

City of Oakland

Mayor's Commission on Persons with Disabilities (MCPD)

Monday, July 15, 2019

5:30 p.m. – 7:30 p.m.

Sergeant Mark Dunakin Room, First Floor

One Frank H. Ogawa Plaza (City Hall), Oakland, CA 94612

Agenda

- I. Call to Order
- II. Roll Call
- III. Public Comments*
Any person may directly address the Commission on any items within the jurisdiction of this Commission. Speakers wishing to address a specific item on the agenda may do so at the time the item is being considered.
- IV. Agenda Modification and Approval
- V. Approval of May 20, 2019 Minutes (**Exhibit A**)
- VI. Chair Report; *Frank Sperling, Vice Chair*
- VII. Commissioner's Announcements
- VIII. Annual Report on Implementation of City of Oakland ADA Effective Communications Policy; *Karen Boyd, Citywide Communications Director (Exhibit B)*
- IX. Let's Bike Oakland – Bike Plan Update; *Lily Brown and Manuel Corona, Transportation Planners, Great Streets Division, Oakland Department of Transportation (OakDOT) (Exhibit C)*
- X. Staff Updates and Announcements; *Anh Nguyen, ADA Programs Division Manager*
 - A. ADA Anniversary
- XI. 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

XII. Adjournment

Note: The Commission May Take Action on Any Item on the Agenda

Public Comments: To offer public comments at this meeting, please register with Hoang Banh, ADA Programs Division Analyst, before the start of the MCPD meeting at 5:15 p.m. Please note that the MCPD will not provide a detailed response to your comments but may schedule your issue for a future meeting. The MCPD Public Comment period is limited to 15 minutes and each individual speaker is limited to 5 minutes. If more than 3 public speakers register, however, then each speaker will be limited to 3 minutes. If more than 5 public speakers register, then each speaker will be limited to 2 minutes. Exceptions to these rules may be granted at the discretion of the Chairperson.



This meeting is wheelchair accessible. To request ASL interpreting, materials in alternative formats, captioning or assistive listening device, or any other disability related accommodation, please email adaprograms@oaklandca.gov or call (510) 238-5219 (V) or 711 (California Relay Service) at least five (5) business days before the meeting. Please refrain from wearing scented products to this meeting so persons who may experience chemical sensitivities can attend. Thank you.

City of Oakland
Mayor's Commission on Persons with Disabilities (MCPD)
Monday, May 20, 2019
Draft Minutes

- I. Call to Order at 5:35 p.m.
- II. Roll Call
 - 7 Commissioners present: Lynne, Meshack, Meu, Nakamura, Ryan, Smith, Tevelson
- III. Public Comments
 - None
- IV. Agenda Modification and Approval
 - Motion to approve agenda without modification: Tevelson
Seconded by Meshack
Aye - 7: Lynne, Meshack, Meu, Nakamura, Ryan, Smith, Tevelson
- V. Approval of April 15, 2019 Minutes
 - Motion to approve minutes without modification: Tevelson
Seconded by Meshack
Aye - 7: Lynne, Meshack, Meu, Nakamura, Ryan, Smith, Tevelson
- VI. Chair Report; *Karen Nakamura, Chair*
 - Chair Nakamura updated that Commissioner Brandon Young can no longer fit MCPD in his schedule and has resigned. She expressed gratitude for his years of service to MCPD.
 - April 27, Chair Nakamura attended Walk MS at Lake Merritt. She spoke and conducted outreach on behalf of MCPD.
- VII. Commissioner's Announcements
 - Commissioner Tevelson updated regarding Objective 2.1: Oakland Police Department (OPD) policies concerning

persons with disabilities. He learned from Officer James Garcia in the Training Division that they do conduct a twenty-minute training in regards to persons with disabilities.

- Commissioner Smith shared an update related to Objective 5.2: homelessness and persons with disabilities. The current proposed budget includes funding for a Homeless Commission. If passed and created, then he would like to work closely with that new commission.

VIII. Chinatown Parking and Loading Zones; *Danielle Dai, Parking and Mobility Supervisor, Oakland Department of Transportation (OakDOT)*

- Ms. Dai presented the key parking and loading issues of accessibility, safety, and parking availability.
- She then presented proposed curb regulations, including the following two most anticipated changes:
 - Increasing blue zones from 3 to 28
 - Creating combined commercial loading/metered zones (commonly seen in San Francisco and Berkeley):
 - 7:00 a.m. – 10:00 a.m. commercial parking
 - Regular metered parking the rest of the day
- Timeline to implement:
 - New signs for parking at curbs will be installed in late summer/early fall
 - Followed by disabled parking placard abuse stings
 - Wayfinding signage to Pacific Renaissance Plaza parking garage will also be installed to encourage those who park for hours to use the garage

IX. Adaptive Bike Share Pilot Program; *Kerby Olsen, Shared Mobility Program Coordinator, OakDOT*

- Mr. Olsen provided the background on the grievance that sparked the process leading to the development of the Adaptive Bike Share Pilot Program.

- The process included a survey with the following results:
 - Preference for recreation and exercise use
 - Preference for rental service with staff present
 - Three-wheel trike, hand cycle and side-by-side tandem preferred
 - Preference for off-street trails
 - Support for both Lake Merritt and Jack London Square
 - Ambivalence about integrating with “look and feel” of Ford GoBike
 - Other needs: storage for mobility device, help transferring
- Pilot proposal:
 - Funded by Lyft/Motivate
 - Operated by Bay Area Outreach and Recreation Program (BORP) through contract with Motivate
 - Eight adaptive bikes
 - Duration: One hour with extension possible
 - Every weekend between spring 2019 and winter 2019 with weekday opportunities
 - Online reservations and walk up if available
- After evaluating positives and negatives of various sites at and around Lake Merritt and Jack London Square, the preferred site was the Lakeshore Avenue cul-de-sac.
- Next steps:
 - Evaluate user experience through “after survey” and focus group
 - Test out a few alternative sites
 - Continue outreach and public communication
 - Work with Alta Planning and Design to make recommendations for a permanent program

X. Staff Updates and Announcements; *Anh Nguyen, ADA Programs Division Manager*

A. Woodminster Amphitheatre Settlement for Assistive Listening Devices

- There has been a second settlement regarding an ADA violation at Woodminster Amphitheatre. This time in the amount of \$40,000 for lack of an assistive listening system and devices.
- Additionally, ADA Programs Division has been without a Programmatic Access Coordinator for a year and a half.

B. Proposed ADA Programs Division Operating Budget Fiscal Years 2019-21

- Mr. Nguyen compared key items related to ADA Programs Division as follows:
 - In the 2017-19 adopted budget (Exhibit D-1), ADA Programs Division was visible on the OakDOT organizational chart as a service area. Additionally, the same page showed a decrease in the adopted budget for ADA: \$753,933 in 2017-18 to \$719,959 in 2018-19.
 - In the 2019-21 proposed budget (Exhibit D-2), ADA Programs Division is no longer visible on the OakDOT organizational chart as a service. Moreover, the line item for ADA Programs Division budget is no longer available. Instead, the division and its budget has been absorbed into the Administration service area.
 - For the Capital Improvement Program (Exhibit D-3), ADA Programs Division is proposed to continue receiving \$252,000 per year for on-call projects.
 - Chair Nakamura and Commissioner Smith will connect with Vice Chair Sperling to write a letter on behalf of MCPD to City Council members expressing their concern of the impacts of the proposed budget and reorganization of ADA Programs Division.

XI. 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
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XII. Adjourned at 7:37 p.m.

EXHIBIT A.1 for Attachment to Minutes of Event Date
City of Oakland Mayor's Commission on Persons with Disabilities
Meeting for May 20, 2019

COMMISSIONERS ROLL CALL

Quorum Established: Yes							
Number Voting Members Present: 7	Present	Excused Late	Arrive Late	Leave Early	Absent	Excused	Non-voting status
Chairperson Karen Nakamura	X						
Vice Chair Frank Sperling					X	X	
COMMISSIONERS							
Sarah Garner					X	X	
Thomas Gregory					X	X	
Marjorie Lynne	X						
Daryl Meshack	X						
Lester Meu	X						
Karina Ryan	X						
Noah Smith	X						
Howard Tevelson	X						
Vacant							
Staff: Anh Nguyen, ADA Programs Manager Hoang Banh, ADA Program Analyst							
Interpreters: none							

EXHIBIT A.2 for Attachment to Minutes of Event Date

SIGN IN SHEET

**Mayor's Commission on Persons with Disabilities
Meeting for May 20, 2019**

**Subscribe to
MCPD Notices
(Y/N)**

Name Agency Email Phone Address

Helen Walsh

Thomas Cloyd, tccloyd@gmail.com, Y

Andy Campbell, Oakland Bicyclist and Pedestrian Advisory Commission (BPAC), andygc1x@gmail.com

Key Parking & Loading Issues

停車與裝卸貨的主要問題

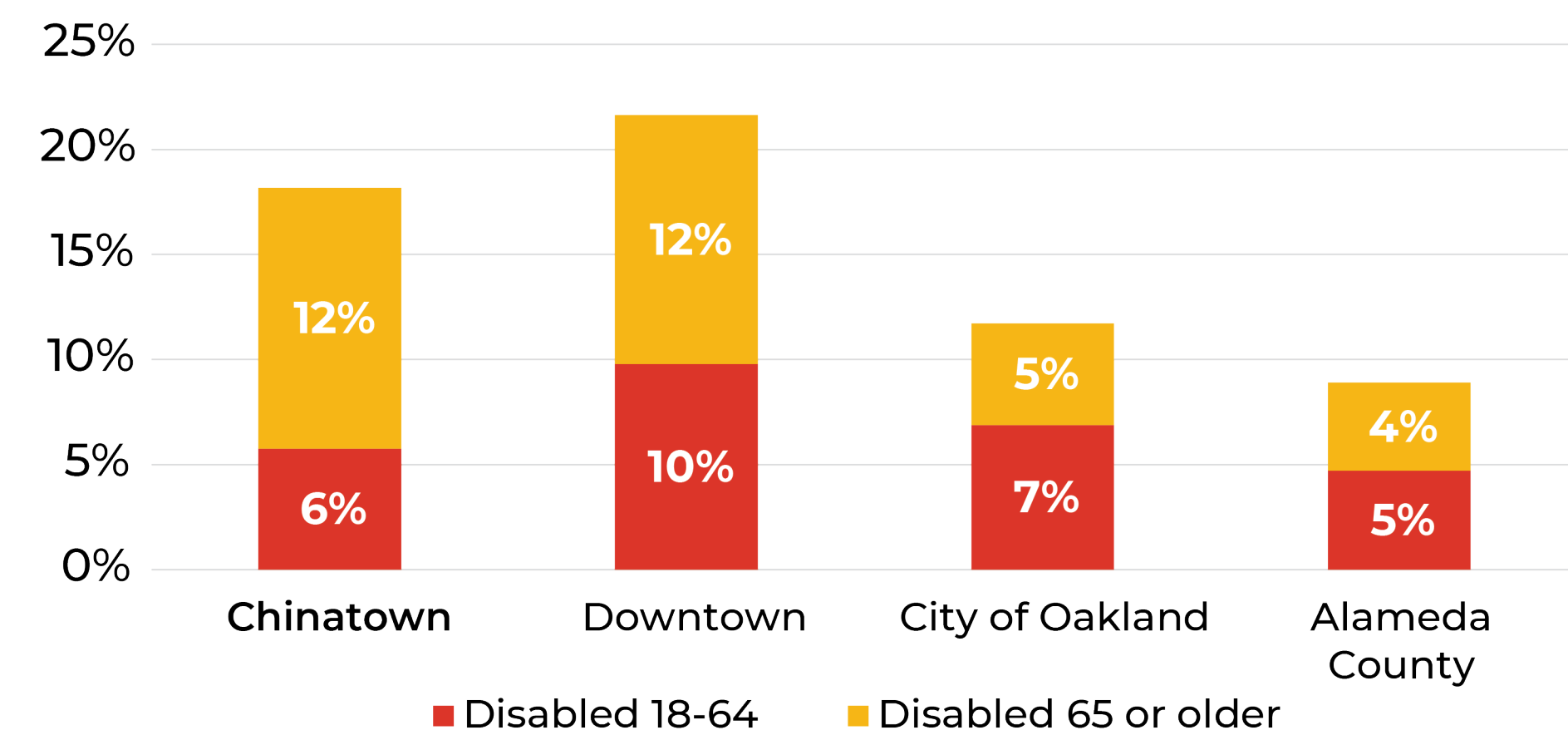
Accessibility 無障礙環境

Chinatown has a large disabled and senior population with accessibility concerns. The neighborhood's estimated disabled population is 18% compared to 12% citywide and 9% countywide. It is important that new curb regulations improve accessibility for these community members.

華埠有大量殘障和老年人口，他們都有行動不便的問題。這個社區估計殘障人口比例高達 18%，而全市平均為 12%、全縣為 9%。新實施的路邊停車規定可改善這些社區成員的行動不便問題。

Disabled Population Characteristics 殘障人口特性

Disabled Population*	Total Disabled	Disabled 18-64	Disabled 65 or older
殘障人口*	總殘障人口	18-64 歲殘障者	65 歲以上殘障者
Chinatown 華埠	18%	6%	12%
Downtown Oakland 屋崙 (奧克蘭) 市中心	22%	10%	12%
City of Oakland 屋崙 (奧克蘭) 市	12%	7%	5%
Alameda County 阿拉米達縣	9%	5%	4%



*Percentages taken from Census block group population.

*百分比取自人口普查區組資料。

Source: U.S. Census. ACS 5-year Estimates (2012-2016).

Safety 無障礙環境

Chinatown has made progress in improving safety for its residents and visitors on foot. Since the introduction of pedestrian scrambles (diagonal crosswalks at intersections along 8th and 9th Street, there has been a decrease in vehicle collisions with pedestrians.

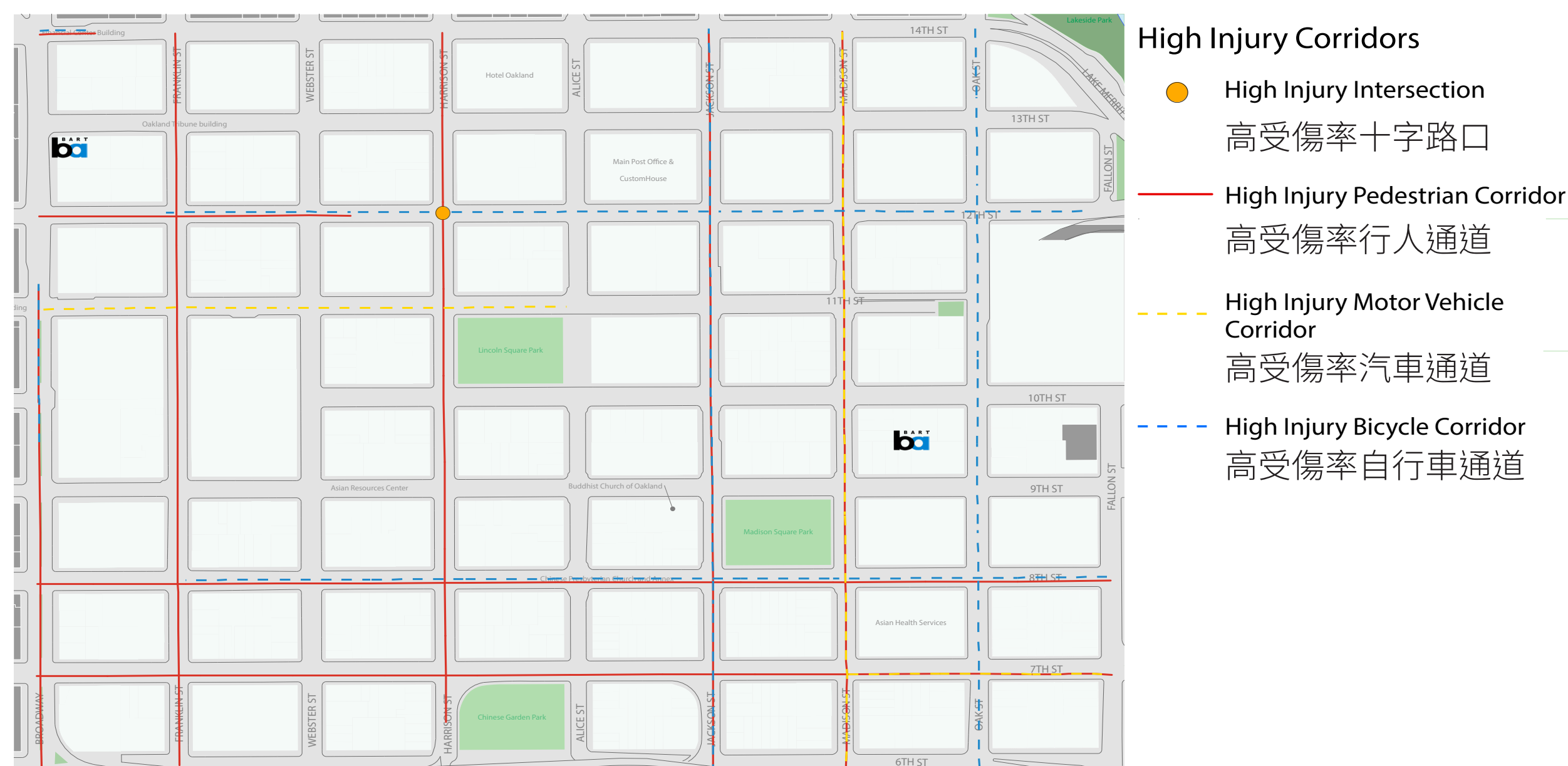
華埠在改善居民和遊客步行安全方面已有進步。自從在 8 街和 9 街沿線交叉路口導入行人專用時相 (交叉行人穿越道) 後，車輛撞到行人的次數就有所下降。



However, there is still work to be done throughout Chinatown to improve safety. Out of the approximately seven miles of road in Chinatown, four miles are classified as High Injury Corridors for Pedestrians.

但是華埠還是需要努力提高行人安全。在華埠大約七英里的道路中，有四英里被歸為行人高受傷率通道 (High Injury Corridors for Pedestrians)。

High Injury Corridors in Chinatown 華埠的高受傷率通道



Source: OakDOT 2018 High Injury Network. Based on data from 2012-2016 Statewide Integrated Traffic Records System (SWITRS).

Parking Availability 停車位供應情形

During busy periods, parking can be hard to find. Although there are 17 parking lots, off-street prices and proximity are generally not competitive with on-street parking meters. Limited parking availability is a problem because it makes it more difficult for visitors to access businesses and encourages drivers to double park or misuse loading zones. This may also contribute to safety concerns.

停車位在尖峰時段一位難求。雖然非路邊停車位有 17 個，但是非路邊停車的費率和位置便利性，通常都無法和路邊停車計費錶相提並論。停車位有限是個大問題，因為遊客無法前往商家消費，也使得併排停車或濫用裝卸貨區的駕駛人增加，更可能造成安全問題。



Misuse of disabled parking placards is also a major issue. When drivers use disabled parking placards to park for free but ignore time limits, it reduces parking availability for other drivers who may also be disabled and prevents businesses from having more customers.

濫用殘障停車證也是個大問題。駕駛人使用殘障停車證免費停車但超過時間限制時，不但讓其他殘障駕駛人無位可停，也讓商家的客人減少。

Curb Regulations 路邊停車管制

Proposed Curb Regulations 路邊停車管制提議

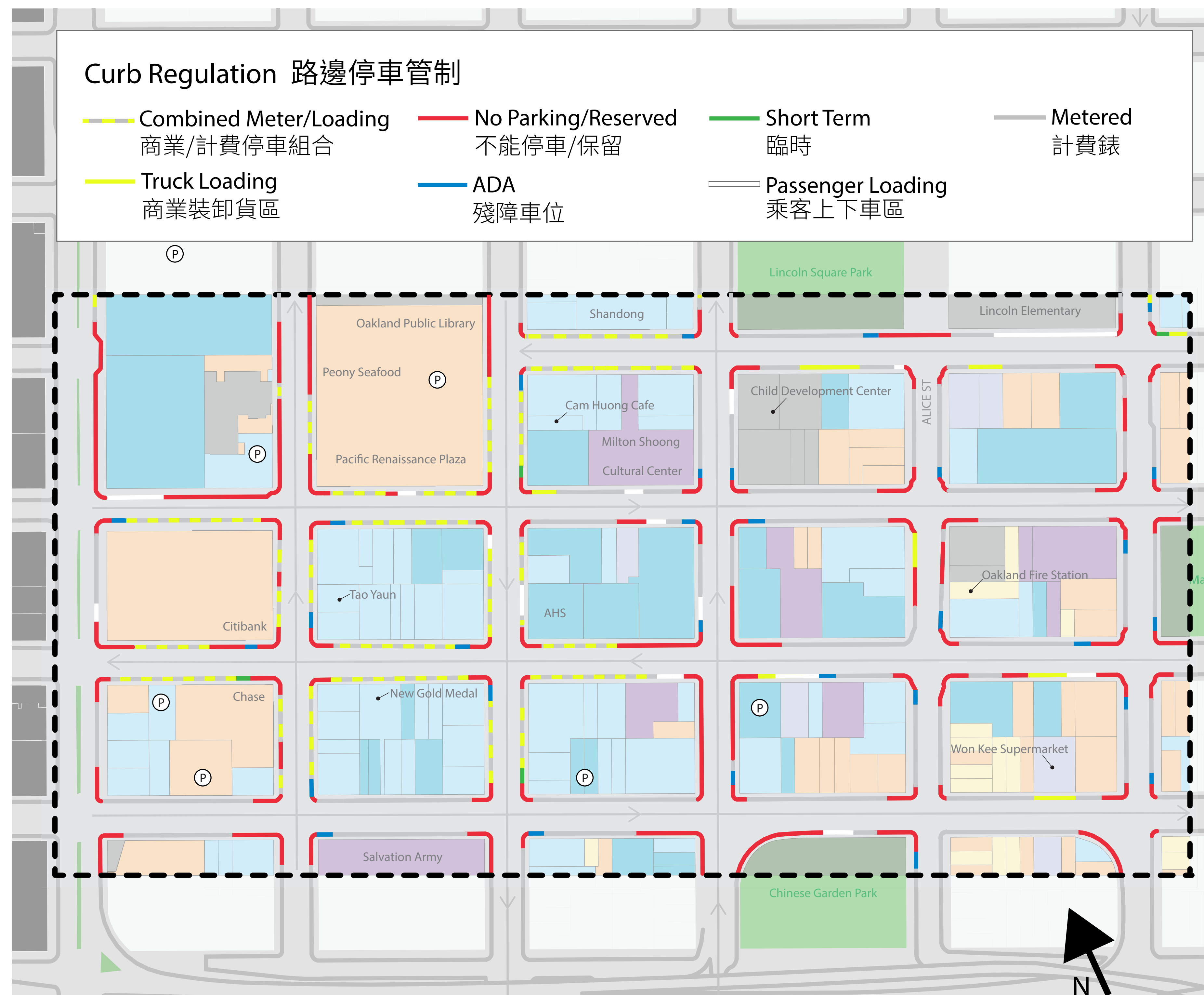
The City proposes regulating all parking spaces that are currently unregulated in the pilot area. While the majority of curb spaces are currently metered parking only, proposed regulations will convert some of these to combined commercial/metered parking to address key issues around 8th and 9th Street. The number of existing ADA or blue curbs is very low considering the high proportion of residents that are disabled and/or above the age of 65. Proposed regulations will increase ADA accessibility by adding 25 blue curb spaces in the pilot area.

市府建議試辦區域內現時沒有時間限制的停車位設定時間限制。現時大多數路邊停車位屬於計費停車位，提議將其中一些轉換為商業/計費停車組合，以解決第8街和第9街附近的關鍵問題。考慮到殘障人士和/或65歲以上的居民比例較高，現有的殘障(ADA)或藍色路邊的數量非常少。提議辦區域增加35個藍色路邊停車位來增加ADA的可達性。

Existing vs. Proposed Curb Regulations

現有管制 對比 提議路邊停車管制

Curb Regulation 路邊停車管制	Pilot Area Existing 現有辦區域	Pilot Area Proposed 提議辦區域
Combined Commercial/Metered 商業/計費停車組合	0	167
Meter 計費錶	321	276
Unregulated 無管制	98	0
Commercial (Yellow) 商業裝卸貨區 (黃色)	64	14
Passenger Loading (White) 乘客上下車區 (白色)	21	22
Short-Term (Green) 臨時 (綠色)	1	3
ADA (Blue) 殘障車位 (藍色)	3	28
Special Use/Reserved 特殊用途/保留	10	10
Total Spaces 合計	518	520



CITY OF OAKLAND

ADA PROGRAMS DIVISION

Subject: **ADA Effective Communications Policy**
Effective Date: September 1, 2017
Supersedes: City Web Site Access Policy, July 1, 2009
Responsible Departments: ADA Programs Division
Chief Information Officer
Citywide Communications Director

I. Policy

The City of Oakland shall ensure that it complies with all applicable provisions of Title II of the Americans with Disabilities Act of 1990 (ADA) protecting the civil rights of persons with disabilities in state and local government services, and that all its programs, activities and services, when viewed in their entirety, are readily accessible to and usable by individuals with disabilities. Consistent with this policy, all City communications shall be as effective for individuals with disabilities so that they derive the same result, benefit, or level of achievement in City programs, activities, and services as provided to persons without disabilities. All communications, web and non-web based, shall be designed to be accessible to users with disabilities in conformance with the Web Content Accessibility Guidelines 2.0, Level AA or above (WCAG 2.0 AA+) and so that that all people, regardless of their physical, sensory, or cognitive differences, shall have access to the City's electronic and other communications and related services.

II. Definitions

- A. Communications is to be defined broadly for purposes of this Policy to include but not be limited to the following:
1. Web content
 2. Non-web content and software
 3. Electronic and paper documents
 4. In-person and virtual meetings
 5. Phone and in-person communications
 6. Special events
 7. E-mail
 8. Video
 9. Audio
 10. Text
 11. Images
 12. Signage
- B. Effective Communications as provided by the Americans with Disabilities Act is defined as communications that allow individuals with disabilities to receive an equal opportunity to derive the same result, benefit, or level of achievement when

participating in City programs, activities, and services as provided to persons without disabilities, and includes the provision of information in alternative formats and Auxiliary Aids and Services.

C. Alternative Formats include but are not limited to the following:

1. Large Print
2. Braille
3. Recorded audio in lieu of print materials
4. Captioning of live or recorded video
5. Sign Language for meetings, in-person or phone communications
6. Video transcripts
7. Print in lieu of electronic versions of forms
8. Electronic in lieu of print versions of forms
9. Text to describe images
10. Images to describe text content

D. Auxiliary Aids and Services are services, equipment, devices, and actions that are required to afford an individual with a disability an equal opportunity to participate in and enjoy the benefits of a service, program, or activity of the City. Includes but is not limited to provision of qualified interpreters in person or via Video Remote Interpreting, assistive listening devices, captioning, qualified readers, and information in alternative formats. The ADA Programs Division administers a centralized Auxiliary Aids and Services Program that arranges for sign language interpreters, captioning, Braille, and text to audio transcription upon request by City Departments for programs, activities, and services offered to the public.

E. Video Remote Interpreting (VRI) is a service that uses video conference technology over dedicated lines or wireless technology offering high-speed, wide-bandwidth video connection that delivers high-quality video images pursuant to Title 28 of the Code of Federal Regulations section 35.160(d). VRI services are available at select high in-person public contact locations Citywide and are administered via the ADA Programs Division's centralized Auxiliary Aids and Services Program. VRI is not a substitute for in-person sign language interpretation services and is used only for brief, routine, non-complex and emergency communications when an in-person interpreter cannot be timely secured.

F. California Relay Service is also known as the Telecommunications Relay Service (TRS) and is funded by the Federal Communications Commission. It is accessed by dialing "711." TRS uses operators, called communications assistants (CAs), to facilitate telephone calls between people with hearing and speech disabilities and other individuals. A TRS call may be initiated by either a person with a hearing or speech disability, or a person without such disability. When a person with a hearing or speech disability initiates a TRS call, the person uses a teletypewriter (TTY) or other text input device to call the TRS relay center, and gives a CA the number of the party that he or she wants to call. The CA places an outbound traditional voice call to that person, then serves as a link for the call, relaying the text of the calling party in voice to the called party, and converting to text what the called party voices back to the calling party.

The CA will generally begin the call with "Hello. This is the relay service..." The ADA and this Policy require that such calls are answered in the same manner as any other phone call.

- G. WCAG 2.0 AA+ refers to the Web Content Accessibility Guidelines (WCAG) 2.0 developed by the Worldwide Web Consortium's Web Access Initiative, and covers a wide range of recommendations for making Web content more accessible. Levels of conformance range from A to AAA, with AA being the generally accepted standard for municipalities for purposes of complying with Title II of the Americans with Disabilities Act. The higher the conformance level the higher the number of WCAG success criteria that is met. This Policy adopts conformance level AA or above for the City of Oakland.

III. Responsible Parties

- A. The City Administrator ultimately enforces citywide compliance with this policy, and as consistent with Administrative Instruction 123.
- B. The Citywide Communications Director is responsible for establishing and implementing workflows for reviewing website design and content, electronic content management standards (web and non-web based), style guidance, tools, and templates to assist content authors comply with this Policy. Workflows will at a minimum be designed to ensure all Citywide electronic communications and applications are routinely reviewed for conformance to this policy before going live.

The Citywide Communications Director shall designate one or more Departmental Access Coordinators pursuant to Administrative Instruction 123 as responsible for conducting or coordinating this review. In addition to these routine reviews, the Citywide Communications Director, in coordination with the City ADA Coordinator and the Mayor's Commission on Persons with Disabilities, is required to conduct an annual audit of the City website and applications for conformance with this policy and report on progress towards full compliance, as described under VI. Procedures, below.

- C. The City Clerk is responsible for establishing and implementing workflows for providing documents, KTOP broadcast and archived video, legislative information, board and commission applications and web content, and other communications with the public in conformance with the policy, including the provision of captioning for televised Council and board and commission meetings.
- D. The City ADA Coordinator in the ADA Programs Division, under the direction of the City Administrator is responsible for developing and updating this policy, supporting staff training efforts, administering a centralized Auxiliary Aids and Services Program, and reviewing grievances by the public about failure to conform to this Policy.
- E. Departmental Access Coordinators (DACs) are responsible for providing technical assistance and facilitating staff training to ensure effective implementation of this Policy.

- F. The City Attorney, City Auditor, Oakland Public Library, and Oakland Animal Services independently manage their web site content. These departments and any other City agency or entity that chooses to independently manage their web content are responsible to ensure that they comply with all provisions of this policy.
- G. The Chief Information Officer is responsible for ensuring that software and applications that are developed or procured by the City for delivery of public services or use by members of the public comply with Section 508 of the Rehabilitation Act and the most current Information and Communication Technology (ICT) Standards and Guidelines. 36 C.F.R. Parts 1193, 1194.

III. Background

This Policy arises from the ADA requirement that State and local governments provide individuals with disabilities equal access to their programs, services, or activities, (28 C.F.R. §35.149, 28 C.F.R. §35.150), and communicate with individuals with disability in a manner that is equally effective as communication with others. 28 C.F.R. § 35.160. This Policy explains how the City will fulfill this effective communication mandate in both digital and non-digital formats.

In 2009, the City adopted an ADA Web Access Policy, which exclusively addressed the design standards applicable to web-based communications for purposes of complying with the Americans with Disabilities Act of 1990. The 2009 policy is now amended and superseded to recognize the broad range of communications, electronic and non-electronic, web-based and non-web based, to which accessible design principles should apply. In addition to the City's web-based communications, the ADA's effective communication mandate requires that the City also ensure that its non-web based and non-digital communications are provided in alternative formats, that all communications are compatible with the range of assistive technologies used by individuals with disabilities, and that auxiliary aids and services are provided as needed to facilitate communications, enabling individuals with disabilities to enjoy full and equal access to the City's programs, activities, and services. To this end, the principles for making electronic content accessible to persons with disabilities can and should be applied to other types of communications whenever possible.

This Policy also memorializes the City's adoption of WCAG 2.0 AA+ as the City's standards for disability access compliance in its web and other electronic information communications technologies. This Policy increases the level of conformance from Level A (as was provided by the 2009 policy) to Level AA or above. This updated policy also recognizes the emergence of applications and other non-web information communication technologies, and as described in the paragraph above, the applicability of WCAG 2.0 principles to virtually all types of communications.

Raising the required level of conformance in the City's electronic communications is consistent with the Department of Justice's course towards adoption of final technical regulations for web content subject to Title II of the ADA. In response to its 2010 Advance Notice of Proposed Rulemaking seeking comments on whether or not to adopt the WCAG 2.0 as the technical requirements for Title II website accessibility, and if so, at what conformance level, the DOJ acknowledged that majority of comments overwhelmingly supported adopting

WCAG 2.0 Level AA conformance. In its 2016 Supplemental Advance Notice of Proposed Rulemaking, the DOJ indicated that it is now indeed considering proposing WCAG 2.0 Level AA as the technical standard for public entity Web sites.¹

Furthermore, the Access Board, the federal agency charged with drafting regulations for the implementation of Section 508 of the Rehabilitation Act, governing federal agency information and communications technologies, published a proposed rule in 2015 adopting WCAG 2.0 Level AA as the technical standards for any electronic and information communications technologies developed, procured, maintained, or used by federal agencies. Both of these proposed rules, once finalized and adopted by the DOJ, will result in federal, state, and local government entities being required to conform to WCAG 2.0 AA standards in order to avoid violation of Section 508 and/or Title II of the ADA. Meanwhile, the DOJ's more recent settlement agreements in response to finding state and local government website accessibility violations explicitly reference WCAG 2.0 Level AA as the standard for settlement compliance.²

IV. Procedures

A. Web Accessibility Standards. Effective August 1, 2017, all new or modified City web site content, at a minimum, will conform to World Wide Web Consortium (W3C) / Web Accessibility Initiative (WAI) Web Content Accessibility Guidelines (WCAG) 2.0, Conformance Level AA or above.³ Consistent with WCAG 2.0, the following are the general principles that are to govern the creation and maintenance of the City's web site content:

1. Information and user interface components must be presentable to users in ways they can perceive, including but not limited to the provision of text alternatives for non-text content; appropriate color contrast; user audio and text sizing controls; live captioning of streaming content; captioning, transcription, and sign language interpretation for pre-recorded content; and instructions that do not rely upon sensory characteristics such as shape, size, color, or sound.
2. User interface components and navigation must be operable, including but not limited to ensuring all functionality is available using a keyboard interface without requiring specific timing for individual keystrokes; providing sufficient time for users to read and use content; not designing content in a manner that is known to cause seizures; titling web pages and links to describe their purpose; and using section headings to describe content.
3. Information and the operation of user interface must be understandable, including but not limited to providing readable and understandable text content; identifying jargon, abbreviations, and pronunciation to describe text content that may otherwise be ambiguous or idiomatic; providing text content that does not exceed the lower secondary education level or providing a non-text alternative if the text content cannot be otherwise presented; and providing opportunities for users to review and correct input errors.

¹ [Supplemental Advance Notice of Proposed Rulemaking, Nondiscrimination on the Basis of Disability: Accessibility of Web Information and Services of State and Local Government Entities.](#)

² See, e.g., [Project Civic Access Agreement with Cedar Rapids, Iowa](#) (2015).

³ [Web Content Accessibility Guidelines \(WCAG\) 2.0](#)

4. Content must be robust enough that it can be interpreted reliably by a wide variety of user agents (browsers, software, etc.), including assistive technologies, and future user agents and assistive technologies.

It is the responsibility of City departments that independently manage web site content (those that use a content management system or tools other from those selected for citywide use by the City Administrator), to implement WCAG 2.0 conformance level AA+ requirements consistent with this Policy in the design and function of all web pages within their control.

- B. Notification.** All City web pages shall include an access button directing users to accessibility instructions. The international symbol for accessibility shall be used as the access button with appropriate alternative text. The following instructions, at a minimum, must be available to users who click on the accessibility icon:

Access Instructions for Users with Disabilities:

Welcome to the City of Oakland website. The City is working towards full Web Accessibility Initiative (WAI) Web Content Accessibility Guidelines (WCAG) 2.0, Conformance Level AA or above on all its pages. If you have any suggestions for improving the accessibility features of our website, please contact the City ADA Coordinator at adaprograms@oaklandnet.com.

Additional accessibility instructions may also be provided and updated as needed to provide more specific instructions to users of different operating systems, browsers, and assistive technologies.

Use of this notification shall not relieve departments of the responsibility to ensure that newly created or modified web content complies with WCAG 2.0 AA+, and shall only be applicable to content that cannot be readily provided in conformance with all WCAG AA success criteria.

- C. Staff Training.** Web content contributors shall be provided with annual training in the application of WCAG 2.0 principles within the content management system. Trainings will be coordinated by the Citywide Communications Director, and shall aim to provide the knowledge and tools to contributors to ensure maximum compliance with WCAG 2.0 Level AA guidelines or above.
- D. Annual Accessibility Audit; Approvals for New or Modified Web Page Content.** The Citywide Communications Director will facilitate an annual user review of selected web pages for conformance with this Policy. Factors for selecting pages for this annual accessibility audit will include, but not be limited to, user analytics, recent complaints or feedback, substantial modifications to a page or pages in last year, and time since last page audit. Testers shall include individuals from the disability community who will employ a full array of known assistive technologies and formats that are used by persons with disabilities to access online content, and the Mayor's Commission on Persons with Disabilities.

E. Annual Report to Mayor’s Commission on Persons with Disabilities. The Citywide Communications Director or designee shall present an annual report regarding the status of the implementation of this Policy and specifically what progress was made towards full WCAG 2.0 AA+ compliance in the City’s web content and use or development of other information and communications technologies.

F. Updates to WCAG. The City recognizes that the Web Content Accessibility Guidelines (WCAG) are subject to periodic modifications and updates. As modifications to WCAG or new recommendations from W3C WAI or the Department of Justice become available to the public regarding web site or other information communications technology accessibility, the City ADA Coordinator and the Citywide Communications Director shall review this policy and determine appropriate changes.

G. Other Communications. Whenever possible, the WCAG 2.0 shall be applied to non-web communications and technologies.⁴ At a minimum, the ADA and this Policy requires that all communications with individuals with disabilities be as effective as with other members of the public. The following is a non-exhaustive list of examples of communications that may not be web-based but nevertheless require conformance with this Policy:

1. Audio and Video (live and pre-recorded): All original audio and video for the public shall be provided with captioning, unless the audio is provided as an alternative to visual elements.
2. Forms: shall be furnished in alternative formats to members of the public upon request; electronic versions posted online or available through an application must be usable by persons with disabilities in conformance with this Policy.
3. Portable Document Format (PDF) Documents: PDF documents for public use shall be created in conformance with this Policy; scanned documents that just create images of text will be in violation of this Policy. This policy encourages the use of HTML in lieu of or in addition to PDF format for online posting.
4. E-mail: E-mail communications shall be designed in conformance with this Policy.
5. Software & Applications: Software and applications that are acquired or developed by the City to be used by the public to access City programs, activities, and services must be usable by persons with disabilities in conformance with this Policy.
6. Images: Alternative text for images shall be provided unless the image is provided as a text alternative.
7. Meetings and Special Events: Auxiliary aids and services to allow full and equal participation by persons with disabilities shall be made available as needed as per this Policy and Administrative Instruction 123; meeting notices and event marketing materials shall provide information for members of the public to make disability-related inquiries and accommodations requests in advance.

⁴ [Guidance on Applying WCAG 2.0 to Non-Web Information and Communications Technologies](#) (WCAG2ICT)

- a. Assistive listening systems: In assembly areas that can accommodate at least 50 people or contain an audio-amplification system, and that provide for fixed seating, the City shall maintain a permanently installed assistive listening system. For other assembly areas, a permanently installed assistive listening system, or an adequate number of electrical outlets or other supplementary wiring necessary to support a portable assistive listening system shall be provided.

The minimum number of receivers to be provided shall be equal to 4 percent of the total number of seats, but in no case less than two. The City shall install signage to notify individuals of the availability of a listening system.

8. Telephone: Communications by telephone shall be as effective for callers who are Deaf, hard of hearing, or who have speech impairments as with other callers. Telephone numbers on websites and other communications shall always be accompanied by the California Relay Service (711) number for use by persons who are Deaf, hard of hearing, or who have speech impairments.

Telephone emergency services, including 911 services, shall provide direct access to individuals who use TTY's and computer modems.

H. **Effective Communication with Persons who are Deaf or Hard of Hearing.**

1. Sign Language Interpretation: It is the Policy of the City of Oakland to arrange for in-person sign language interpretation services upon request for members of the public who are Deaf or hard of hearing and require such services to participate in City programs, activities, and services. The City shall not require an individual with a disability to bring another individual to interpret for him or her.
 - a. The City shall not rely on an adult accompanying an individual with a disability to interpret or facilitate communication except –
 - i. In an emergency involving an imminent threat to the safety or welfare of an individual or the public where there is no interpreter available; or
 - ii. Where the individual with a disability specifically requests that the accompanying adult interpret or facilitate communication, the accompanying adult agrees to provide such assistance, and reliance on that adult for such assistance is appropriate under the circumstances.
 - iii. The City shall not rely on a minor child to interpret or facilitate communication except in an emergency involving an imminent threat to the safety or welfare of an individual or the public where there is no interpreter available.
2. Video Remote Interpreting: Only in emergencies or for brief, non-complex transactions can staff use Video Remote Interpreting (VRI) services to effectively communicate with individuals who are Deaf or hard of hearing. When using VRI services the City shall insure that it provides –

2. Video Remote Interpreting: Only in emergencies or for brief, non-complex transactions can staff use Video Remote Interpreting (VRI) services in order to effectively communicate with individuals who are Deaf or hard of hearing. When using VRI services the City shall insure that it provides –
 - a. Real time, full motion video and audio over a dedicated high-speed, wide-bandwidth video connection or wireless connection that delivers high-quality video images that do not produce lags, choppy, blurry, or grainy images, or irregular pauses in communication;
 - b. A sharply delineated image that is large enough to display the interpreter's face, arms, hands, and fingers, and the participating individual's face, arms, hands, and fingers, regardless of his or her body position;
 - c. A clear, audible transmission of voices; and
 - d. Adequate training to City staff and other users of the technology so that they may quickly and efficiently set up and operate the VRI.

Please direct all questions regarding this policy and its administration to:

ADA Programs Division
c/o City Administrator's Office
1 Frank H. Ogawa Plaza, 3rd Floor
Oakland, CA 94612
(510) 238-5219 (Voice)
(510) 238-2007 (TTY)

Prepared by:
Sherri Rita, ADA Programmatic Access Coordinator
ADA Programs Division

Reviewed by:



Karen Boyd,
Citywide Communications Director

Reviewed by:



Andrew C. Peterson,
Chief Information Officer



CITY ADA COORDINATOR



LET'S OAKLAND

2019 OAKLAND BIKE PLAN



City of
Oakland

Department of
Transportation



This Plan's New Approach

- **A representative survey** to learn about Oaklanders' experience biking
- **An Equity Framework** to guide plan analysis, plan recommendations, and engagement
- **New engagement strategies** including partnering with community-based organization to reach underrepresented Oaklanders, host community workshops, and help guide the plan recommendations.
- **New outreach strategies** including the use of a digital engagement tools and in-person mobile workshops to meet people where they're at, across the city

COMMUNITY ADVISORY COMMITTEE

Yvonna Cazares, Mayors Office
Matt Nichols, Mayors Office
Olga Bolotina, Council District 1
Sarah Ting, Council District 2
Galen Mancino, Council District 2 Resident
Brigitte Cook, Council District 3
Mayra Chavez, Council District 5
George Naylor, Bicycle and Pedestrian Advisory Commission
Robert Prinz, Bicycle and Pedestrian Advisory Commission
Midori Tabata, Bicycle and Pedestrian Advisory Commission
Kenya Wheeler, Bicycle and Pedestrian Advisory Commission
Chris Hwang, Walk Oakland Bike Oakland / Bicycle and Pedestrian Advisory Commission
Daryl Meshack, Mayor's Commission for Persons with Disabilities

Tom Holub, Resident
Chris Kintner, Resident
Matt Ward, Resident
Dave Campbell, Bike East Bay
Tony Coleman, Bikes4Life
Phoenix Mangrum, Cycles of Change / Bicycle and Pedestrian Advisory Commission
Eugene Kang, Cycles of Change
Benji Rouse, Cycles of Change
Candice Elder, East Oakland Collective
Marquita Price, East Oakland Collective
Nick Houston, East Oakland Collective
Rue Mapp, Outdoor Afro
Reginald "RB" Burnette Jr, The Scraper Bike Team / Bicycle and Pedestrian Advisory Commission
Tyrone "Champ" Stevenson, The Scraper Bike Team
Clarrissa Cabansagan, Transform

PARTNER ADVISORY COMMITTEE

Nancy Humphrey, City of Emeryville
Diana Keena, City of Emeryville
Eric Anderson, City of Berkeley
Michael Stella, City of San Leandro
Ben Davenport, City of Piedmont
Rochelle Wheeler, City of Alameda
Cathleen Sullivan, Alameda County Transportation Commission
Greg Currey, Caltrans
Diane Yee, Caltrans
Jim Cunradi, AC Transit
Carissa Lee, AC Transit
Steve Beroldo, BART
Hannah Lindelof, BART
Charlie Ream, BART
Mike Gougherty, WETA – San Francisco Bay Ferry

CITY ADVISORY COMMITTEE

Anh Nguyen, ADA Programs
Scott Means, Aging and Adult Services
Marisa Raya, Economic Development
Keira Williams, Economic Development
Enrique Orduna, Fire
Azaria Bailey-Curry, Housing and Community Development
Nina Lindsay, Library
Mana Tominaga, Library
Emily Weak, Library
Laura DeFelice, Parks and Recreation
Christina Ferracane, Planning and Building
Bruce Stoffmacher, Police
Diane Tannenwald, Public Works
Darlene Flynn, Race and Equity
Jacque Larrainzar, Race and Equity
Becky Dowdakin, Sustainability
Mohamed Alaoui, Transportation Great Streets
Brytane Brown, Transportation Great Streets
Nicole Ferrara, Transportation Great Streets
Jamie Ramey, Transportation Maintenance
Kerby Olsen, Transportation Mobility
Jason Patton, Transportation Safe Streets
David Pene, Transportation Safe Streets
Jennifer Stanley, Transportation Safe Streets



GOAL

Access

Let's Bike Oakland will support increased access to neighborhood destinations such as grocery stores, libraries, schools, recreation centers, bus stops and BART.

GOAL

Health & Safety

Let's Bike Oakland will empower Oaklanders to live a more active lifestyle by providing a network of safe and comfortable bikeways for everyone to enjoy.

GOAL

Affordability

Let's Bike Oakland will work to reduce the burden of household transportation costs.

GOAL

Collaboration

Let's Bike Oakland will foster an increased role for the community in the planning process and improve trust that the City will fulfill its promises.



60

COMMUNITY MEETINGS or EVENTS

By the Numbers



3,644

PEOPLE ENGAGED

... in ...

PERSON



1,351

SUBSCRIBERS

..... to the

OAKLAND BIKE PLAN MAILING LIST

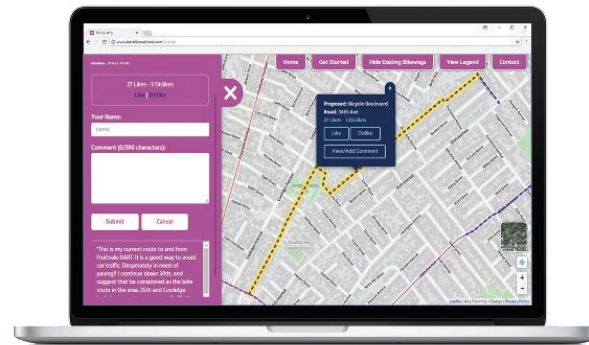


576

OAKLAND DOT STAFF HOURS

..... in the

COMMUNITY



Over
2,300
COMMENTS

... on ...

BIKE PLAN WEB MAPS





1 Listen

REPRESENTATIVE SURVEY



MOBILE WORKSHOPS



LISTENING SESSIONS





What Oaklanders say about biking...

20%
TYPICALLY
RIDE A BIKE

..... to get to



WORK,
SCHOOL,
AND OTHER PLACES

29%

BIKED
IN THE PAST



72%

..... feel biking would



REDUCE THE
AMOUNT OF
MONEY

THEY SPEND ON
TRANSPORTATION

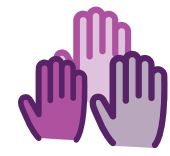
57%

..... would like to



RIDE A BIKE
MORE

THAN THEY DO NOW



ACROSS ALL
CATEGORIES OF RACE
AND ETHNICITY,

..... the

MAJORITY OF
OAKLANDERS

..... see

PEOPLE SIMILAR
TO THEM BIKING
IN OAKLAND

ACROSS ALL
CATEGORIES OF RACE
AND ETHNICITY,

..... Oaklanders believe

THEIR NEIGHBORHOODS
WOULD BE BETTER PLACES
TO LIVE

..... if

MORE PEOPLE
RODE BICYCLES



1

LISTEN



2

COLLABORATE



3

REFINE



2

Collaborate



DESIGN LAB

Design Lab
Make Your Mark(ing)

LET'S OAKLAND

Wayfinding or directional signage is something every city can customize to their specific design requirements. Oakland already has a network of bicycle-focused wayfinding signs. Help design the next generation of Oakland-themed signs.



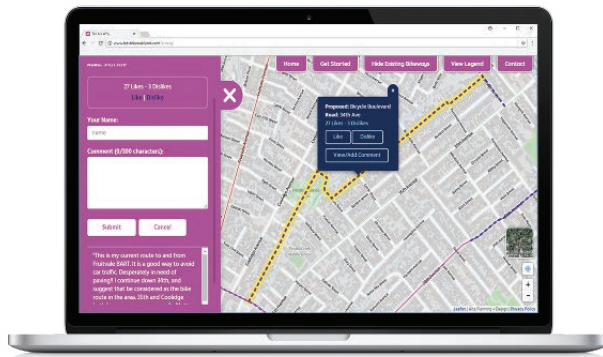
Residents submitted ideas for new neighborhood bike route pavement markings to better reflect their unique neighborhoods.



3 Refine



ONLINE WEB TOOL



BIKE PLAN BIKE RIDES





COMMUNITY PRIORITY

PROMOTE HOMETOWN EFFORTS



WHAT WE HEARD

- Integrating biking into the culture of the community must come from people living in their own neighborhoods
- Supporting and expanding cultures of biking can expose adults and youth to all the benefits of biking and build community
- Opportunities for youth development and empowerment by providing skills training, safety education, and recreational activities



WHAT WE'VE PROPOSED

- Create program to support community bike rides
- Create annual open streets program
- Augment bike education at Oakland Unified School District (OUSD) schools
- Continue to partner with Alameda County Transportation Commission to deliver Safe Routes to School assessments and programs



COMMUNITY PRIORITY

SUPPORT THE LOCAL BICYCLING ECONOMY



WHAT WE HEARD

- Lack of bike shops (both non-profit and for profit) in East Oakland
- Want to see more bike services run by or rooted in people of color
- Bike programs should provide employment opportunities for low to no-income Oaklanders



WHAT WE'VE PROPOSED

- Create stipend program for unhoused people to get job training as mechanics at bike shops
- Create stipend program for League Cycling Instructor (LCI) training
- Encourage small local bike shops and businesses to be recognized as Bicycle Friendly Businesses through the League of American Bicyclists
- Work to increase local bicycle businesses owned by people of color in underserved neighborhoods, consistent with the City's Economic Development Strategy (2018-2020)



COMMUNITY PRIORITY

PROVIDE SHARED RESOURCES



WHAT WE HEARD

- Bike maintenance one of the greatest deterrents to riding more
- Want bike maintenance resources to be more available, affordable and community owned



WHAT WE'VE PROPOSED

- Add two full-time staff positions to OPL as bike mechanics
- Add fix-it and hydration stations to all OPL branches
- Add bike tool lending library to all OPL branches
- Funding purchase of bike books, DVDs at OPL branches
- Provide bikes as incentives for OPL summer reading program



WHAT WE'VE PROPOSED

Expand Adaptive Bike Share Pilot

Adaptive bikes are cycles that are modified to meet the needs of the individual rider, making it possible for anyone to ride, regardless of physical ability. In partnership with Oakland's ADA Programs Division, Ford GoBike, and the Bay Area Outreach and Recreation Program (BORP) Oakland's adaptive bike share pilot program will provide hand cycles, recumbent trikes, and side-by-side tandems for people with disabilities.

Six adaptive bikes will be available twice a week at a "pop-up" location near bike routes that includes off-street trail, such as the Lake Merritt Trail or the Bay Trail. The "pop-up" will also be near regular bike share stations. Staff from BORP, the region's leading provider of accessible sports and recreation opportunities for people with disabilities, will be on-hand to fit,

train and assist riders on how to use the adaptive bikes.

After this six-month pilot, OakDOT will gather data and survey riders to determine how to permanently increase the accessibility of the bike share program.



Photo: Clane Gessel Photography



The Bicycle Network



WHAT WE HEARD

Bicycling is uncomfortable because of all the potholes and stressful because cars drive too fast.

Any investment in bikeways should first serve local neighborhood destinations and meet the transportation needs of existing residents.

Bikeways are only useful if they are connected. Gaps as short as crossing an intersection or as long as several miles can keep more people from bicycling more often.



WHAT WE'VE PROPOSED

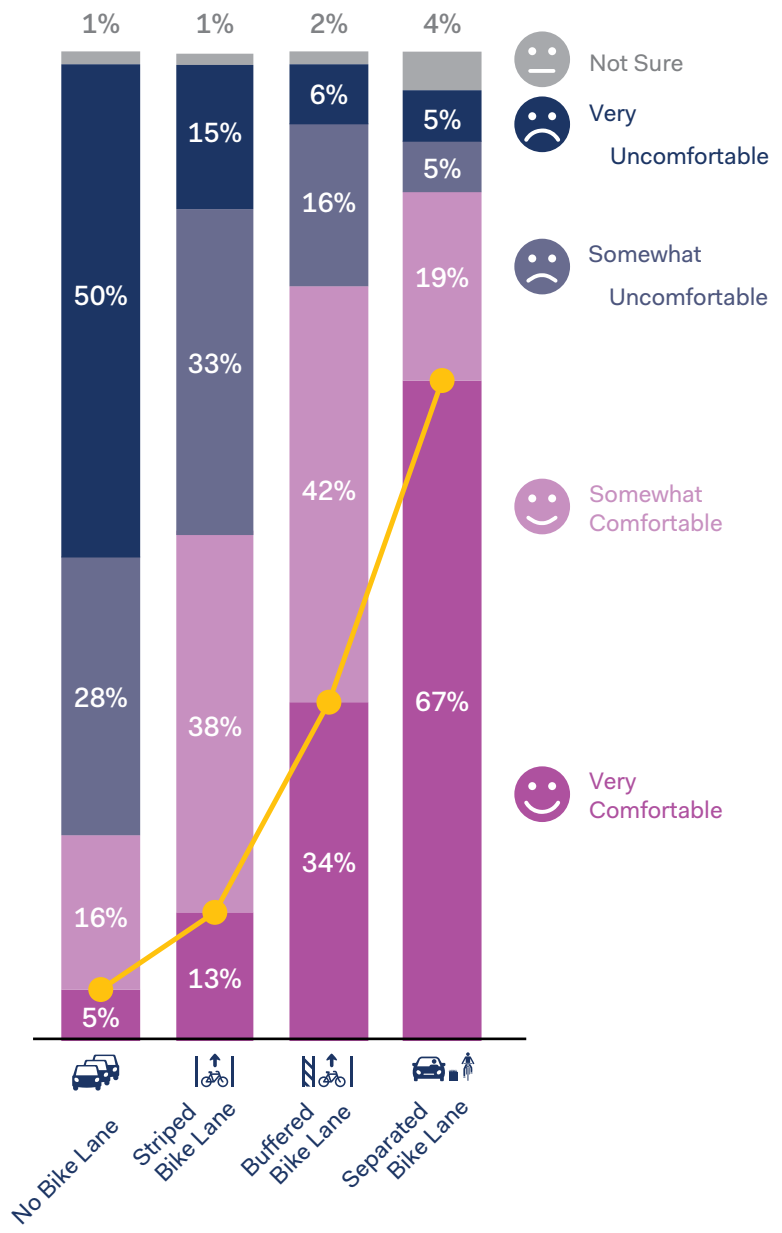
Make it Comfortable

Make it Local

Make it Connected



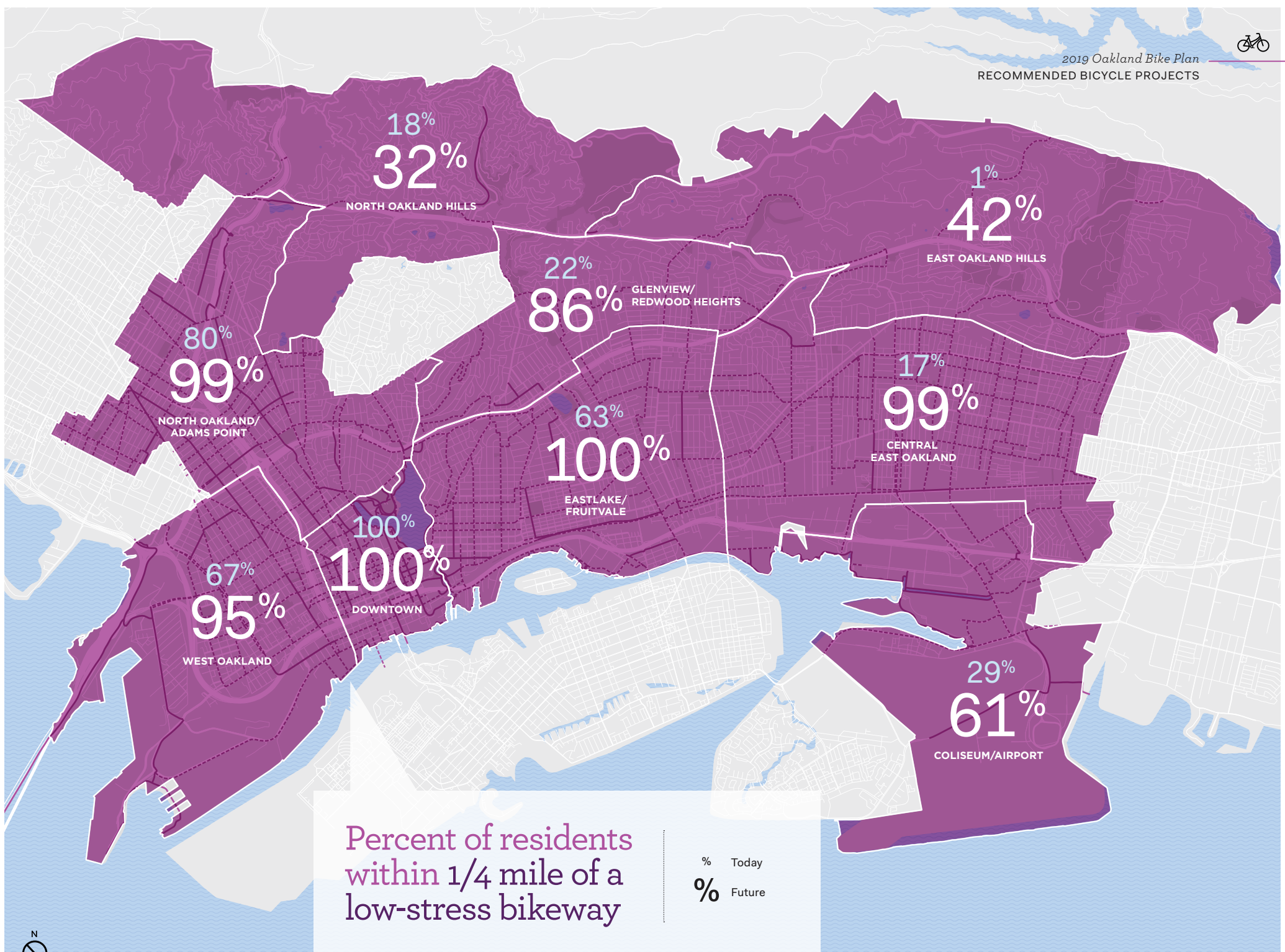
STRATEGY 1
Make it Comfortable



Neighborhood Bike Route on Shafter Ave



Protected Bike Lane on Telegraph Photo courtesy of Bike East Bay



Percent of residents within 1/4 mile of a low-stress bikeway

% Today
% Future





ADA ACCESS NEXT TO SEPARATED BIKE LANES

At separated bike lanes, ADA accessible parking and transit stops need clear, accessible pedestrian crossings of the bike lane that indicate that pedestrians have the right-of-way.

The City of Oakland reserves 4% of parking spaces on each square block to have blue curbs. An accessible parking space shall be provided at a

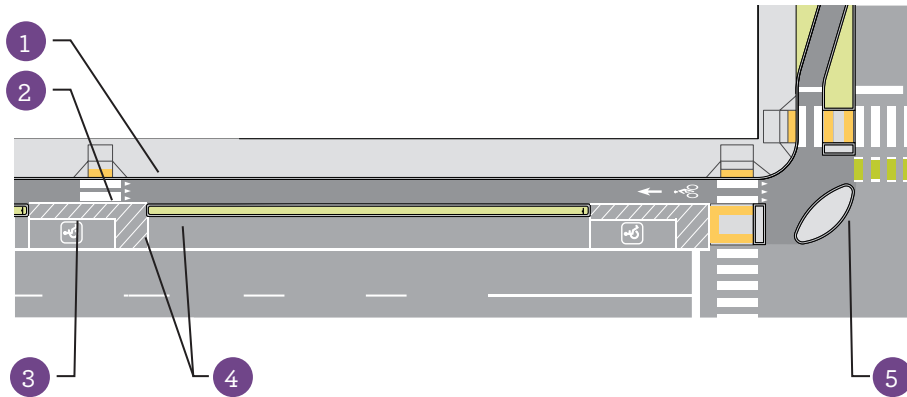
“

We need streets that feel safer for everyone.”

OAKLAND RESIDENT,
LAUREL STREETFAIR

minimum of 150 feet. Locations for accessible spaces are typically selected based on access to key destinations, engineering considerations, and distance to intersections. Sometimes accessible parking spaces are located next to separated bike lanes, as shown below.

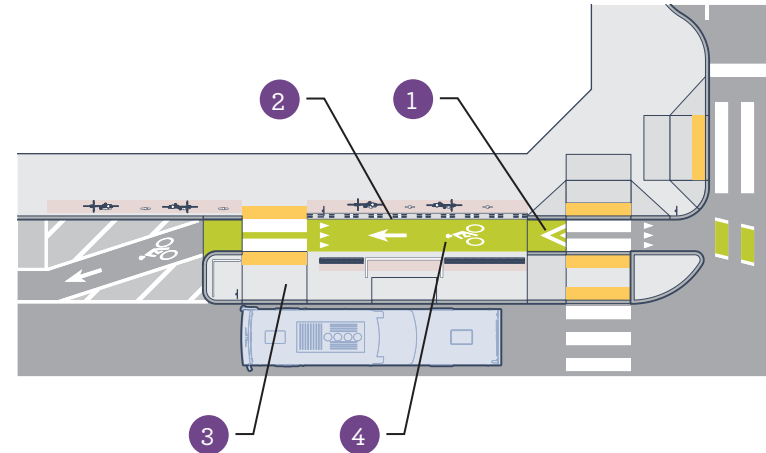
ACCESSIBLE PARKING SPACE ALONG A SEPARATED BIKE LANE



Key Features

- 1 **Curb ramp** – provide a curb ramp at a minimum of 150' from the intersection to connect between street/bike lane and sidewalk grades, if bike lane is at street grade.
- 2 **Access aisle** – provide a 5' minimum wide access aisle, extending the full length of the parking space, to allow a clear path to the curb ramp and sidewalk.
- 3 **Accessible parking signs** – place RESERVED PARKING (R7-8) and, if applicable, VAN ACCESSIBLE (R7-8P) sign at the head of each accessible parking space.
- 4 **Accessible parking space dimensions** – minimum parking space size shall be 8' x 20'. 5' deep rear clear access area connecting the rear and drivers side of the vehicle to the access aisle is recommended.
- 5 **Corner refuge island** – separate the bike lane up to the intersection corner with a refuge island that helps control potential conflicts with turning vehicles.

ACCESSIBLE TRANSIT ISLAND ALONG A SEPARATED BIKE LANE

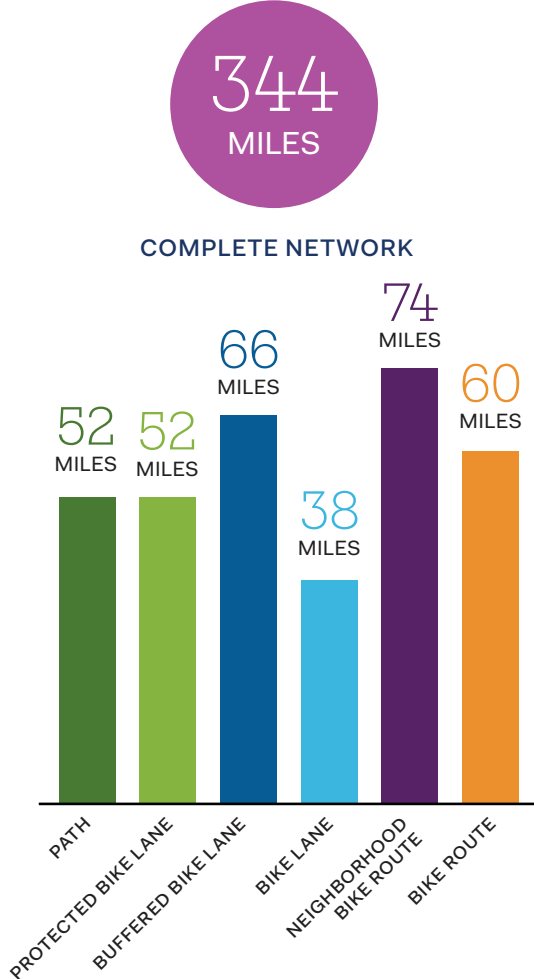
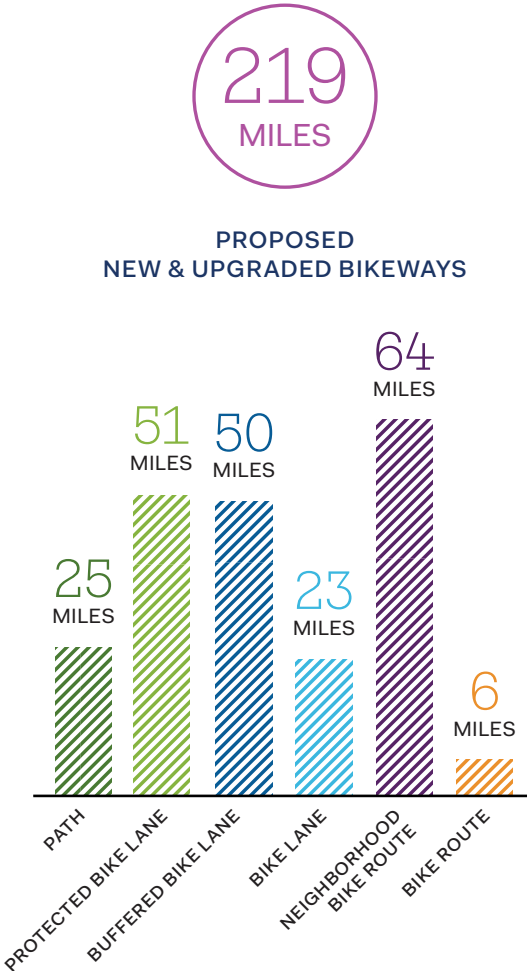
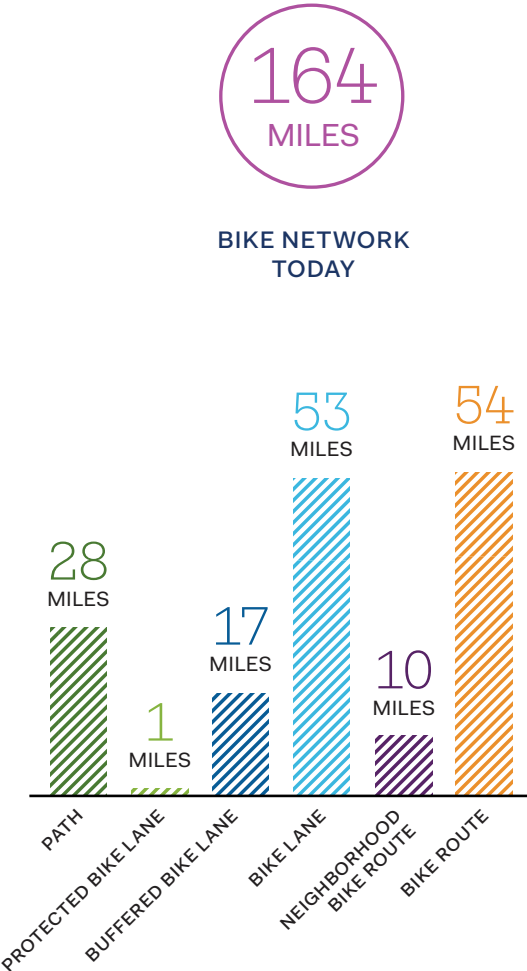


Key Features

- 1 **Sidewalk-grade bike lane and bike ramp** – bring bike lanes up to sidewalk and transit island grade to provide level pedestrian access between sidewalk and transit island.
- 2 **Vertical railing** – direct pedestrians to the designated crossing areas.
- 3 **Accessible landing zone** - provide a clear area with space for wheelchairs to turn.
- 4 **Green paint** - highlight the bike lane.

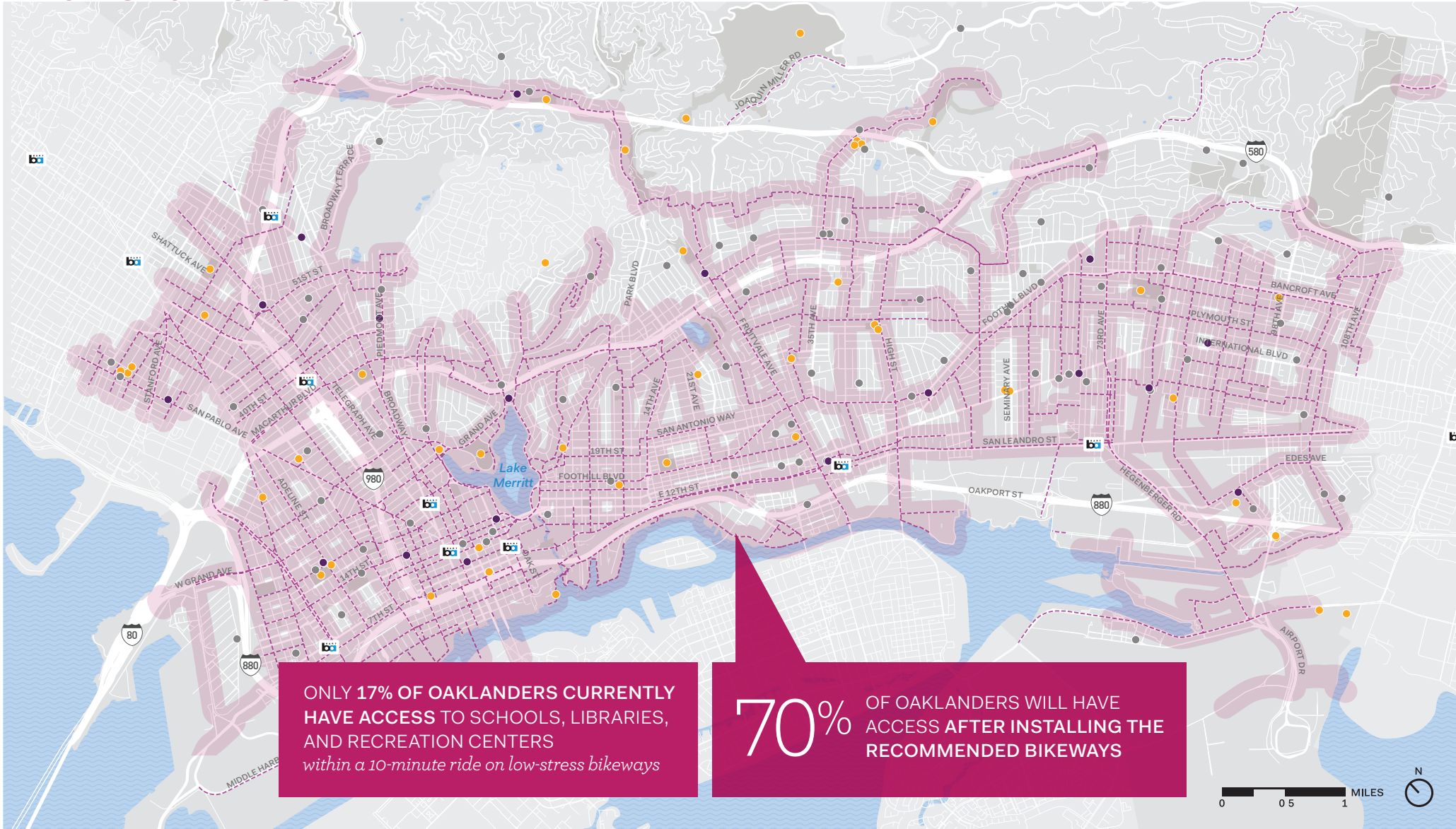


By the Miles





Make it Local



ONLY 17% OF OAKLANDERS CURRENTLY HAVE ACCESS TO SCHOOLS, LIBRARIES, AND RECREATION CENTERS within a 10-minute ride on low-stress bikeways

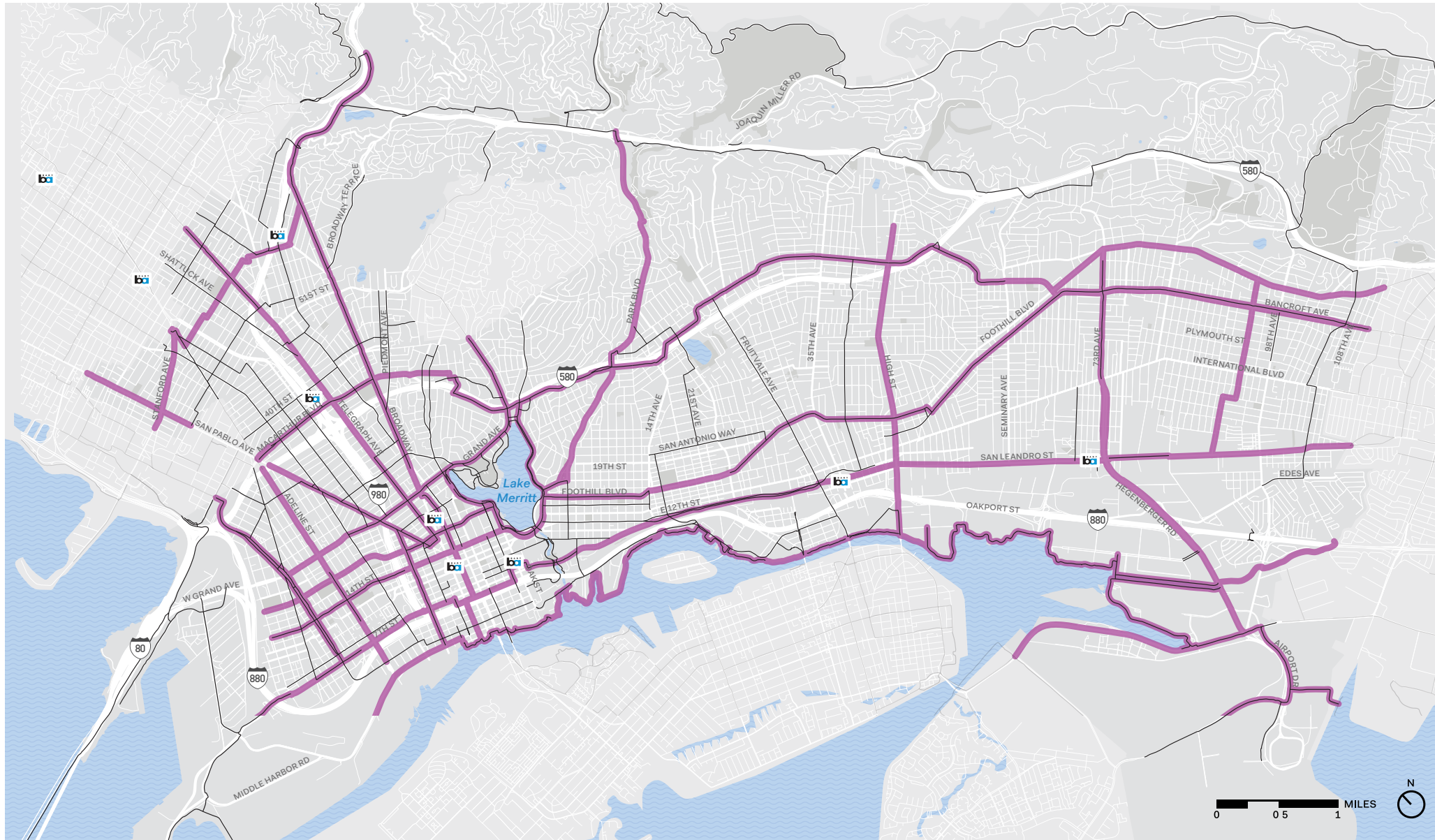
70% OF OAKLANDERS WILL HAVE ACCESS AFTER INSTALLING THE RECOMMENDED BIKEWAYS

RECOMMENDED BICYCLE NETWORK

Access to Schools, Libraries, Recreation Centers

- Access within 10 minute bike ride
- Existing Low-Stress Bicycle Network
- Recommended Low-Stress Bicycle Network
- School
- Library
- Recreation Center
- BART Station

Make it Connected

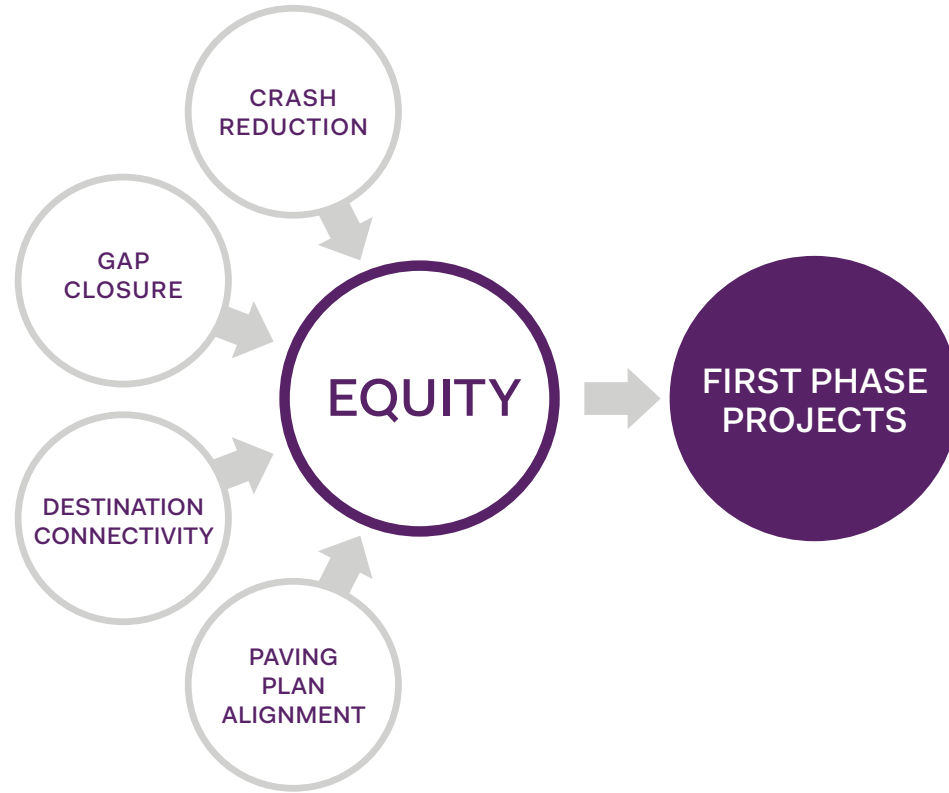


STRATEGY 3: MAKE IT CONNECTED

Long-Distance Corridors

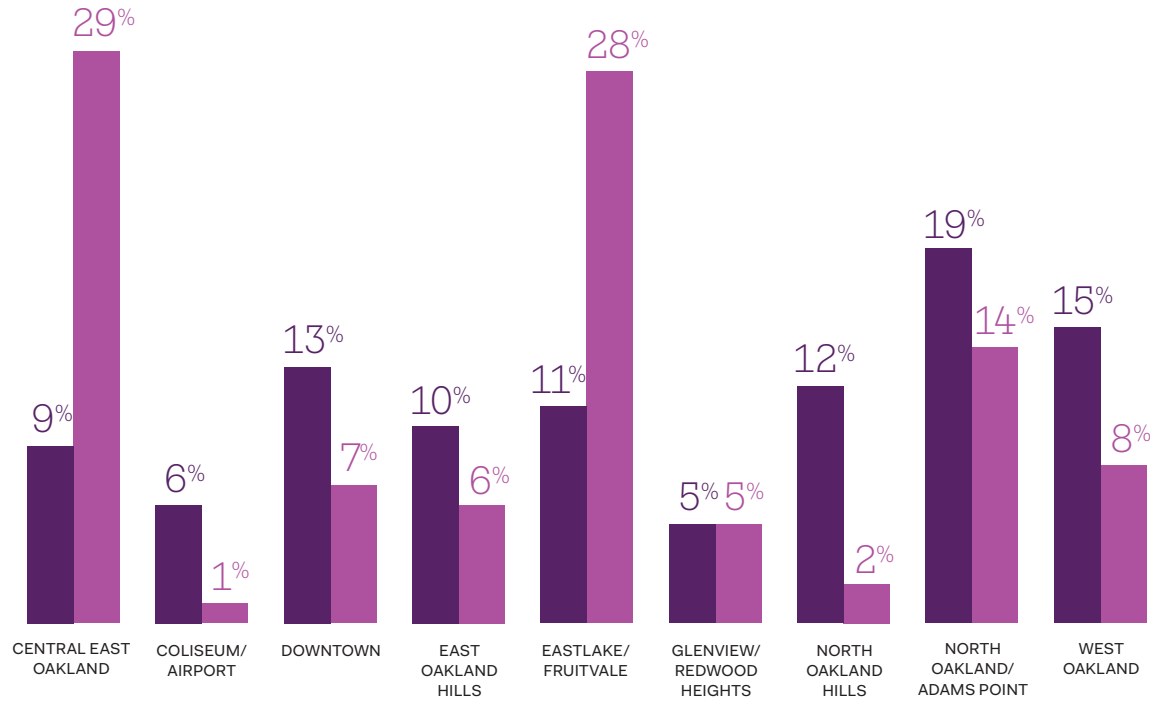
These corridors will provide a continuous travel experience for those who need to move beyond their immediate neighborhood.



- Existing Bikeways
- Long-Distance Corridors
- Park
- Oakland City Limits
- BART Station



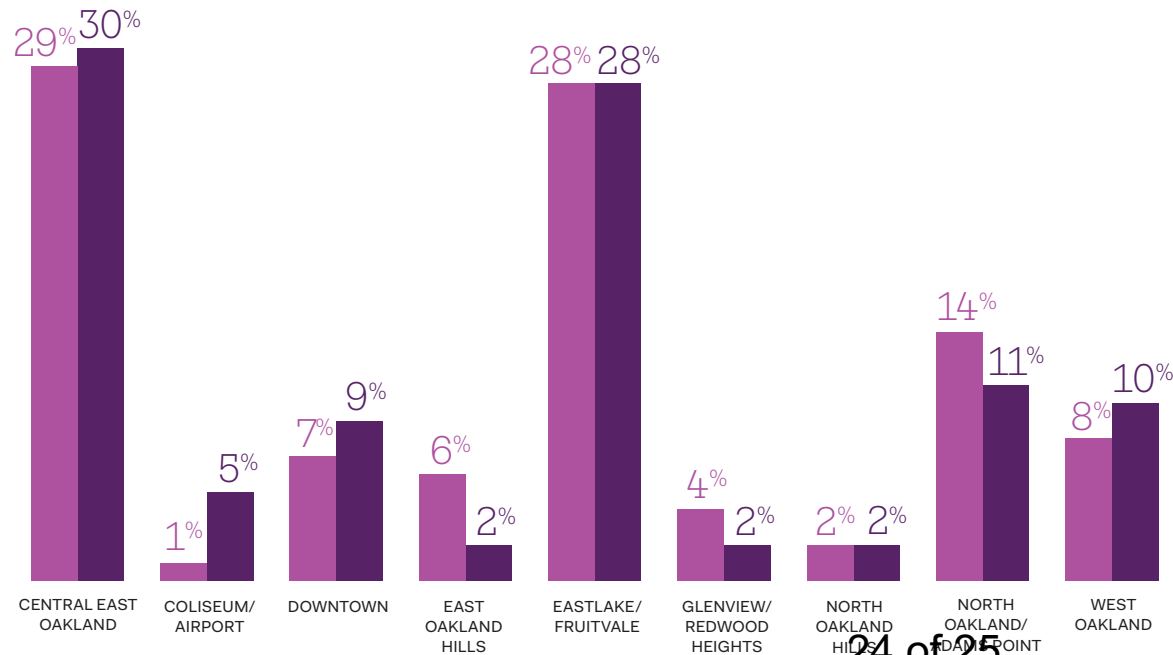
How do we start implementing the Plan?

SHARE OF EXISTING BIKEWAYS AND DISADVANTAGED POPULATION BY ZONE



 Share of Oaklanders living in Disadvantaged Communities
 Share of Priority Bikeway Mileage

DISTRIBUTION OF PRIORITY PROJECTS BY ZONE



Thank You



2019 BIKE PLAN

Lily Brown
Transportation Planner
lbrown@oaklandca.gov