check all that apply)

Answered: 96 Skipped: 7

ANSWER CHOICES	RESPONSES	
Male	35.42%	34
Female	59.38%	57
Non-binary	6.25%	6
Other (please specify):	0.00%	0
Total Respondents: 96		

Q10: My sexual orientation is: (check all that apply)

Answered: 93 Skipped: 10



Q10: My sexual orientation is: (check all that apply)

Answered: 93 Skipped: 10

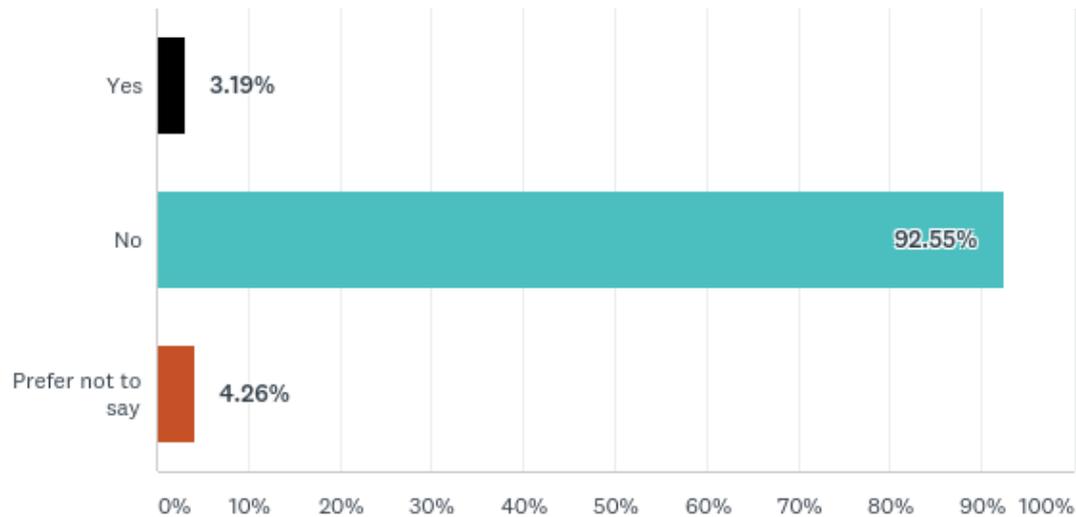
ANSWER CHOICES	RESPONSES	
Heterosexual	72.04%	67
Gay	5.38%	5
Lesbian	9.68%	9
Bisexual	6.45%	6
Other (please specify):	12.90%	12
Total Respondents: 93		

Other

- Asexual/ACE
- Straight
- Queer
- Pansexual

Q11: Do you describe yourself as transgender?

Answered: 94 Skipped: 9



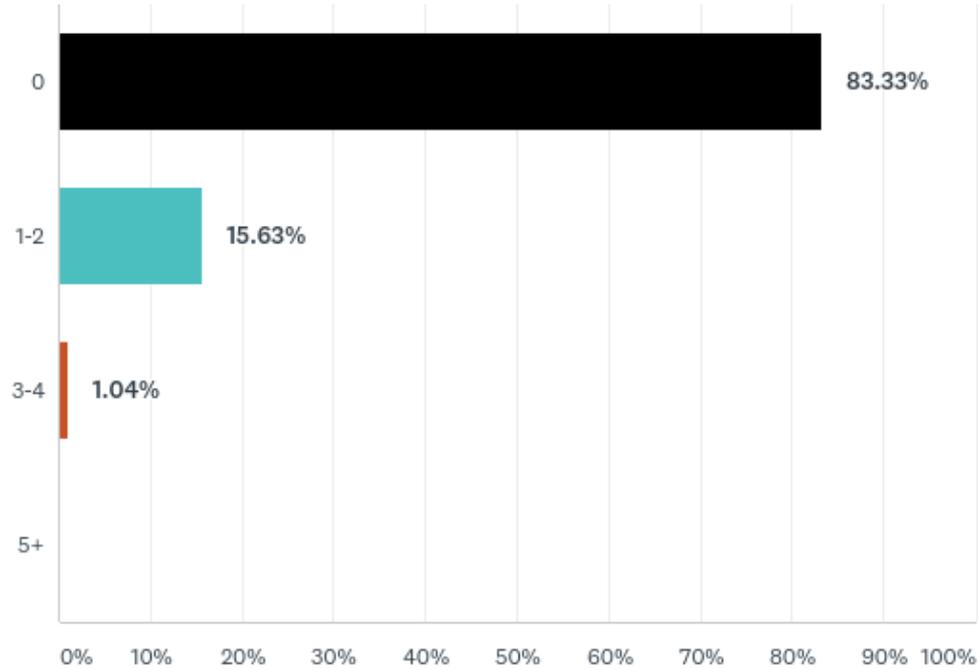
Q11: Do you describe yourself as transgender?

Answered: 94 Skipped: 9

ANSWER CHOICES	RESPONSES	
Yes	3.19%	3
No	92.55%	87
Prefer not to say	4.26%	4
TOTAL		94

Q12: How many children under age 18 are in your household?

Answered: 96 Skipped: 7



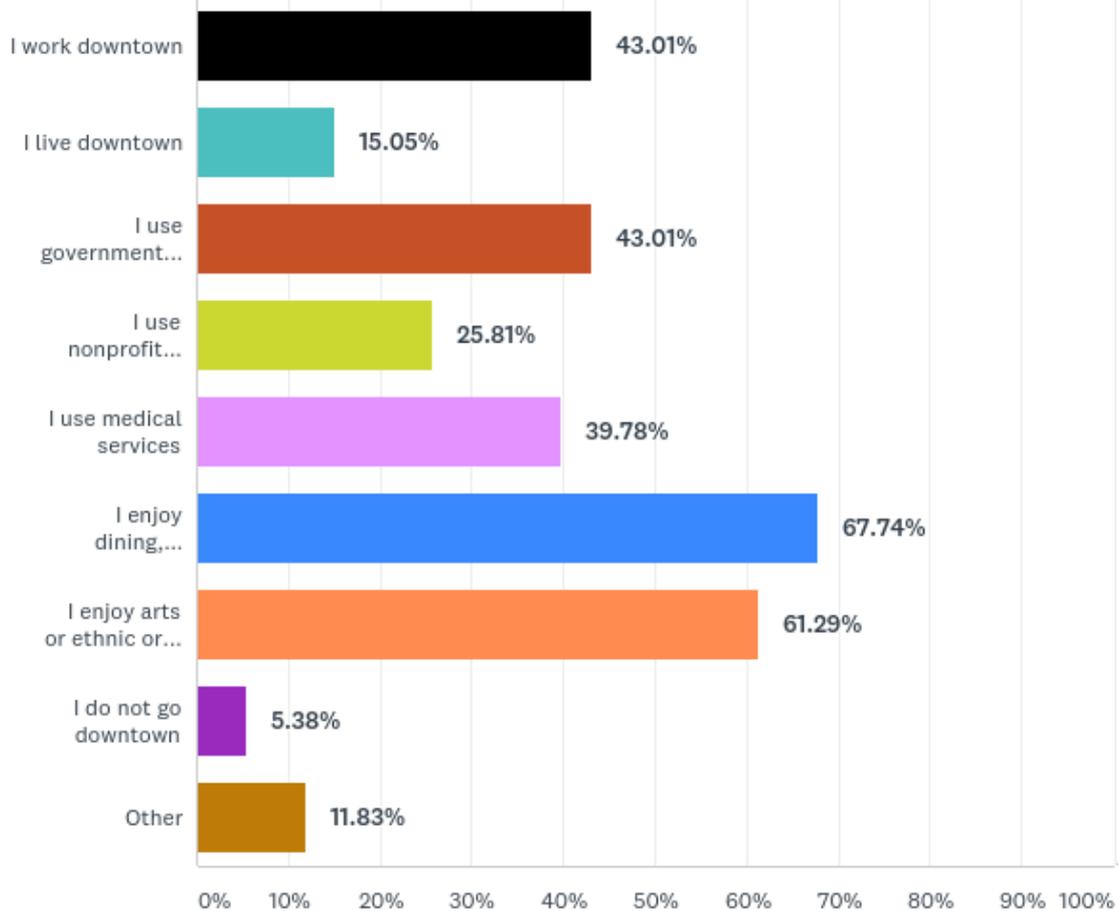
Q12: How many children under age 18 are in your household?

Answered: 96 Skipped: 7

ANSWER CHOICES	RESPONSES	
0	83.33%	80
1-2	15.63%	15
3-4	1.04%	1
5+	0.00%	0
TOTAL		96

Q13: What do you do in downtown Oakland?

Answered: 93 Skipped: 10



Q13: What do you do in downtown Oakland?

Answered: 93 Skipped: 10

ANSWER CHOICES	RESPONSES	
I work downtown	43.01%	40
I live downtown	15.05%	14
I use government services	43.01%	40
I use nonprofit services	25.81%	24
I use medical services	39.78%	37
I enjoy dining, entertainment and shopping	67.74%	63
I enjoy arts or ethnic or cultural activities and businesses	61.29%	57
I do not go downtown	5.38%	5
Other	11.83%	11
Total Respondents: 93		

Other

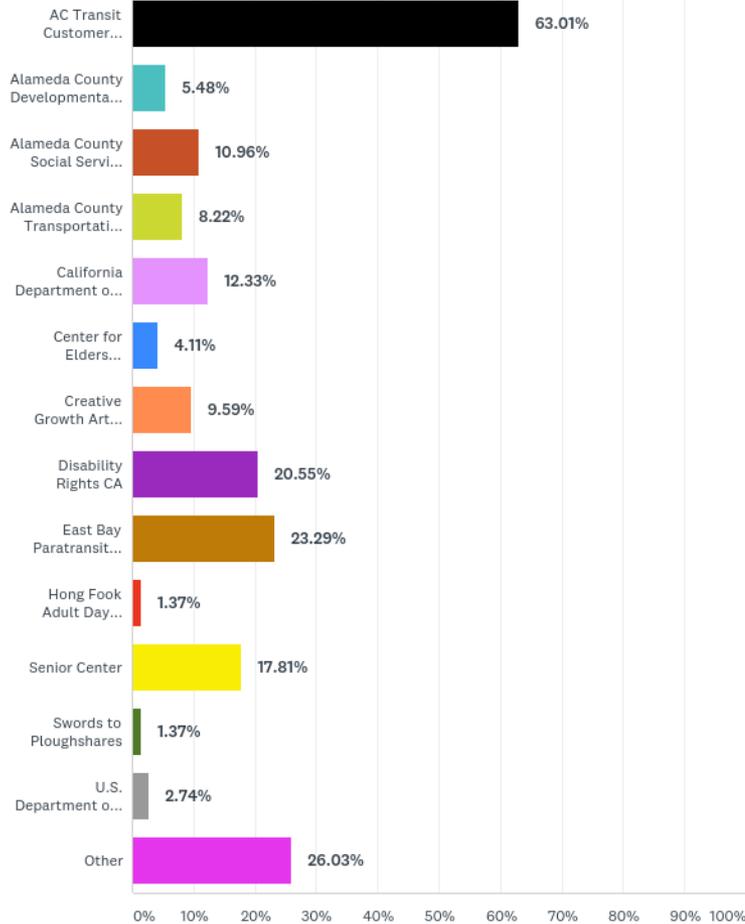
- I enjoy going to church
- Former resident
- Very little or no handicap parking
- Infrequently work at library downtown
- I shop downtown but don't 'enjoy' shopping, I enjoy dining, I do not do entertainment
- Work in Fruitvale
- Attend Creative Growth Art Center
- Use downtown as transfer point for AC Transit & BART
- Visit friends

Q13: If you do not go downtown, why not?

- Threat of robbery
 - Crime
 - Need assistance to walk and travel and need benches to rest
 - Unavailability of transportation
 - Nothing there worth seeing or doing. No clothing stores and cost too much to go downtown.
 - Occasionally. Based on transportation
 - I don't have any personal business in the downtown area nor do I dine, shop or entertainment for myself or my family
 - Mobility
-

Q15: What disability- or senior-specific services do you use downtown?

Answered: 73 Skipped: 30



Q15: What disability- or senior-specific services do you use downtown?

Answered: 73 Skipped: 30

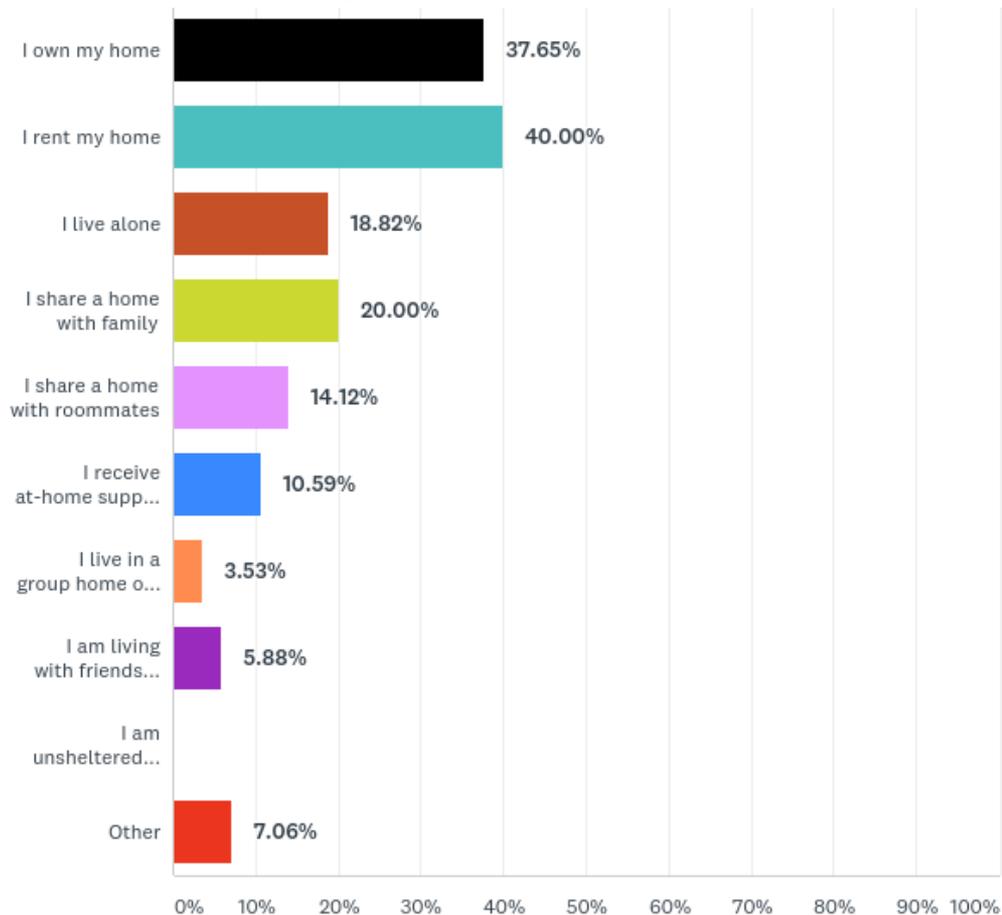
ANSWER CHOICES	RESPONSES	
AC Transit Customer Service (Clipper discount cards)	63.01%	46
Alameda County Developmental Disabilities Council	5.48%	4
Alameda County Social Services (San Pablo Ave)	10.96%	8
Alameda County Transportation Commission (PAPCO)	8.22%	6
California Department of Rehabilitation	12.33%	9
Center for Elders Independence	4.11%	3
Creative Growth Art Center	9.59%	7
Disability Rights CA	20.55%	15
East Bay Paratransit (certification and tickets)	23.29%	17
Hong Fook Adult Day Health Center	1.37%	1
Senior Center	17.81%	13
Swords to Ploughshares	1.37%	1
U.S. Department of Veterans Affairs (VA)	2.74%	2
Other	26.03%	19
Total Respondents: 73		

Other

- Work with Mayor Schaaf on Community Improvement Task Force
- Paratransit
- East Bay Meditation Center
- The B bus
- Resource referrals, Oakland ADA services
- Mayor's Commission on Persons with Disabilities
- BART
- Malonga and Asian Cultural Center
- Physical Therapy Sessions

Q16: Please describe your living situation

Answered: 85 Skipped: 18



Q16: Please describe your living situation

Answered: 85 Skipped: 18

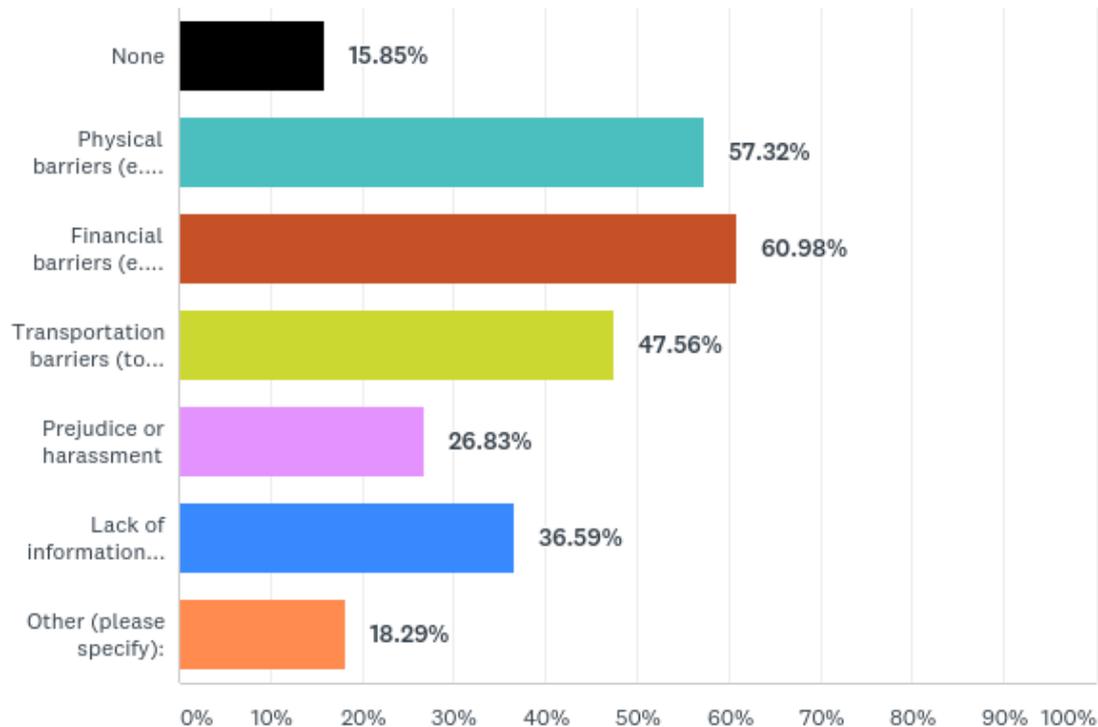
ANSWER CHOICES	RESPONSES	
I own my home	37.65%	32
I rent my home	40.00%	34
I live alone	18.82%	16
I share a home with family	20.00%	17
I share a home with roommates	14.12%	12
I receive at-home support through in-home supportive services	10.59%	9
I live in a group home or care facility	3.53%	3
I am living with friends or family in their home	5.88%	5
I am unsheltered (e.g. living on the street, in a car, etc.)	0.00%	0
Other	7.06%	6
Total Respondents: 85		

Other

- Senior Apartment
- I rent a room to a man at my home
- Elder day care
- Rent control
- I live with my partner/significant other

Q17: What challenges have you or others with disabilities or aging-related challenges encountered to accessing housing? (check all that apply)

Answered: 82 Skipped: 21



Q17: What challenges have you or others with disabilities or aging-related challenges encountered to accessing housing? (check all that apply)

Answered: 82 Skipped: 21

ANSWER CHOICES	RESPONSES	
None	15.85%	13
Physical barriers (e.g. no ramp, steps, doors too narrow, unwilling to meet needed reasonable accommodation requirements, etc.)	57.32%	47
Financial barriers (e.g. too expensive, couldn't get a loan, credit issues, etc.)	60.98%	50
Transportation barriers (too far from transit hub, paratransit takes too long, etc.)	47.56%	39
Prejudice or harassment	26.83%	22
Lack of information (e.g. trouble finding housing, not knowing housing rights, etc.)	36.59%	30
Other (please specify):	18.29%	15
Total Respondents: 82		

Q17: What challenges have you or others with disabilities or aging-related challenges encountered to accessing housing? (check all that apply)

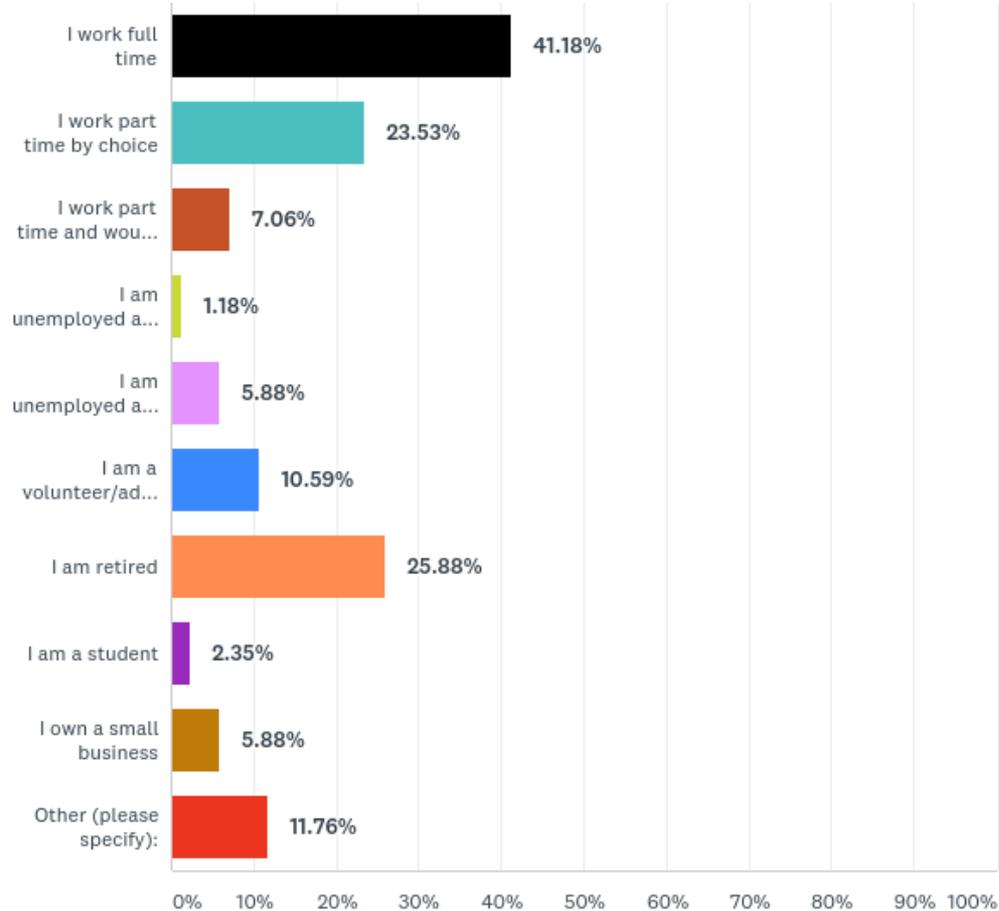
Answered: 82 Skipped: 21

Other

- Landlords seem to want only working tenants and younger at that. They prefer people coming in from S.F and Silicon Valley who can afford the pay the higher raised rents with a smile.
- \$, more programs to help people \$\$ more, low income housing, vacant properties put lo income there 5,000 empty/vacant lots
- Affordability
- Shelters for several years- not old enough for Sr. Housing. Horrid Staff in shelters-treated like a criminal for just being homeless: Harrison House- Berk. Dwight Way.-Berk. Constant Torment from very troubled residents. Being in constant survival-mode taxed me emotionally. Daily harassment
- There is no rent-controlled wheelchair accessible housing.
- Because of federal government guidelines cannot get clue curb in front of my bldg
- Sidewalks in Fruitvale are perilous for wheelchairs. I work with a man living in a nursing home & these sidewalks really discourage visiting family members & friends. Oakland would even get more business if people could get around there.
- Crime-mugging, abuse, robbery, assault. I have family members whom were victims of these crime incidents.
- Traditional house is not wheelchair accessible, especially bathrooms
- If I were buying or even renting, I could likely not afford a place large enough for my family in a safe and legal unit.
- Limited accessible parking
- Not enough affordable housing available
- Child still at home
- The definition for service animals is too narrow and limits my ability to rent a place.

Q18: Are you employed? (check all that apply)

Answered: 85 Skipped: 18



Q18: Are you employed? (check all that apply)

Answered: 85 Skipped: 18

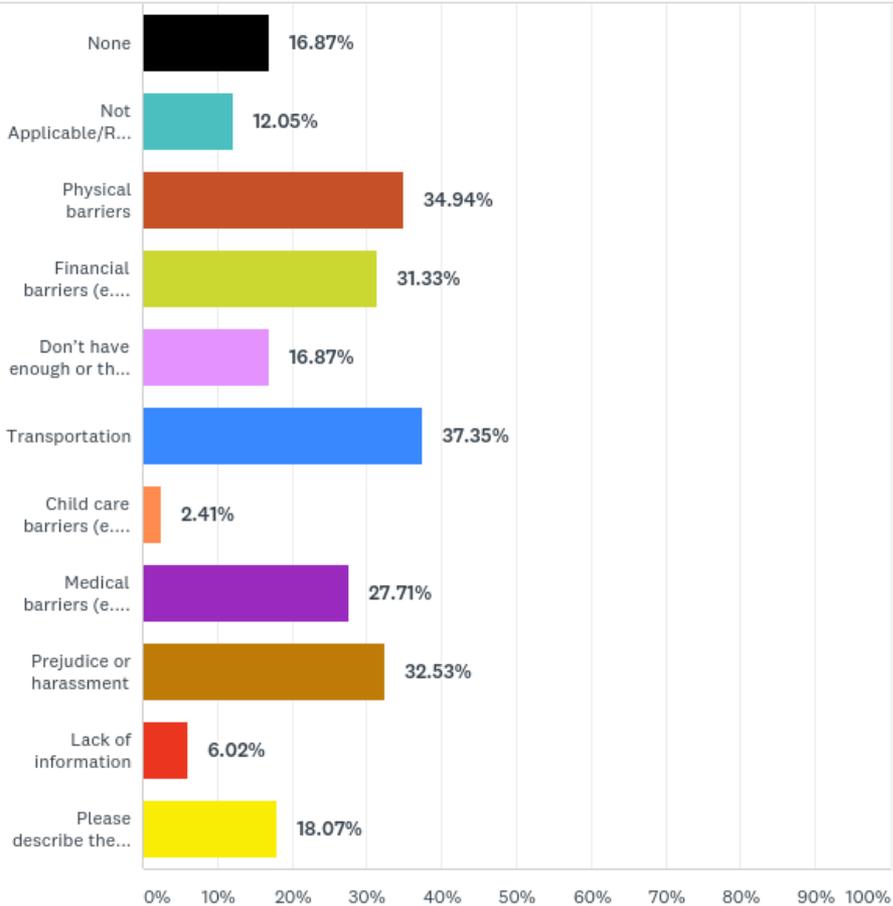
ANSWER CHOICES	RESPONSES	
I work full time	41.18%	35
I work part time by choice	23.53%	20
I work part time and would like to be employed full-time	7.06%	6
I am unemployed and looking for work	1.18%	1
I am unemployed and not looking for work	5.88%	5
I am a volunteer/advocate	10.59%	9
I am retired	25.88%	22
I am a student	2.35%	2
I own a small business	5.88%	5
Other (please specify):	11.76%	10
Total Respondents: 85		

Other

- Disabled
- Not really by choice- which Feds gave me enough/mo. altho: would be okay with P/T, perm. work.
- I work 90% time due to my disability
- I work 4 jobs
- Veterans benefits
- I work two part-time jobs
- Child
- I work full time but would like to work part time. I need insurance though.

Q19: What challenges have you or others with disabilities or aging-related challenges encountered to getting or keeping a job or running a business? (check all that apply)

Answered: 83 Skipped: 20



Q19: What challenges have you or others with disabilities or aging-related challenges encountered to getting or keeping a job or running a business? (check all that apply)

Answered: 83 Skipped: 20

ANSWER CHOICES	RESPONSES	
None	16.87%	14
Not Applicable/Retired	12.05%	10
Physical barriers	34.94%	29
Financial barriers (e.g. losing disability benefits)	31.33%	26
Don't have enough or the right education or training	16.87%	14
Transportation	37.35%	31
Child care barriers (e.g. no convenient or affordable child care)	2.41%	2
Medical barriers (e.g. time spent at medical appointments)	27.71%	23
Prejudice or harassment	32.53%	27
Lack of information	6.02%	5
Please describe the challenges faced:	18.07%	15
Total Respondents: 83		

Q19: What challenges have you or others with disabilities or aging-related challenges encountered to getting or keeping a job or running a business? (check all that apply)

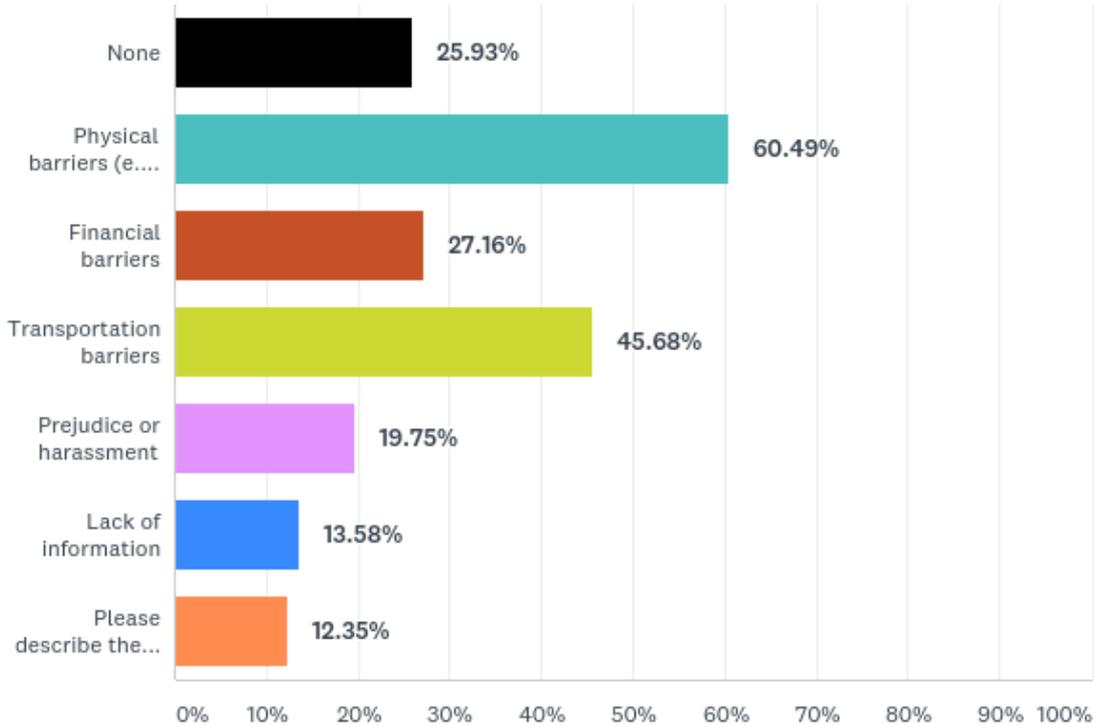
Answered: 83 Skipped: 20

Please describe the challenges faced

- Even though businesses can't age-discriminate, well, they do... Big gaps in resume due to simply not getting work and several years homelessness. I believe that when I do apply for work, cause of my age, I get no bites. Gaps in resume greatly hurts, as well.
- Harassment
- Federal and state benefit rules, fear of losing essential services
- Lack of reasonable accommodation
- Lack of accessible on-street parking
- Until getting a half time permanent job outside of Oakland, I faced extreme expenses of health care premiums. I worked as part time temporary for Oakland Public Library for 7 to 8 years and did not succeed in getting full time work there. I am older than most of the candidates.
- I do not drive. This makes it harder.
- Have to use sick leave without pay most pay periods due to appointments and sick time out
- If I were to lose my job I might not be able to get another because of age discrimination.
- Limited Accesible parking
- Elevators are not timed to allow individuals with physical disabilities to enter and exit. Office and bathroom doors are not accessible to individuals with physical disabilities.
- Impossible to retire do to high cost of health insurance
- As an artist I needed somebody to set up a booth at fairs, finally found an organization in Marin!
- That's only myself.
- Been fired for not meeting standards. Sometimes they just don't hire you again.

Q20: What challenges have you or others with disabilities or aging-related challenges encountered to accessing businesses (restaurants, services, etc.)? (check all that apply)

Answered: 81 Skipped: 22



Q20: What challenges have you or others with disabilities or aging-related challenges encountered to accessing businesses (restaurants, services, etc.)? (check all that apply)

Answered: 81 Skipped: 22

ANSWER CHOICES	RESPONSES	
None	25.93%	21
Physical barriers (e.g. steps, furniture impeding access, etc.)	60.49%	49
Financial barriers	27.16%	22
Transportation barriers	45.68%	37
Prejudice or harassment	19.75%	16
Lack of information	13.58%	11
Please describe the challenges faced:	12.35%	10
Total Respondents: 81		

Q20: What challenges have you or others with disabilities or aging-related challenges encountered to accessing businesses (restaurants, services, etc.)? (check all that apply)

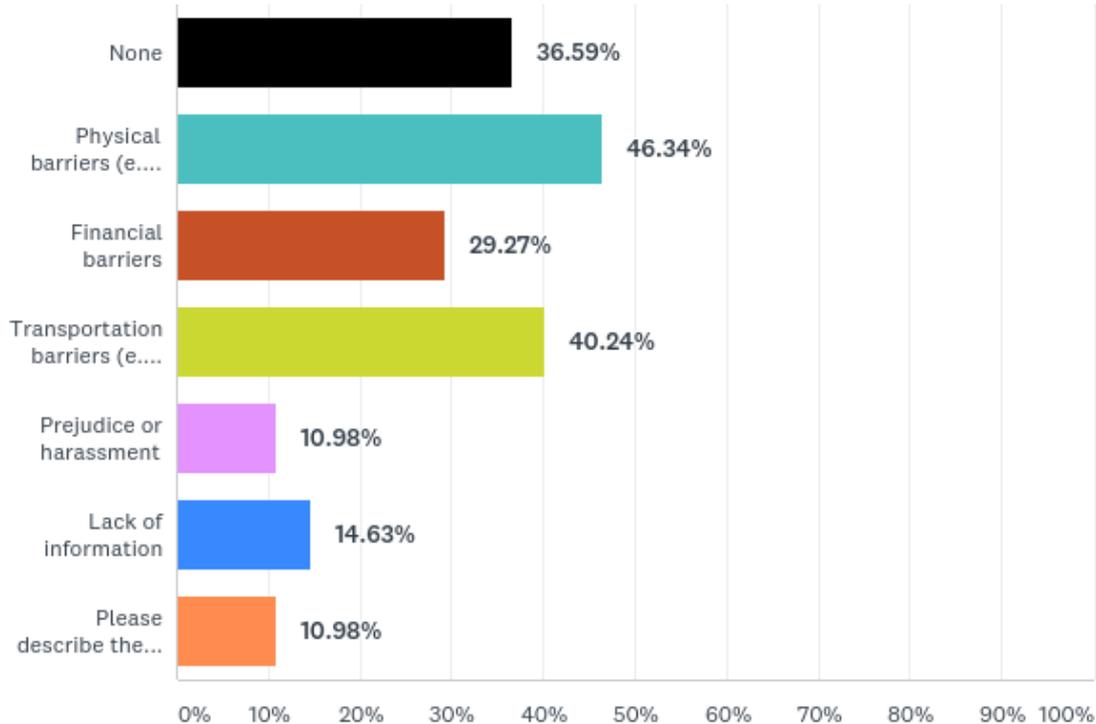
Answered: 81 Skipped: 22

Please describe the challenges faced

- Lack of accessible on-street parking; restroom are not accessible or blocked with storage items
- Either transportation or parking
- Prejudice. Especially getting 'overlooked' when it comes to getting seating in restaurants
- Hard to navigate to a business. I like Fruitvale; I buy things there. But it's sidewalks afterpart by the BART are awful.
- Lack of benches/rest stops except at bus stops
- Lack of parking close to destination
- Limited Accessible parking
- See comments above re: elevator timing and accessibility of restrooms/offices/entrances.
- Will need to work until age 75 , need health insurance for my family
- Many restaurants do not have designated disable sitting space and counters are too high.

Q21: What challenges have you or others with disabilities or aging-related challenges encountered to creating and expressing art (visual, performing, etc.), or participating in art-related business? (check all that apply)

Answered: 82 Skipped: 21



Q21: What challenges have you or others with disabilities or aging-related challenges encountered to creating and expressing art (visual, performing, etc.), or participating in art-related business? (check all that apply)

Answered: 82 Skipped: 21

ANSWER CHOICES	RESPONSES	
None	36.59%	30
Physical barriers (e.g. accessible studio space, performance space etc.)	46.34%	38
Financial barriers	29.27%	24
Transportation barriers (e.g. no accessible parking, sidewalks are blocked, etc.)	40.24%	33
Prejudice or harassment	10.98%	9
Lack of information	14.63%	12
Please describe the challenges faced:	10.98%	9
Total Respondents: 82		

Q21: What challenges have you or others with disabilities or aging-related challenges encountered to creating and expressing art (visual, performing, etc.), or participating in art-related business? (check all that apply)

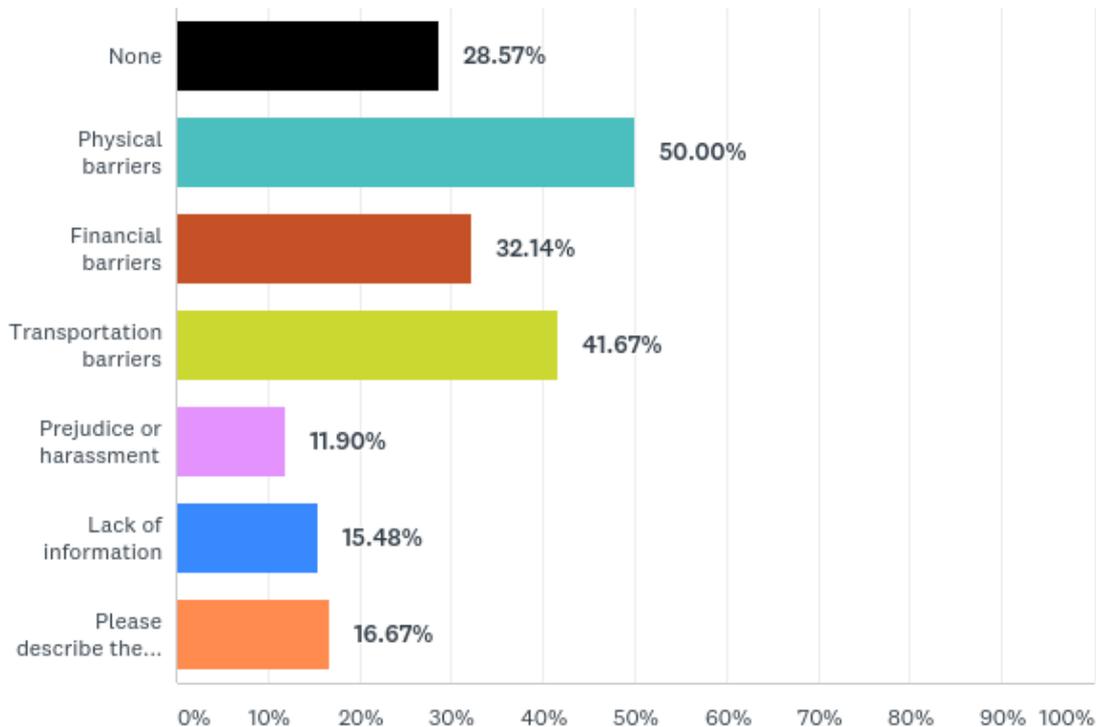
Answered: 82 Skipped: 21

Please describe the challenges faced

- Lack of handicap parking or it's too expensive
- Don't participate in the arts scene
- I don't learn about things until they are over.
- Lack of benches/rest stops
- Getting older means less earning power so starting a business that is a money loser like an art related business becomes more difficult.
- Limited accessible parking
- Dependable transportation
- Lack of nearby parking for my driver's car
- Accessible art spaces and studios that are affordable and available. Prices are too high.

Q22: What challenges have you or others with disabilities or aging-related challenges encountered to accessing arts, culture or entertainment? (check all that apply)

Answered: 84 Skipped: 19



Q22: What challenges have you or others with disabilities or aging-related challenges encountered to accessing arts, culture or entertainment? (check all that apply)

Answered: 84 Skipped: 19

ANSWER CHOICES	RESPONSES	
None	28.57%	24
Physical barriers	50.00%	42
Financial barriers	32.14%	27
Transportation barriers	41.67%	35
Prejudice or harassment	11.90%	10
Lack of information	15.48%	13
Please describe the challenges faced:	16.67%	14
Total Respondents: 84		

Q22: What challenges have you or others with disabilities or aging-related challenges encountered to accessing arts, culture or entertainment? (check all that apply)

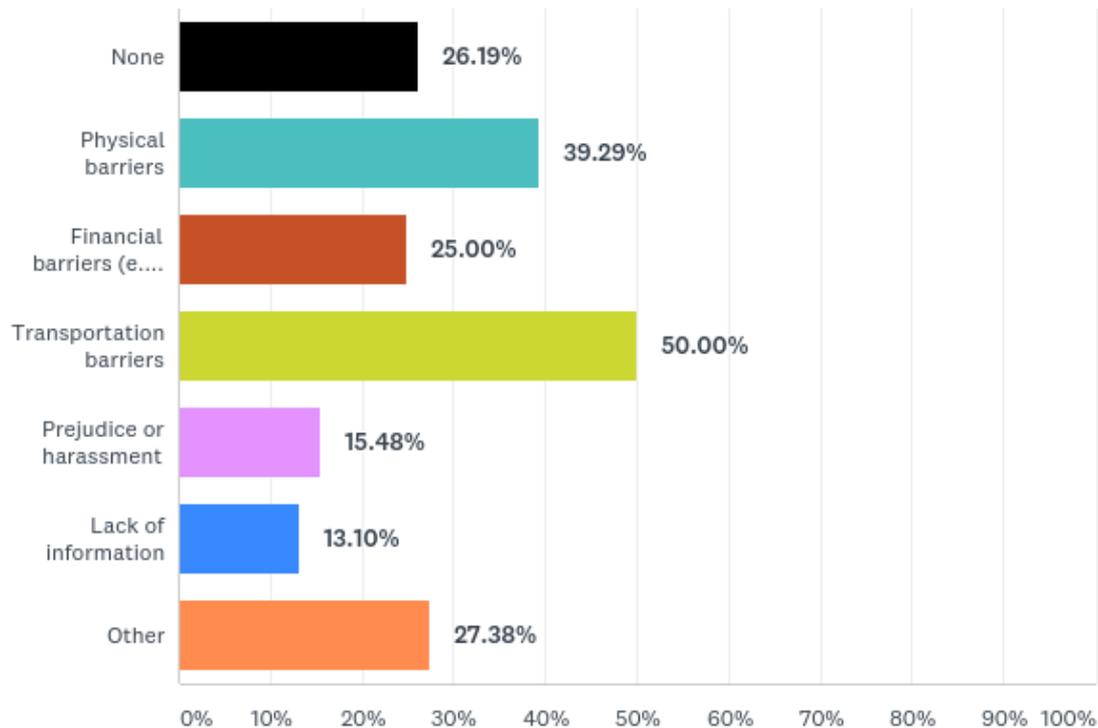
Answered: 84 Skipped: 19

Please describe the challenges faced

- City of Oakland buses need to have ADA Equipment
- I would like to engage in art / shows but they are expensive.
- Lack of accessible on-street parking
- Lack of handicap parking which is just as expensive as non-handicap
- Not convenient using public transportation to downtown. The NL bus doesn't go close enough to my place of work.
- Dont participate in the arts scene
- I don't drive & buses run less after dark
- Lack of benches/rest stops
- Less venues oriented to us old geezers.
- Limited accessible parking
- BART elevators are frequently out of service.
- Just negotiating tickets for the orderly [pca]
- Dependable transportation
- Lack of near by parking for my driver's car
- Is hard to know where and when things are happening

Q23: What challenges have you or others with disabilities or aging-related challenges encountered getting to and from downtown?

Answered: 84 Skipped: 19



Q23: What challenges have you or others with disabilities or aging-related challenges encountered getting to and from downtown?

Answered: 84 Skipped: 19

ANSWER CHOICES	RESPONSES	
None	26.19%	22
Physical barriers	39.29%	33
Financial barriers (e.g. cost of transit too high)	25.00%	21
Transportation barriers	50.00%	42
Prejudice or harassment	15.48%	13
Lack of information	13.10%	11
Other	27.38%	23
Total Respondents: 84		

Q23: What challenges have you or others with disabilities or aging-related challenges encountered getting to and from downtown?

Answered: 84 Skipped: 19

Please describe the challenges faced

- Construction on sidewalks/streets and poor quality of curb cuts or curb cuts that empty into traffic instead of the crosswalk.
- Curb ramps are not ADA compliant or missing; sidewalk is often damaged or has an uneven surface; this makes traveling at night dangerous.
- Parking for handicapped
- Very time consuming to get a bus to BART from my neighborhood. They don't run often enough and are not direct to BART.
- Proximity to public transit; unavailability of affordable parking
- Buses & BART run less on weekends & after dark.
- Low income, no extra money for activities.
- Lack of benches/rest stops
- Buses run too far apart during commute hours--18 min or more between 7-8am and 4:30-5:30pm to/from east side of Lake Merritt (E. 18th Street)
- None for me, others, even those younger I see struggling with transit. In my neighborhood getting downtown or anywhere is hard because there is no bus service at all after 4:30 and AC basically runs a school bus program. Runs are nearly non-existent midday. Ride sharing may be helping but ride share does not equal physical handicap type accessibility and Para transit stinks and only serves places with existing bus routes that does not include much of the hills where I live. I see seniors trapped in their homes.
- Limited accessible parking

Q23: What challenges have you or others with disabilities or aging-related challenges encountered getting to and from downtown?

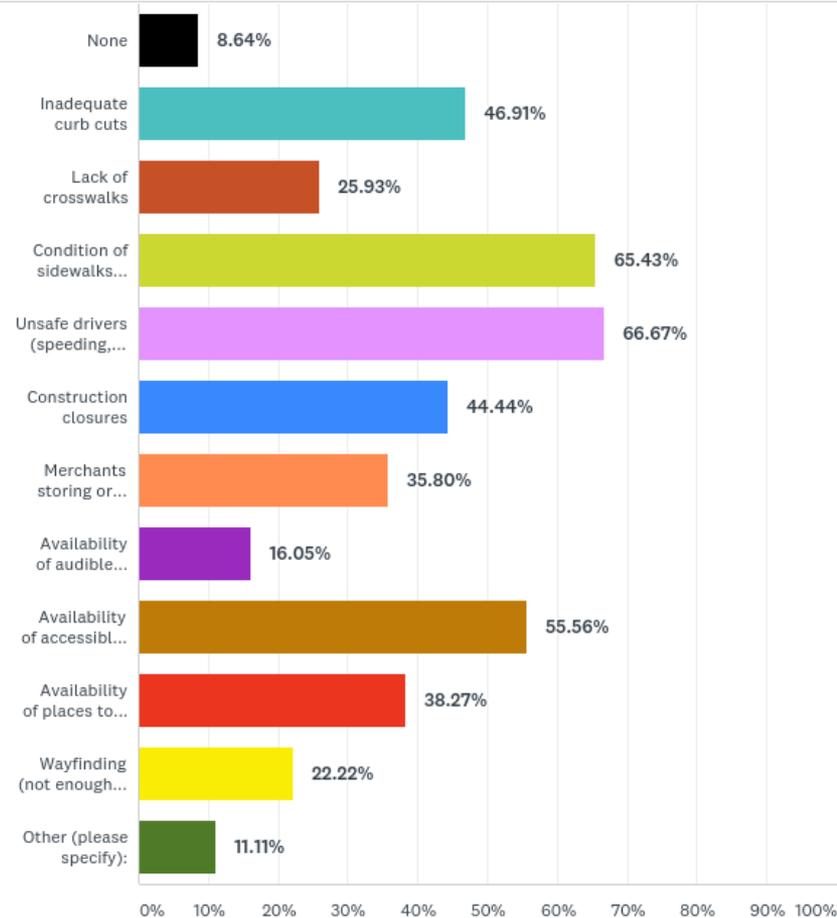
Answered: 84 Skipped: 19

Please describe the challenges faced (continued)

- BART elevators are frequently out of service, making certain BART stations inaccessible to individuals with physical disabilities that require elevator access.
- Traffic hazards
- Parking family van. I like AC transit
- Ride mainstream vehicles, too many transfers, long headways
- Cars parked in bike lanes, congestion and infrequent bus service
- Using public transportation safely
- If bus is full or ramp malfunctioning, then my mother has to wait for another bus
- BART won't install kickplate elevator buttons
- There are a ton of curb cuts in Downtown Oakland that aren't a DEA compliant, and that are truly terrifying for a wheelchair user to use. It's also really difficult to find van accessible parking, and I can't use most on-street parking because I can't deploy the lift on my van.
- Limited buses, unreliable paratransit, very few taxis
- East Bay Paratransit is inefficient and unreliable
- Lack of disabled parking near by parking for my driver's car

Q24: What sort of physical challenges do you or others with disabilities or aging-related challenges face getting around downtown streets? (check all that apply)

Answered: 81 Skipped: 22



Q24: What sort of physical challenges do you or others with disabilities or aging-related challenges face getting around downtown streets? (check all that apply)

Answered: 81 Skipped: 22

ANSWER CHOICES	RESPONSES	
None	8.64%	7
Inadequate curb cuts	46.91%	38
Lack of crosswalks	25.93%	21
Condition of sidewalks (cracks, raised slabs, missing slabs, etc)	65.43%	53
Unsafe drivers (speeding, blocking sidewalks, double-parking, etc.)	66.67%	54
Construction closures	44.44%	36
Merchants storing or unloading goods on sidewalk	35.80%	29
Availability of audible pedestrian signals	16.05%	13
Availability of accessible parking	55.56%	45
Availability of places to sit and rest	38.27%	31
Wayfinding (not enough signs or landmarks, signs confusing or hard to read, etc.)	22.22%	18
Other (please specify):	11.11%	9
Total Respondents: 81		

Q24: What sort of physical challenges do you or others with disabilities or aging-related challenges face getting around downtown streets? (check all that apply)

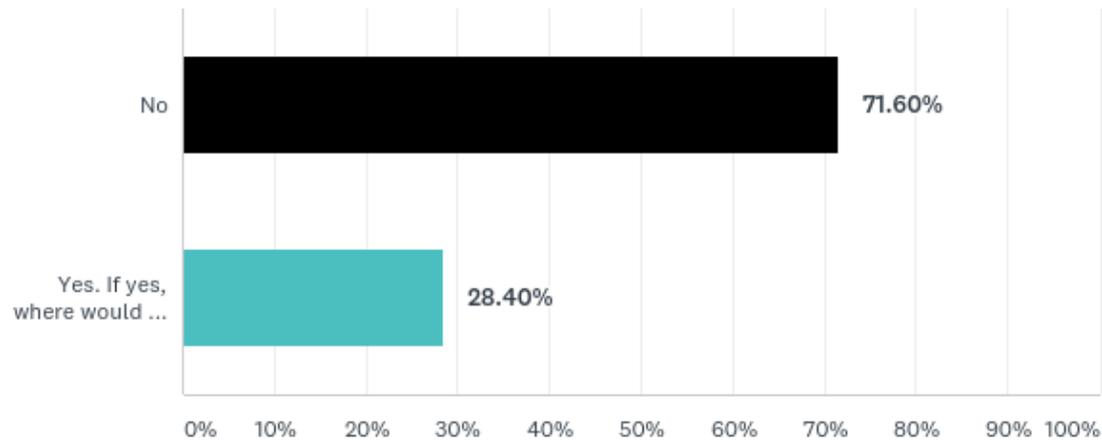
Answered: 81 Skipped: 22

Other

- Not really enough benches at too many AC Transit bus stops.
- Outdoor seating narrowing down the width of the sidewalk or encroach into the curb ramp area. single diagonal curb ramp makes it dangerous to cross the street, have to turn in the street; two directional curb ramps is better & safer.
- Uber blocking curbs & driveways
- Fact I cannot get around much after dark & on weekends adversely affects my social life.
- Personally I don't have much problems but I see others that do. Personally commuting I have to contend nearly daily with drivers of both trucks and cars blocking bicycle lanes where I am trying to use.
- Pavement in City Center area (shopping plaza) is dangerous when wet - have slipped and fallen more than once
- Lack of near by parking for my driver's car
- Signage in different languages

Q25: Are there places downtown Oakland where you would like to go but are unable to get to conveniently?

Answered: 81 Skipped: 22



Q25: Are there places downtown Oakland where you would like to go but are unable to get to conveniently?

Answered: 81 Skipped: 22

ANSWER CHOICES	RESPONSES	
No	71.60%	58
Yes. If yes, where would you like to go?:	28.40%	23
TOTAL		81

Q25: Are there places downtown Oakland where you would like to go but are unable to get to conveniently?

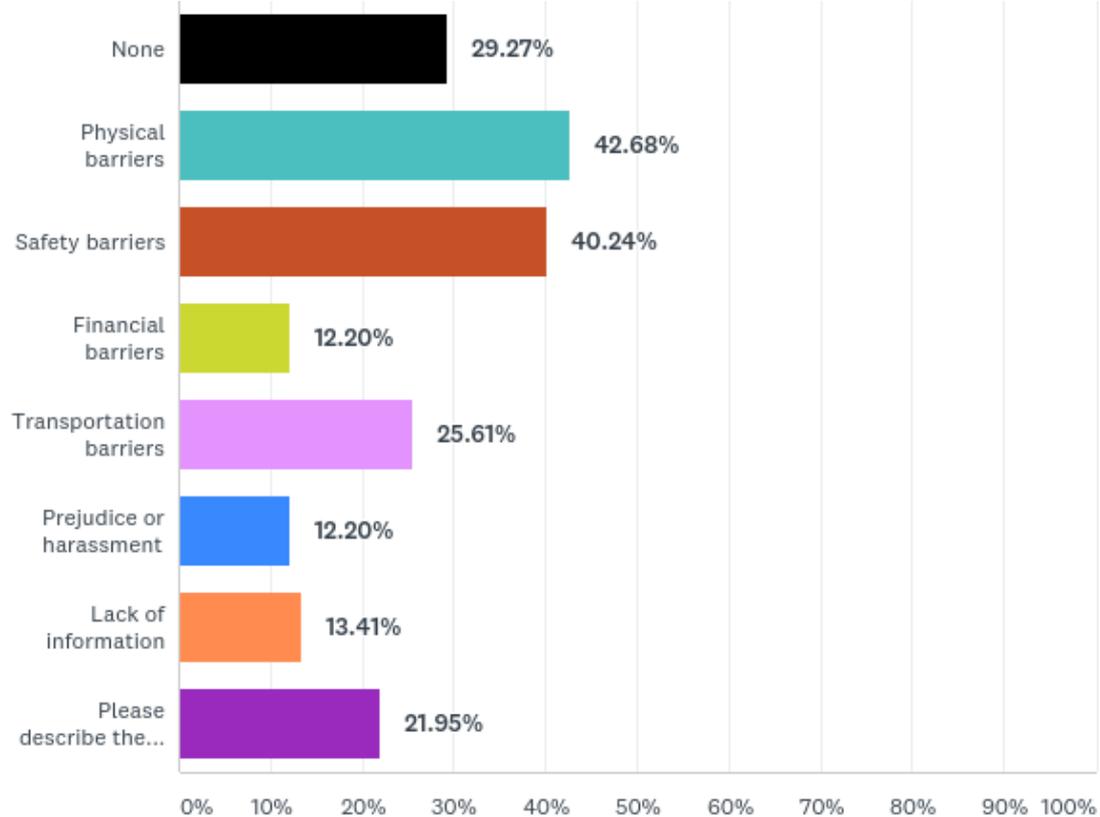
Answered: 81 Skipped: 22

If yes, where would you like to go?

- All over
 - Certain businesses such as Starline Social Club or others that are upstairs but don't have elevators
 - Everywhere
 - Regal cinema, restaurants, LGBT center
 - Traveling to Jack London Sq on Broadway is hazard by OPD and under the freeway; poor lightening, outdoor seating narrowing down the width of the sidewalk or encroach into the curb ramp area. single diagonal curb ramp makes it dangerous to cross the street, have to turn in the street; two directional curb ramps is better & safer.
 - City Hall/City Council Meetings
 - Library (from East Oakland); JL Square
 - Broadway
 - Every place is "inconvenient"
 - Probably but can't think of it at the moment
 - Around Lake Merritt
 - Chinatown. The curb cuts are either non-existent or terrifying
 - Hegenberger Rd from airport max at Coliseum
 - Parks and events
 - City Center above the 12th Street BART Station
 - Usually around construction sites, there is not a clear path for wheelchairs. Also, if you are coming from east Oakland there are many places where you have to get off the side walk to be able to continue across streets in a wheelchair and bus stops are too far away from each other.
-

Q26: What challenges have you or others with disabilities or aging-related challenges encountered to using public parks, plazas and other spaces? (check all that apply)

Answered: 82 Skipped: 21



Q26: What challenges have you or others with disabilities or aging-related challenges encountered to using public parks, plazas and other spaces? (check all that apply)

Answered: 82 Skipped: 21

ANSWER CHOICES	RESPONSES	
None	29.27%	24
Physical barriers	42.68%	35
Safety barriers	40.24%	33
Financial barriers	12.20%	10
Transportation barriers	25.61%	21
Prejudice or harassment	12.20%	10
Lack of information	13.41%	11
Please describe the challenges faced:	21.95%	18
Total Respondents: 82		

Q26: What challenges have you or others with disabilities or aging-related challenges encountered to using public parks, plazas and other spaces? (check all that apply)

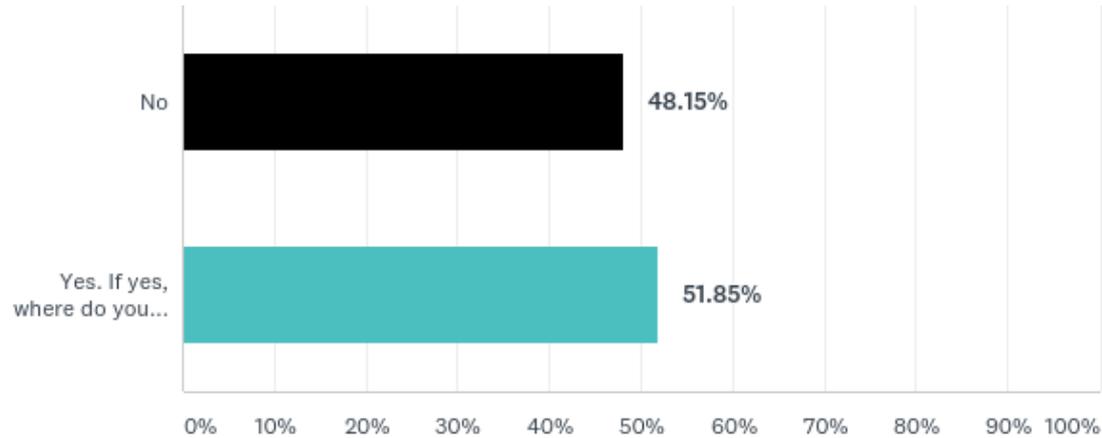
Answered: 82 Skipped: 21

Please describe the challenges faced

- Walking
 - Parking
 - Haven't tried
 - I don't go to the park at night. public restroom area is unclean and unsafe
 - These spaces are sometimes unclean or occupied by transients
 - crummy deteriorated sidewalks and paths
 - Allow dogs as Oakland has parks & places I would only feel safe at if I had a dog.
 - Homeless encampments taking over the area. I feel unsafe due to both unsanitary conditions and garbage and encounters with the homeless.
 - Lack of benches/rest stops
 - Harassed by homeless/street people
 - Intimidation by "users" of the parks on occasion. Lack of maintenance causing unsafe conditions or allowing ambush locations to exist, basic lack of CEPTD principals being used.
 - Pavement when wet keeps me from going to City Center plaza
 - Roots. On occasion. Slopes, steps
 - People sleeping on areas where they should not be
 - Many parks have encampments in them and are unsafe and littered (needles, etc.)
 - Homeless encampment in Lafayette Square Park impedes access to tot lot, benches, and open space
 - Lack of nearby parking for my driver's car
 - It would be helpful to have a map with parks that have accessible trails and facilities.
-

Q27: Are there places downtown or on your way downtown where you or others with disabilities or aging-related challenges feel unsafe?

Answered: 81 Skipped: 22



Q27: Are there places downtown or on your way downtown where you or others with disabilities or aging-related challenges feel unsafe?

Answered: 81 Skipped: 22

ANSWER CHOICES	RESPONSES	
No	48.15%	39
Yes. If yes, where do you feel unsafe?:	51.85%	42
TOTAL		81

Q27: Are there places downtown or on your way downtown where you or others with disabilities or aging-related challenges feel unsafe?

Answered: 81 Skipped: 22

If yes, where do you feel unsafe?

- Crossing stop lights
 - Finding parking
 - Most, vulnerability due to age.
 - Unlit Bus Stops, all of downtown after dark.
 - Where I live...! and wide--- downtown areas after dark.
 - 10th St, 11th St, 12th St.
 - Frank Ogawa Plaza
 - BART Stations
 - Grand Ave, evenings. My friend's car was broken in to.
 - Streets off Broadway behind city Hall and toward lake Merritt like near banks
 - Lake Merritt Bart areas
 - Chinatown
 - Walking around after dark, taking elevators
 - By the freeway underpass and on/off ramps; any where there is an outdoor seating narrowing down the width of the sidewalk or encroach into the curb ramp area. single diagonal curb ramp makes it dangerous to cross the street, have to turn in the street; two directional curb ramps is better & safer.
 - Vacant streets, near homeless encampments
 - On the cruddy deteriorating sidewalks, paths and streets
 - Bus stop shelters
-

Q27: Are there places downtown or on your way downtown where you or others with disabilities or aging-related challenges feel unsafe?

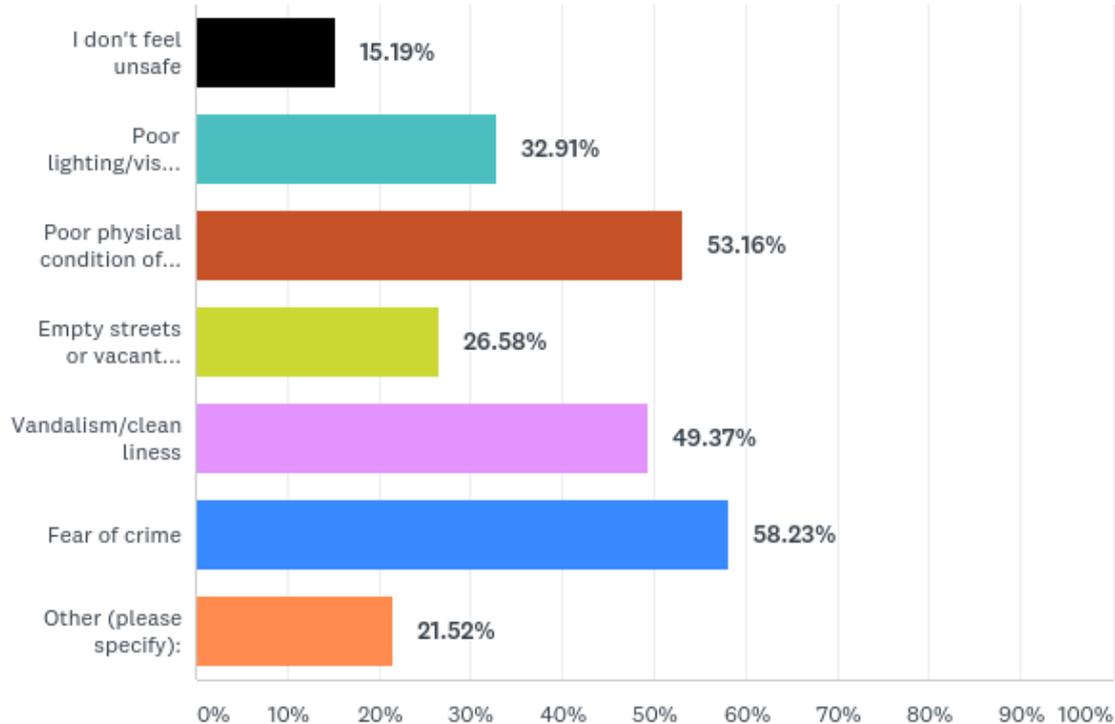
Answered: 81 Skipped: 22

If yes, where do you feel unsafe? (continued)

- Bus stop shelters
- There is too much crime and nuisance. It smells bad. The area is horrible for me to walk around.
- Riding public transportation;
- Lake Merritt
- Broadway: 11th & Broadway, 12th to 13th, 13th & Broadway, 14th & Broadway area, City Hall Plaza
- As a male, not so much where but when. Also, as a person who obviously has some means. After dark, off Broadway.
- Parks, due to drug activity and violence
- All locations at night
- Going through underpasses with large homeless encampments
- Depends on the day
- At night feel less safe but with more people downtown safer than it used to be.
- Franklin Street
- Bus stops, and certain corners downtown
- Sidewalks, streets - unsafe drivers, drug use and dealing, encampments blocking sidewalks, robberies
- Regular car crashes at the following intersections: 7th/MLK, 7th/Jefferson, 8th/Clay, 14th/Clay
- Corners
- Most areas at night. BART elevators are unsafe, dirty.
- Not because of my disabilities, just because there are dangerous areas of Oakland
- Parks and events
- Around homeless encampments and some areas in China town that do not have enough lighting.
- By construction sites that have blocked the sidewalk, making me roll in the street

Q28: If there are places downtown or on your way downtown where you or others with disabilities or aging-related challenges feel unsafe, why do you feel unsafe? (check all that apply)

Answered: 79 Skipped: 24



Q28: If there are places downtown or on your way downtown where you or others with disabilities or aging-related challenges feel unsafe, why do you feel unsafe? (check all that apply)

Answered: 79 Skipped: 24

ANSWER CHOICES	RESPONSES	
I don't feel unsafe	15.19%	12
Poor lighting/visibility	32.91%	26
Poor physical condition of streets or sidewalks	53.16%	42
Empty streets or vacant businesses	26.58%	21
Vandalism/cleanliness	49.37%	39
Fear of crime	58.23%	46
Other (please specify):	21.52%	17
Total Respondents: 79		

Q28: If there are places downtown or on your way downtown where you or others with disabilities or aging-related challenges feel unsafe, why do you feel unsafe? (check all that apply)

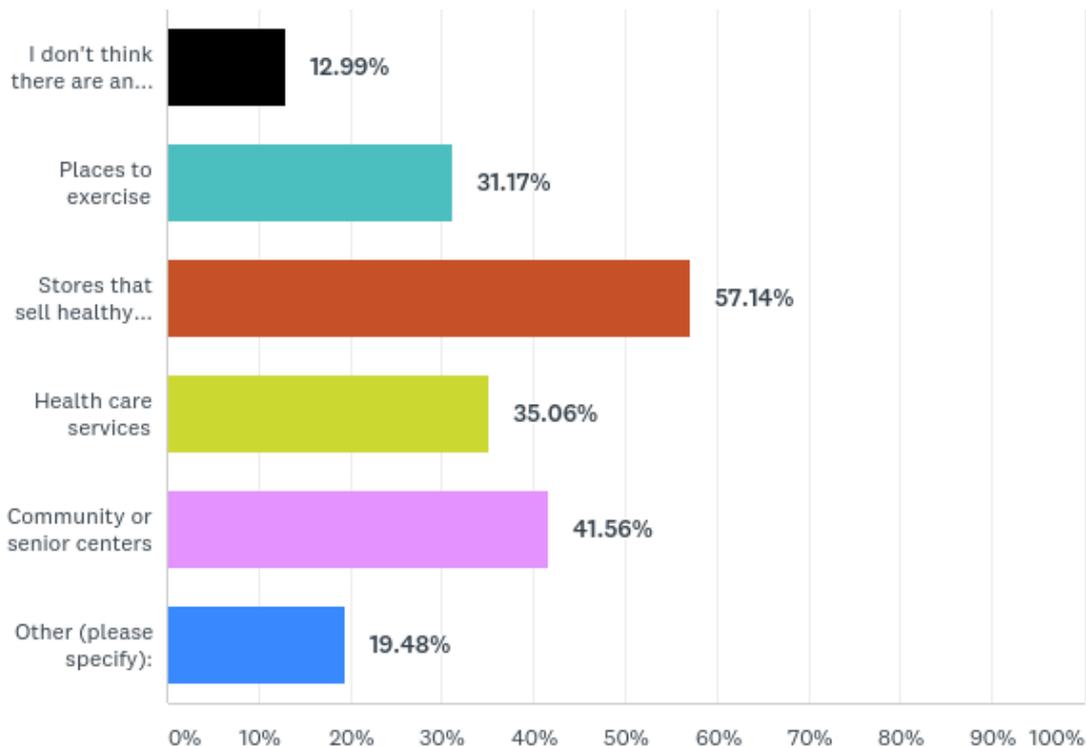
Answered: 79 Skipped: 24

Other

- Part of Harrison St.
- Beggars
- Harassment by loiterers (sexual, verbal) or shop keepers (discriminatory)
- Slope of streets
- Catcalling and rude commentary
- I use a cane this scares me a little about crime.
- Some of the areas are danger zones for me.
- People defecating in streets/urinating on buildings
- Homeless encampments
- Aggressive, angry homeless/street people
- Unsafe drivers on major corridors
- Too many homeless groups in the immediate areas
- Large groups hang out
- Traffic
- BART hold-ups stop me from exiting BART downtown
- I was assaulted downtown in broad daylight and the police never responded.
- Same young men hanging out for hours at 13th and Broadway

Q29: What resources downtown do you think are missing or inadequate that would help you or others with disabilities or aging-related challenges live healthier lives? (check all that apply)

Answered: 77 Skipped: 26



Q29: What resources downtown do you think are missing or inadequate that would help you or others with disabilities or aging-related challenges live healthier lives? (check all that apply)

Answered: 77 Skipped: 26

ANSWER CHOICES	RESPONSES	
I don't think there are any missing resources	12.99%	10
Places to exercise	31.17%	24
Stores that sell healthy food	57.14%	44
Health care services	35.06%	27
Community or senior centers	41.56%	32
Other (please specify):	19.48%	15
Total Respondents: 77		

Q29: What resources downtown do you think are missing or inadequate that would help you or others with disabilities or aging-related challenges live healthier lives? (check all that apply)

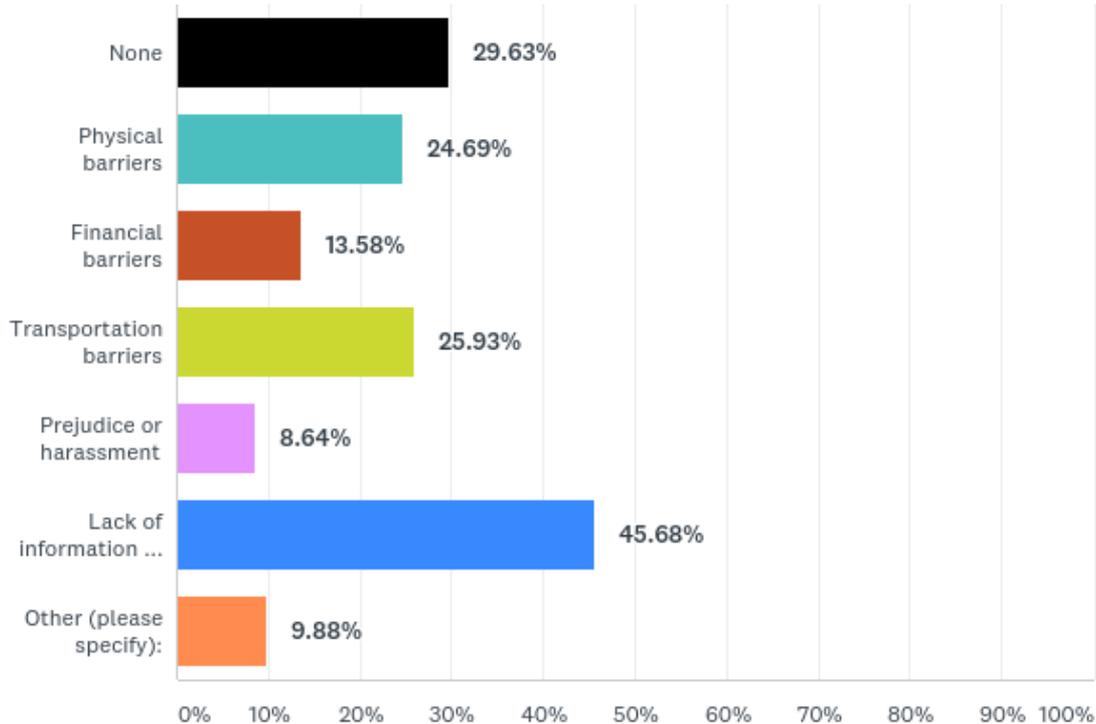
Answered: 77 Skipped: 26

Other

- Way more low-income senior housing!
- Safer, quieter areas.
- Rent-controlled accessible housing or more affordable accessible new housing.
- Social activities, physical activities, libraries
- Clean it up, better lighting on side streets, handicap parking
- Standard issue retail establishments--clothing, household goods, accessories, specialty shops, shoe stores, etc.
- More shuttles down main streets
- Flat and hilly areas to exercise with benches
- Clean and safe public areas just to relax & unwind
- From my perspective (not physically old, only partly deaf), not much. For others, we could always use more resources.
- No opinion
- I may just not know where they are because not yet a senior.
- Growth in the business sector
- Affordable Housing
- Adequate wages for IHSS workers
- Green spaces or rooftop gardens that are accessible and safe
- A map of accessible facilities and public building access would be helpful

Q30: What challenges have you or others with disabilities or aging-related challenges encountered to participating in the Downtown Oakland Specific Plan planning process? (check all that apply)

Answered: 81 Skipped: 22



Q30: What challenges have you or others with disabilities or aging-related challenges encountered to participating in the Downtown Oakland Specific Plan planning process? (check all that apply)

Answered: 81 Skipped: 22

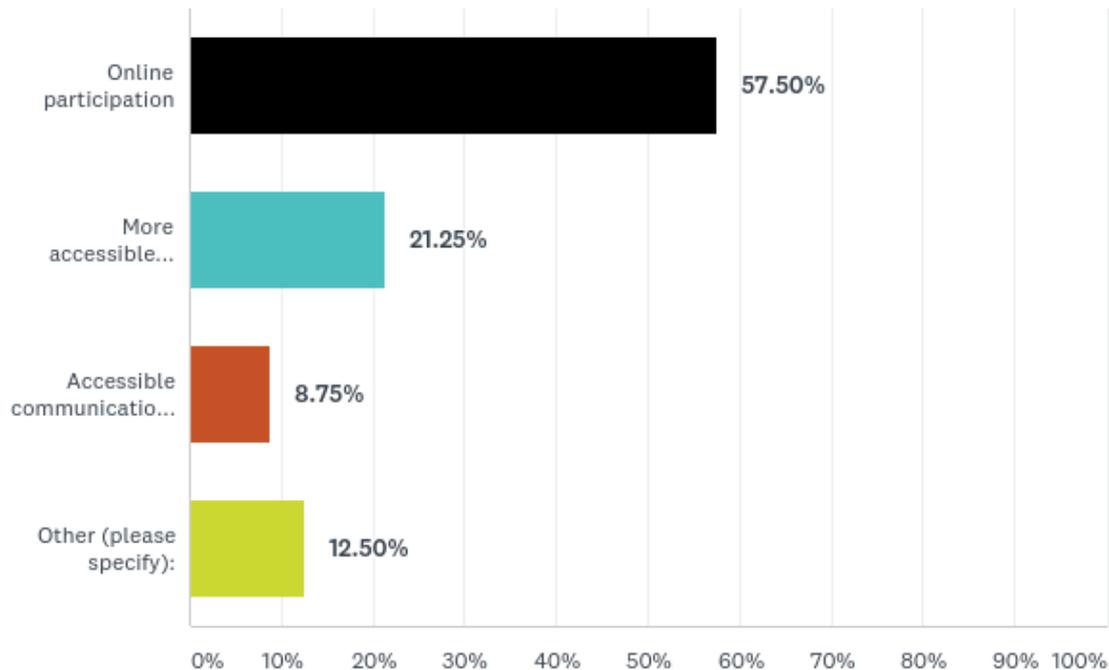
ANSWER CHOICES	RESPONSES	
None	29.63%	24
Physical barriers	24.69%	20
Financial barriers	13.58%	11
Transportation barriers	25.93%	21
Prejudice or harassment	8.64%	7
Lack of information or outreach	45.68%	37
Other (please specify):	9.88%	8
Total Respondents: 81		

Other

- Option to go with a group of like-minded Seniors/adults.
- Did not even know about DOSP until this survey :(
- Limited accessible parking
- Meetings are not well announced in disability-related channels. Meetings are an accessibility nightmare!! Awkward seating, paths of travel thru room. Food and info difficult or impossible to access.
- I found out about the meetings too late to participate

Q31: What would help you participate in the Downtown Oakland Specific Plan planning process? (check all that apply)

Answered: 80 Skipped: 23



Q31: What would help you participate in the Downtown Oakland Specific Plan planning process? (check all that apply)

Answered: 80 Skipped: 23

ANSWER CHOICES	RESPONSES	
Online participation	57.50%	46
More accessible meeting locations	21.25%	17
Accessible communication, including assistive listening systems, sign language, captioning, large font, written materials, etc.	8.75%	7
Other (please specify):	12.50%	10
TOTAL		80

Other

- All 3 options
- More accessible meeting location
- Accessible communication
- Call me or send a letter
- Downtown Oakland specific plan team losing the assumption that I am able to participate in 'mobile phone experiences' when it's apparent that luxury toys are not possible for my income level
- Limited accessible parking
- Hire disability access people to ensure access and outreach to the disability community.
- Information and outreach