



City of Oakland

Mayor's Commission on Persons with Disabilities (MCPD)

Monday, August 20, 2018

Minutes

- I. Call to Order at 5:33 p.m.
- II. Roll Call
 - 6 Commissioners present: Gregory, Harrington, Ryan, Sperling, van Docto, Young
- III. Public Comments
 - None
- IV. Agenda Modification and Approval
 - Motion to approve agenda: Gregory
Seconded by Harrington
Aye - 6: Gregory, Harrington, Ryan, Sperling, van Docto, Young
- V. Approval of July 16, 2018 Minutes
 - Chair Sperling made note of correcting “Motion to approve Agenda” to “Motion to approve Minutes”
 - Motion to approve minutes: Gregory
Seconded by Harrington
Aye - 6: Gregory, Harrington, Ryan, Sperling, van Docto, Young
- VI. Chair Report; *Frank Sperling, Chair*
 - The updated MCPD Strategic Plan update through June 30 is now on the City website.

VII. Commissioner's Announcements

- Commissioner Gregory updated his progress on Objective 5.1 of the MCPD Strategic Plan.
 - He was able to meet with Michelle Byrd, Director of Oakland Housing and Community Development, in order to advocate for use of Measure KK funds towards the Access Improvement Program and Residential Rehabilitation Program to reduce the long waiting lists.
 - Additionally, Commissioner Gregory advocated for creating a third program for renters to be able to apply directly for home modifications without permission from their landlords.
 - He read a letter he drafted on behalf of the MCPD to formally advocate for the above mentioned recommendations. The letter also invited staff from Housing and Community Development to present an update at November MCPD meeting.
- August 18, Commissioners Gregory and Garner represented MCPD at the second annual Faith and Disability Summit at Allen Temple Baptist Church.

VIII. Staff Updates and Announcements; *Anh Nguyen, ADA Programs Division Manager; Hoang Banh, Acting ADA Programmatic Access Coordinator*

A. Video Remote Interpretation (VRI)

- Ms. Banh updated that as part of the effort to fulfill the City's updated Effective Communications Policy, VRI is being rolled out to provide on-demand sign language interpretation at priority locations via video using a computer, laptop, or mobile device.

- VRI is now available to serve patrons at the Main Branch of Oakland Public Library via computer and the Housing Assistance Center via laptop.
- Oakland Police Department's Police Administration Building on 7th Street and Broadway is almost ready to launch VRI. They will be using iPads at the patrol desk and iPhones in the field, which are already issued to every patrol officer. Training will also be scheduled.
- Chair Sperling asked for clarification is about whether it is video chat software for sign language and if it is also available for other languages.
 - Ms. Banh responded that it is software similar to Skype through Purple Communications. It allows staff to connect to an operator on video who provides sign language.
 - As for spoken languages, Equal Access already provides on-demand phone access using Language Line.

B. Curb Ramps in Oakland Equity Indicators Report

- Mr. Nguyen updated that the Oakland Equity Indicators Report recently released by the Department of Race and Equity also included curb ramp data from ADA Programs Division.
 - Equity score for curb ramps: 49
- Commissioners inquired about how curb ramps were evaluated, how many curb ramps there are citywide, and if more funding is now available for improvements.
 - Mr. Nguyen stated that multiple criteria were considered in order to evaluate and color code a

curb ramp as green (compliant), yellow (needs further review), or red (non-compliant) on a map.

- Staff can provide the number of existing curb ramps at a future meeting. For now, we can say there are about 4,000 intersections in the city, and ideally, the goal is to have two curb ramps at every corner.
- Passage of Measure KK doubled curb ramp funding from \$900,000 to \$1.8 million per year.

C. ADA Self-Evaluation and Transition Plan (SETP) Update

- Ms. Banh provided an update on ADA grievances, which are now logged into the new BlueDAG software acquired as part of the SETP. The data being presented is for the last fiscal year to present: July 1, 2017 to August 17, 2018. Nearly half of the grievances are appeals of Residential Disabled Parking Zone (RDPZ) application denials.
 - Overall
 - Number of grievances: 43
 - Resolutions achieved: 35
 - Currently working to resolve: 8
 - Type
 - RDPZ appeal: 25
 - Sidewalk (2 sidewalk and curb ramp): 11
 - Curb ramp only: 2
 - Special Events: 2
 - Accessible parking (Parks and Recreation): 1
 - Accessible pedestrian signal: 1
 - Program (Parks and Recreation): 1
 - The map shows grievances distributed throughout the city. However, nearly half were in East

Oakland, and those were overwhelming RDPZ appeals.

- Commissioner Gregory asked whether a request for a blue zone is considered a grievance. Ms. Banh responded that it is a request for service. On a weekly basis, a constituent calls the ADA Division requesting a blue zone. Ms. Banh refers them to the Parking Division. If the Parking Division denies their blue zone application, then they can file an ADA Grievance to appeal the decision.
- Per Chair Sperling's inquiry, Ms. Banh confirmed that a grievance does not necessarily represent an instance of non-compliance because the appeal could have been rightly denied.
- Chair Sperling asked about average resolution time and the longest outstanding non-resolved complaint.
 - Mr. Nguyen stated that the grievance schedule requires 30 days to provide an update. That update usually includes next steps toward a workable solution in coordination with city staff. Grievances that take the longest to resolve involve coordination across multiple departments and/or outside agencies. For instance, one outstanding grievance involves both Caltrans and City of Oakland. After the 30-day update by formal letter, then the complainant receives follow up updates, ideally monthly.
- A public speaker, Marjorie, inquired about a mobile app to report issues.
 - Ms. Banh stated that the City of Oakland has upgraded their Call Center by updating software and adding staff. They are now

heavily marketing 311, which can be utilized to submit service requests as follows:

- Mobile app: Oak311
 - Email: oak311@oaklandca.gov
 - Website:
<https://www.oaklandca.gov/services/oak311>
 - Phone: 311 or (510) 615-5566
- Please note that grievances are a level beyond service requests.
- Helen Walsh encouraged more communication with communities and partnering with agencies to increase the number of grievances. She also noted a travel app that maps accessible restrooms.
 - Howard Tevelson inquired about use of VRI by patrol officers. Ms. Banh responded that training is being scheduled for police officers in the field to download and use VRI on their department issued iPhones.

IX. Downtown Oakland Specific Plan (DOSP); *Joanna Winter, Planner, Strategic Planning Division, Oakland Planning and Building Department*

- Ms. Winter stated that the DOSP started several years ago and will continue for several more years, including environmental review. After the last round of community meetings, staff received feedback that the process needs to include viewpoints of persons with disabilities.
 - She then pulled together a working group, which includes stakeholders from the disability community, including, Chair Sperling, ADA staff, and representatives of organizations advocating for and serving persons with disabilities.

- The working group created a survey to gather more data on persons with disabilities as it relates to Downtown Oakland. The working group distributed the survey in paper and online accessible formats through their networks. This included senior centers, Older Americans Month resource fair at City of Oakland, and organizations advocating for and serving seniors and persons with disabilities.
- A total of 103 surveys were completed. The survey focused on various challenges to using Downtown:
 - Housing and affordability
 - Arts and culture
 - Transportation and mobility
 - Public realm and safety
 - Health and sustainability
 - Participation in the process
- Ms. Winter presented charts of the survey results. She then stated that a summary and further analysis of the survey results will be available on the DOSP website at www.oaklandca.gov
- Moreover, a larger package of studies and initial strategies will also be published. They will help Strategic Planning staff and consultants develop the preliminary draft specific plan, which will be presented to the public and various commissions later this year.
- After an environmental review, the specific plan for Downtown will be adopted in about one to two years.
- Chair Sperling asked for a brief explanation of a specific plan and the purpose.
 - Ms. Winter clarified that a specific plan is the tool used to implement the City's general plan. Every city

and county jurisdiction has a general plan addressing the topics such as transportation and land use, which manifests in actual zoning, housing, health, and safety.

- This will be the first specific plan for Downtown. It will help us determine what changes to make to land use and zoning: where housing goes, what kind of housing, jobs, civic uses, arts and cultural use, how we foster the kind of community we want but also help include design guidelines for what it will look like on the street.
- It will help various departments, including Department of Transportation, in guiding their work in developing infrastructure for Downtown.
- Commissioner Gregory inquired about whether the disability community has been engaged with other specific plans.
 - Ms. Winter stated that other specific plans are already complete, so the plan for downtown is the first actively engaging stakeholders from the disability community.
 - Ms. Banh stated that ADA Division is engaged with Strategic Planning staff and their community partners in a planning effort in East Oakland under a climate change grant. Strategic Planning staff will inform ADA Division about future planning efforts as well.
- Commissioner Harrington commented that the responses to the surveys around transportation for persons with disabilities relate to the Telegraph Complete Streets and Lakeside Green Streets projects. He inquired what goes into design guidelines.
 - Ms. Winter stated that it is an opportunity from a higher-level planning perspective to better tackle some street specific issues that persons with disabilities have,

such as getting on and off the bus and facing barriers such as bike rack placement.

- A public speaker expressed thanks for the energy put in to the study. She also expressed concern for the low number of respondents, especially Chinese and Spanish speakers.
 - Ms. Winter responded that outreach was conducted in Chinatown but not necessarily to Chinese speakers with disabilities. There will be more outreach and meetings in this process, and there will be more opportunities to improve the process. Large format public meetings are not that inclusive. Thus, there will be more effort to go out to existing groups to meet the community where they already are.

X. Woodminster Amphitheatre ADA Improvements; *Lily Soo Hoo, Manager, Project Delivery Division, Oakland Public Works*

- Ms. Soo Hoo summarized the two phases of the improvements as follows:
 - The improvements at Woodminster Amphitheatre were required under a lawsuit settlement in about 2012, and they must be completed by December 21, 2018.
 - Phase one of the improvements involved accessible seating and parking for the upper amphitheater area. Phase one was completed in 2014 with funding of \$554,000.
 - Phase two was much more expansive and more challenging. The improvements entailed construction of wheelchair accessible seats and access improvements at the lower amphitheater parking lot that includes parking spaces, picnic area, with a path of travel. A new exterior restroom was also added to the project.

- As part of the City's fiscal year 2016-17 budget, City Council authorized one million dollars in general funds. Along with ADA Capital Improvements Project funds and an additional \$130,000 appropriation, the total budget for this project was \$1,347,000.
- A public speaker, Marjorie, asked about the distance from the accessible parking to the actual amphitheater. She further stated that not all persons with disabilities use wheelchairs and inquired about a vehicle such as a golf cart to transport people.
 - The original project manager is no longer with the City, so Ms. Soo Hoo estimated the distance to be 100 to 150 feet. She will inquire with Parks and Recreation staff about a cart for transport to and from accessible parking and the amphitheater.

XI. Senate Bill (SB) 1376 - Transportation Network Companies (TNCs): Accessibility for Persons with Disabilities;
Commissioner Thomas Gregory

- Commissioner Gregory provided the following summary:
 - SB 1376 proposes a five cent per ride tax for TNCs.
 - The tax would be collected by areas with boundaries determined by the Public Utilities Commission (PUC).
 - It has a sunset provision of January 1, 2026.
 - It will not require wheelchair accessible vehicles (WAV) service for TNCs. The goal is to provide an incentive for TNCs to provide WAV service.
- Multiple public speakers spoke in support of creating a sufficient incentive to improve the chances that TNCs can sustain WAV service. TNCs have tried in the past, but it did not last. It is time for legislation.
- Motion to approve MCPD endorsing SB 1376: van Docto
Seconded by Harrington

Aye - 6: Gregory, Harrington, Ryan, Sperling, van Docto, Young

XII. Future Agenda Items

- A. Objective 1.1: Accessibility in the Bike Share Program
- B. Objective 1.2: Disabled Parking Spaces and Abuse of Disabled Parking Placards
- C. Objective 1.3: Accessibility of Fixed-Route Transit Systems in Oakland
- D. Objective 1.4: Reliability and Customer Service of Paratransit Systems in Oakland
- E. Objective 1.5: Wheelchair Accessible Vehicles in the Taxi Program and Transportation Network Companies
- F. Objective 1.6: Oakland's Complete Streets Program
- G. Objective 2.1: Oakland Police Department Crisis Intervention Training (CIT)
- H. Objective 2.2: Oakland Fire Department, Emergency Management Services Division Overview of Methods for Addressing Access and Functional Needs During an Emergency and Natural Disasters
- I. Objective 3.1: Update on Community Outreach
- J. Objective 4.1: ADA Transition Plan, including Curb Ramp and Sidewalk Repair
- K. Objective 4.2: Equitable Prioritization of Measure KK Funds for Public Infrastructure Improvements
- L. Objective 5.1: Measure KK Funds for Home Modifications to Enhance Accessibility
- M. Objective 5.2: Identify and Reduce Number of Homeless Persons with Disabilities in Oakland

XIII. Adjourned at 7:27 p.m.