



## City of Oakland

Mayor's Commission on Persons with Disabilities (MCPD)

Monday, June 18, 2018

### Minutes

- I. Call to Order at 5:35 p.m.
- II. Roll Call
  - 7 Commissioners present: Garner, Gregory, Harrington, Ryan, Sperling, van Docto, Young
- III. Public Comments
  - Andy Campbell introduced himself as liaison from the Bicycle and Pedestrian Advisory Commission (BPAC).
  - Helen Walsh serves on the Berkeley Commission on Disabilities. She expressed her interest in pedestrian, bicycle, and ride share inclusionary design. She is also concerned about communications and runs a project called “Diversity Disability Media.”
- IV. Agenda Modification and Approval
  - Motion to approve Agenda: Gregory  
Seconded by Garner  
Aye: 7 - Garner, Gregory, Harrington, Ryan, Sperling, van Docto, Young  
**Motion passed.**
- V. Approval of April 16, 2018 Minutes
  - Motion to approve Agenda: Gregory  
Seconded by Harrington

Aye: 7 - Garner, Gregory, Harrington, Ryan, Sperling, van Docto, Young

**Motion passed.**

VI. Chair Report; *Frank Sperling, Chair*

- Chair Sperling apologized that the May MCPD meeting was cancelled due to unavailability of the original presenter as well as the back-up presenter.
- Commissioner Hong submitted his letter of resignation today because his new job coincides with MCPD meetings. Chair Sperling is now in charge of receiving and posting items on the MCPD Facebook page.
- Chair Sperling asked all Commissioners to prepare updates on the Strategic Plan objectives and to send them to ADA Program Analyst, Hoang Banh, by June 30 to be included in the agenda packet for July MCPD meeting.
- June 23, Chair Sperling will be attending the Aphasia Center of California Walk-a-thon. He invited Mayor Schaaf, and she accepted.

VII. Commissioner's Announcements

- Commissioner Gregory stated, in response to public forum speakers, that two MCPD commissioners participate in the monthly Bike Share Technical Advisory Committee (TAC).
  - To participate in that TAC, contact Kerby Olsen, [kolsen@oaklandnet.com](mailto:kolsen@oaklandnet.com), from Oakland Department of Transportation (OakDOT) Parking and Mobility Programs Division.
- Under Objective 5.1 of the Strategic Plan, MCPD will advocate for prioritization of Measure KK funds for home modifications to enhance residential access for Oaklanders with disabilities.

- Commissioner Gregory has contacted Council Member Kaplan’s office about this matter with no response.
- He has also had limited response from staff at Housing and Community Development.
- He will escalate to the new Assistant City Administrator after she starts July 16.
- Under Objective 1.5, MCPD will work towards enhancing Transportation Network Companies (TNCs) ability and motivation to serve persons with disabilities (PWDs).
  - At the state level, Senator Hill proposed Senate Bill (SB) 1376, which would require Uber, Lyft, and other TNCs operating in California to contribute five cents per ride into a fund for wheelchair accessible vehicles (WAVs).
  - The Center for Independent Living has stated support for SB 1376 as well as San Mateo, San Jose, and other cities.
  - Commissioner Gregory would like SB 1376 to be on the July agenda for MCPD. The purpose is to discuss the possibility of MCPD and City of Oakland publicly supporting the bill before it goes for a vote in the Senate and Assembly in August.
    - Chair Sperling confirmed that SB 1376 will be on the July agenda for MCPD.

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

- In regards to SB 1376, Mr. Nguyen has spoken with his manager in OakDOT and Michael Ford in OakDOT Parking and Mobility Programs about a letter of support.

- City of Oakland is hosting four Capital Improvement Program community meetings.
  - The first meeting was June 16 at East Oakland Youth Development Center, 8200 International Blvd.
  - June 20, 6 p.m. to 8 p.m. at DeFremery Recreation Center, 1651 Adeline St.
  - June 23, 10 a.m. to 12 p.m. at the Main Library, Bradley Walters Auditorium, 125 – 14<sup>th</sup> St.
  - June 30, 10 a.m. to 12 p.m. at Dimond Branch Library, 3565 Fruitvale Ave.
  - Online surveys in English, Spanish, Chinese, and Vietnamese can be accessed here:  
<https://www.oaklandca.gov/issues/capital-improvement-program>
- Chair Sperling inquired about how soon the three current vacancies on MCPD can be filled.
  - Hoang Banh, ADA Program Analyst, did receive a backlog of six applications from the Mayor’s Office. Mr. Nguyen and Ms. Banh are currently reviewing those applications.
- Chair Sperling inquired about whether the City’s mid-cycle budget will enhance ADA Programs Division ability to serve persons with disabilities.
  - Mr. Nguyen stated that he did submit a budget request. The mid-cycle budget is expected to be approved at next City Council meeting.

IX. Wheelchair Accessible Vehicles (WAVs) in the Taxi Program; *Michael Ford, Acting Manager, Parking and Mobility Programs, Department of Transportation*

- Mr. Ford stated that the Taxi Detail was transferred from the City Administrator’s Office to OakDOT in July 2017.

- Prior to that transfer, Greg Minor from the City Administrator's Office, came to MCPD and described how the Taxi Detail had a handful of unassigned medallions. The idea was to use those medallions as an opportunity to increase the supply of on-demand WAVs.
- Since the transfer to OakDOT, their full-time Public Service Representative dedicated to the Taxi Detail is trying to update her systems and build her capabilities to better serve the existing taxi program.
  - Unfortunately, OakDOT has had very little time and resources to enhance the Taxi Detail.
  - Mr. Ford is here today to try to pick up where Mr. Minor left off by taking suggestions and listening to concerns from MCPD.
  - He will then work with his Public Service Representative to move this project forward in a timely manner.
  - Furthermore, Mr. Ford is discussing with staff in multiple departments how to leverage resources, such as Taxi Scrip.
- Chair Sperling stated that Mr. Minor presented a short-term solution. The MCPD felt that a long-term, integrated solution was needed, especially as taxis, TNCs, and paratransit service all have holes in them.
  - For instance, in Boston, paratransit service is piloting a program with Uber and Lyft for on-demand WAVs.
  - Based on this feedback, Mr. Ford stated that moving the Taxi Detail to OakDOT certainly puts them in a better position to structure a more comprehensive, long-term resource plan.

- Naomi Armenta introduced herself as Senior Associate with Nelson Nygaard Consulting. She provides technical assistance for same day accessible transportation. She recorded a webinar with MBTA in Boston regarding their pilot program that she can provide to OakDOT staff.
- Nicole Bohn, Director of the Mayor's Office on Disabilities in San Francisco, invited MCPD to collaborate with the San Francisco Mayor's Disability Council on common interests and concerns.
  - She stated that San Francisco is doing things to help supplement and provide on-demand service.
  - She also urged MCPD to support SB 1376.
  - Moreover, she encouraged connecting with colleagues in New York City, Chicago, and Seattle, where there are different kinds of TNC pilot programs. New York City has the most substantial program.
- On a related note, Mr. Ford also provided an update on Disabled Parking Placard misuse and fraud.
  - As of July 2017, Parking Enforcement was transferred from Oakland Police Department (OPD) to OakDOT. Thus, Mr. Ford also serves as the Acting Manager for Parking Enforcement. He is currently in charge of 62 or 63 Parking Technicians but is authorized up to 70.
  - One of the programs that was developed about five years ago was the Disabled Parking Placard Sting Program. From 2014 to 2016, this program produced over one thousand citations each year.
  - The OakDOT Director instructed Mr. Ford to revive the Disabled Parking Placard Sting Program. Several Parking Technicians engaged in the program

a few years ago are preparing to be go back in to the field as soon as tomorrow.

- Thus, Mr. Ford is seeking input from MCPD, for instance, on public service messages and ways to work in the community to ensure the purpose of the program is clear: creating accessibility for persons with disabilities who are following the law.
- Also, the goal is to work themselves out of a job.
- Chair Sperling stated that one of the objectives in the MCPD Strategic Plan is to get a better handle on Disabled Parking Placard misuse with Oakland. Thus, he had spoken with OakDOT Director Ryan Russo about this objective.
- Commissioner Gregory expressed concern about gently dealing with persons out on the street, especially if it first appears that there is misuse but turns out to be legitimate.
  - To better answer that question, Mr. Ford would like to return with a Parking Technician to describe how they work out in the field.
- Commissioner Harrington inquired about data from 2014 to 2016 to show improvements in accessibility and parking spaces.
  - Mr. Ford stated that OakDOT is able to look at the history and map the information to look for trends. This new department is focused on data-driven decisions going forward.
  - Commissioner Harrington also encouraged leveraging data in BlueDAG with OakDOT mapping and databases.
  - Commissioner Harrington inquired about data on number of citations challenged and dismissed.

- Mr. Ford agreed that is an important indicator of how well the program is doing. If there are voided or dismissed citations, then they are doing something wrong.
- Commissioner Garner expressed concern for those who do not have an obvious outward disability. For instance, she can walk for two days, but after that, for three days, she is down.
  - Mr. Ford agreed with that concern and reiterated that the Parking Technicians staffing the sting now are the same Parking Technicians from earlier years.
  - Moreover, Mr. Anh has met with the Parking Technicians.
- Naomi Armenta from Nelson Nygaard Consulting stated that her firm has worked with San Francisco and Los Angeles on disabled parking placard issues.
  - The bulk of the abuse is at parking meters rather than blue zones.
  - She can share more background and information with OakDOT staff.
- Nicole Bohn, Director of the Mayor's Office on Disabilities in San Francisco, also invited MCPD to collaborate on the issue of disabled parking placard misuse.
- Helen Walsh is interested in the messaging in regards to disabled parking placard abuse.
  - Mr. Ford stated that OakDOT has several Public Information Officers to help with Public Service Announcements (PSAs).
  - Mr. Ford has will continue communication with Mr. Nguyen and MCPD to get the word out.



- Arnold Brillinger from the City of Alameda Committee on Disability inquired whether MCPD is concerned about Oakland Paratransit for the Elderly (OPED), East Bay Paratransit, or both.
  - Hakeim McGee, Senior Services Supervisor in Human Services, described OPED as a supplemental service that fills the gaps that East Bay Paratransit cannot or does not provide.
    - OPED contracts with taxi companies for same day service. The taxi program is the biggest aspect of the services offered, but current does not provide WAVs.
    - Funded by Alameda County Measures B and BB, there are implementation guidelines for different types of services that can be offered and a part of that is being able to buy services that relieve the demand on East Bay Paratransit. There is a robust dialysis component and adult day care runs as well, which both provide WAVs but require scheduling ahead.
    - Their program is focused on riders and access to the various services that may be available in the local network.
    - Earlier this year, they did put out a Request for Interest for same day WAVs. Only one company, One Access, responded. This will be their first attempt, starting July 1, as a pilot project to offer same day WAVs, including door-to-door service.
  - Chair Sperling reiterated to Mr. Ford that this reaffirms the concept of looking at the big picture, as it is hard to separate or carve anything out.

- Mr. Ford stated that he did refer a few folks to Mr. McGee in the past week, including those at the airport regarding the Taxi Scrip Program.

X. Accessibility in the Bike Share Program; *Kerby Olson, Shared Mobility Coordinator, OakDOT; Kara Oberg, Active Transportation Planner, Bay Area Metro; Tim Alborg, Director of Public Policy and Government Relations, Zagster*

- Kerby Olsen manages the following programs at OakDOT: bike share, car share, and way-finding.
  - Oakland's Bike Share Program currently has seven bike share stations with about 800 bikes.
  - Since July 2017, there have been approximately 127,000 rides in Oakland.
  - Last Tuesday, June 12 - the day of the Warriors Parade - a record was set with over 1,300 rides in one day.
- After the Bike Share TAC was formed, some strategies to address accessibility include the following:
  - Pop-up accessible bike rental in Oakland in partnership with Bay Area Outreach and Recreation Program (BORP)
  - Conduct a needs assessment of the bike share system as whole, including the physical stations as the programmatic elements.
- A survey was created to assess adaptive bike share needs in Oakland.
  - MCPD helped share the survey via email and Facebook. Paper copies were available at key sites in Berkeley, Oakland, and Alameda.
  - There were 61 surveys completed.

- In terms of types of adaptive bikes preferred, hand cycles and tricycles were the two most popular options, followed by side-by-side tandem. This is consistent with surveys in other cities.
  - In regards to use for recreation or transportation, a plurality of respondents stated recreation.
  - In terms of facilities, 90 percent of responded stated they preferred off-street multi-use paths. Half stated they would be comfortable riding on streets with bike lanes.
  - As for additional services, 65 percent responded that storage for mobility devices is key. Additionally, assistance is needed to transfer from mobility device to adaptive bike. However, this requires on-site staff, which is not typical of a bike share system.
  - In terms of potential locations for pop-up adaptive bike rental, staff identified Lake Merritt and Jack London Square. While both locations were relatively popular, respondents preferred Lake Merritt.
  - Finally, while there is a current trend moving from docked stations to dock-less, the plurality prefer a service similar to a bike rental service with staff available, even if they would have to return the bike back to the same place they rented.
- Thus, City staff is currently developing a Request for Proposals to run the adaptive bike share program like a bike rental service.
  - Kara Oberg from Bay Area Metro, which manages the Bay Area Bike Share Program, reiterated the strategy of creating a one year pilot.

- Tim Alborg from Zagster presented on their new Pace Adaptive Bikes.
  - While it is dock-less, it does lock to things and ensures being out of the pedestrian right of way.
  - The three most popular Pace Adaptive Bikes already in use in other cities are consistent with the Oakland Adaptive Bike Share Survey: Hand cycle, tricycle, and side-by-side tandem.
- Chair Sperling emphasized that the purpose of the presentation was to update the MCPD and public on accessibility of the bike share program in Oakland and the Bay Area in total. The Zagster piece was to provide additional information on kinds of cycles and illustrate successful adaptive programs around the country.
- Chair Sperling stated that even with only 61 responses, the survey reaffirms that the program is going in the right direction.
- Ms. Walsh expressed concern that there were only 61 responses. She encourages stepping up communication. Additionally, she commented that bike lanes tend not to be wide enough to support tricycles.
- Ofurhe Igbinedion introduced herself as a doctoral student in Geography. She inquired about the cost in the second year for low income persons after the membership fee of five dollars in the first year.
  - Mr. Olsen responded that membership would be five dollars per month in the second year.
- Chair Sperling stated that more discussion will follow at the TAC meetings. Also, presenters tonight may be invited back to MCPD.
- Finally, Ms. Igbinedion stated that she is conducting a walkability study in the Mosswood area of Oakland to

look at interpersonal sidewalk interactions from a cultural and sociological standpoint. She is particularly interested in participants in the study who are persons with disabilities, homeless people, poor people who are more likely to use active transportation, more likely to not have access to a car and people who work more with or without the use of mobility aids. Learn more at [sidewalkinteraction.net](http://sidewalkinteraction.net) if you want to participate.

## 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. Adjourned at 7:29 p.m.