



City of Oakland
Mayor's Commission on Persons with Disabilities (MCPD)
Monday, October 21, 2024
5:30 p.m.-7:30 p.m.
Hearing Room 1, First Floor
One Frank H. Ogawa Plaza (City Hall), Oakland, CA 94612

THIS IS AN IN-PERSON MEETING

Members of the public participating in the meeting must attend in-person. When commenting folks shall state their name and the organization they are representing, if any.

PUBLIC WEBCASTING

The public can observe this meeting remotely.

- View the meeting live on KTOP or on the City's website at:
<https://www.oaklandca.gov/topics/ktop-tv-10>
- To view the meeting by video, click on the link to download Zoom and open the meeting on a computer or smart phone:
<https://us06web.zoom.us/j/82261285066>
- To listen to the meeting by phone, dial: (408) 638-0968
(For international numbers, go to: <https://zoom.us/j/82261285066>)
ZOOM MEETING ID: 822 6128 5066

Remote participation including public comment via teleconferencing is not available at this time. Hybrid meetings may commence once MCPD and the City of Oakland has established meeting procedures and allocated resources for simultaneously supporting in-person and remote participation.

Public Survey on Return to In-Person Meetings: A survey has been created to gather feedback from the public regarding board and commission meetings in the City of Oakland:
<https://us.openforms.com/Form/d98a20d5-72e7-4d23-8fc3-be13f6cd32bb>

Parking and Escort Services: Parking is available at the Dalziel building at 250 Frank Ogawa Plaza. The entrance is on 16th St. between Clay and San Pablo. Provide us with the plate number of the vehicle you will be driving so we can send it to DOT, who will not charge you to park. They also have parking ambassadors in the garage. After the meeting, a security escort is available to accompany you back to the garage, or to the BART entrance in Frank Ogawa Plaza.

Submitting Comments in advance of the meeting:

To send your comments directly to MCPD and staff BEFORE the meeting starts, please include your full name and agenda item number you are commenting on, to ADA Programs at adaprograms@oaklandca.gov with “MCPD Meeting Agenda Comments” in the subject line.

Please note that eComments submissions close one (1) hour before posted meeting time (5.30pm). All submitted public comments will be provided to the MCPD prior to the meeting.

If you have any questions, please contact ADA Programs at adaprograms@oaklandca.gov with “MCPD Meeting Agenda Question” in the subject line.

MCPD Webpage: www.oaklandca.gov/MCPD

Subscribe to MCPD’s mailing list:

<https://share.hsforms.com/1YUhtVL1vSvidgIBneJN12Qch6is>

Commissioners: Anwar Baroudi (Chair), Benjamin Bartu (Vice Chair), Noah Smith, Marjorie Lynne, Fatimah Aure, Linda St. Julian, Thomas Cloyd, Linda Stevens, Raven Foote, Brittaney Creswell, Kaitlin Roh

Commission staff: Anh Nguyen-ADA Programs Division Manager, Mark Romoser-ADA Program Analyst I

Agenda

- 5:30 1. In-person meeting logistics and rules
- 2. Roll Call/Determination of Quorum

- 5:35 3. Open Forum
Any person may directly address the Commission on any items within the jurisdiction of this Commission not on the agenda for today. Speakers wishing to address a specific item on the agenda may do so when invited at the time the item is being considered. ***There is no discussion allowed during Open Forum.*** Please raise your hand if you wish to comment and wait to be called on.

In-person public comment will only be taken during Open Forum and during specific requests for public comment. There may be time limits put on comments if necessary.

All discussion topics are first opened to MCPD commissioners for comment and then for public comment, unless otherwise stated. Staff will read any e-comments that were submitted.

- 5:45 4. Agenda Modification
MCPD Commissioners may move around the agenda items to better conduct the meeting.
5. Approval of September 2024 Minutes (***Exhibit A***)
- 5:50 6. Commissioner's Announcements
Commissioners will provide brief updates on their activities and make announcements relevant to the commission and the Strategic goals of the Commission. ***There is no discussion during announcements.***
- 6:00 7. Oakland High-Speed Injury Network by Mica Amichai (***Exhibit B***)
- 6:20 8. Oakland Paratransit for the Elderly and Disabled (OPED) by Andrea Mok (***Exhibit C***)
- 6:40 9. Oakland Website Accessibility by Michael Enslow (***Exhibit D***)
- 7:00 10. Strategic Planning Update by Mark Romoser and Anwar Baroudi (***Exhibit E***)
- 7:10 11. Staff Updates and Announcements

Anh Nguyen, ADA Programs Division Manager

Future Agenda Items

Staff will briefly update on agenda items for upcoming meetings.

See MCPD scheduler at tinyurl.com/MCPD-AgendaPlanner. Suggestions for future agenda items are also welcome; email adaprograms@oaklandca.gov for suggestions.

7:25 11. Adjournment

(Meeting shall end no later than 7:30 p.m., unless extended by majority vote of the Commission.)

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

Agenda item start times are approximate and are provided as a courtesy guide only. Timing and order of items may change as part of Agenda Modification and Approval and/or as needed based on staff and time availability during the course of the meeting.



This meeting location is wheelchair accessible. To request disability-related accommodations or to request American Sign Language (ASL), Cantonese, Mandarin, or Spanish language interpreter, 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 as a courtesy to attendees with chemical sensitivities.

Esta reunión es accesible para sillas de ruedas. Si desea solicitar adaptaciones relacionadas con discapacidades, o para pedir un intérprete de en español, Cantonese, mandarín o de lenguaje de señas (ASL) por favor envíe un correo electrónico a adaprograms@oaklandca.gov o llame al (510) 238-5219 (V) o al 711 para servicio de retransmisión (Relay service) por lo menos cinco días hábiles antes de la reunión. Se le pide de favor que no use perfumes a esta reunión como cortesía para los que tienen sensibilidad a los productos químicos. Gracias.

會場有適合輪椅出入設施。需要殘障輔助設施, 手語, 西班牙語, 粵語或國語翻譯服務, 請在會議前五個工作天電郵 adaprograms@oaklandca.gov 或致電 (510) 238-5219 或 711 (電話傳達服務)。請避免塗搽香氛產品。參加者可能對化學成分敏感。



City of Oakland

Mayor's Commission on Persons with Disabilities (MCPD)
Monday, September 16, 2024 5:30 p.m.-7:30 p.m.
Hearing Room 1, First Floor
One Frank H. Ogawa Plaza (City Hall), Oakland, CA 94612

Minutes

Commissioners: Anwar Baroudi (Chair), Benjamin Bartu (Vice Chair), Noah Smith, Marjorie Lynne, Fatimah Aure, Linda St. Julian, Thomas Cloyd, Linda Stevens, Raven Foote, Brittaney Creswell, Kaitlin Roh

Commission staff: Anh Nguyen-ADA Programs Division Manager, Mark Romoser-ADA Programs Division Program Analyst I

Presenters: Melanie Kushnir-Pappalardo and Judge Michael Begert, SF CARE Court; Craig Raphael, OakDOT; Eddie Ytuarte, Oakland Tenants Union

Other attendees: Jia Wilson, Ian Jones, Mica Amichai

Attendees on Zoom: Sheela Gunn

Mark Romoser begins the meeting with a reminder of rules for in-person meetings:

- No food or open drink allowed in Hearing Room 1 to maintain a clean and professional environment.
- Drinks must be in a closed container to prevent any spills or accidents.
- When commissioners speak- please press the top red button that says “mic” and when you are finished, please press the button again.
- To ensure clarity and transparency, when commissioners speak, please state your name before speaking.
- When a member of the audience is speaking or commenting- please first state your name and any affiliations you may have.
- Restrooms are located outside Hearing Room 1, near the elevators.

Exhibit A

Chair Baroudi called the meeting to order at 5:33.

Roll Call

- At roll call, quorum was not established with five of eleven commissioners present.

Commissioners	Present (x)
Anwar Baroudi (Chair)	X
Benjamin Bartu (Vice Chair)	Absent (excused)
Noah Smith	Arrived 5:40
Marjorie Lynne	Absent (excused)
Linda St. Julian	Absent
Fatimah Aure	X
Thomas Cloyd	Absent (excused)
Linda Stevens	X
Raven Foote	X
Brittaney Creswell	Absent
Kaitlin Roh	X

Open Forum: Sheela Gunn sent the following comments:

- With fall approaching, now would be a good time to check gutters, heaters, and the like.
- There will soon be construction around Ashby BART affecting Ed Roberts Campus.
- CIL's emergency preparedness program was featured on the August 30 edition of KPFA's program Pushing Limits.

Comm. Smith arrived at 5:40. After another roll call, quorum was established with six of eleven commissioners present.

Approval Of Minutes

- Comm. Stevens made a motion to approve the August 2024 minutes. Comm. Smith seconded. Motion was approved 6-0.

Exhibit A

Commissioner's Announcements

- Chair Baroudi noted that the public comment period for AC Transit's ReAlign project had closed, and that there will be a vote on whether to keep the present paratransit service area.

San Francisco CARE Court

- Melanie Kushnir-Pappalardo and Judge Michael Begert from San Francisco CARE Court gave their presentation.
- Comm. Aure asked why people opted out of treatment. Ms. Kushnir-Pappalardo replied that they can also opt in, since the program is voluntary. She added that any forced treatment would go through the probate/conservatorship process. She then pointed out that if a participant stabilizes and opts out of treatment, that would be fine, and that conservatorship has to be due to serious mental health issues.
- Comm. Foote asked if there were incentives for completing the program similar to the gift cards, etc. provided during the program. Ms. Kushnir-Pappalardo replied that those who complete the program are eligible for bridge housing, which is very important in the tight housing market. Comm. Foote then asked if that would be the same across counties once other counties start their CARE courts. Judge Begert replied that access to bridge housing is written into the CARE court statute, but that availability of other resources will vary by county. Ms. Kushnir-Pappalardo added that each county works differently. Comm. Foote then asked about the number of people served. Judge Begert replied that 42 petitions had been filed, but about half of them have been dismissed, many of them because agencies have successfully engaged the people involved. Ms. Kushnir-Pappalardo added that many people who contact her aren't appropriate for CARE court.
- Comm. Roh asked about accountability measures such as a monitoring and evaluation plan. Judge Begert replied that there are reporting obligations to the state, and added that since confidential health information is involved and the numbers are so small, they have to be cautious about releasing data. He added that the statute imposes accountability on the county behavioral health agencies, and that he and other judges could refer such matters to the presiding judge. Comm. Roh asked if there were any metrics used to evaluate

Exhibit A

the program. Judge Begert replied that counties are required to report a lot of information to the state.

- Chair Baroudi asked if there would be an annual report. Judge Begert replied that he didn't know, but that there were reporting requirements to various state agencies, Chair Baroudi asked if housing was provided to participants throughout the program. Judge Begert replied that the focus was on bridge housing and supportive housing. He added that many participants have had negative experiences with available housing and so aren't interested, and that getting people into housing was a goal of the program since housing is so hard to find in the region. Chair Baroudi asked if housing was written into the statute. Judge Begert stated that the program is a housing-first program, and that shelter is essential for care. Chair Baroudi asked about referrals from inside and outside the court system. Judge Begert replied that outreach workers search for potential participants. And that the appointed attorneys also have social workers who do outreach. He added that participants engage with court via Zoom on their cellphones. He noted that few if any referrals from the court system, because people opt for diversion programs which, unlike CARE court, allow their cases to dismiss their cases, and that another way to access the system is through the probate (conservatorship) system. He added that there is a risk that people in the behavioral health system may be identified as gravely disabled and placed under conservatorship.

Automated Safety Enforcement System pilot

- Craig Raphael from OakDOT gave his presentation.
- Comm. Stevens asked if there would be signs put up saying that speed cameras were in use. Mr. Raphael replied that they are required to put up signs at all 18 locations as well as major entrances to the city.
- Chair Baroudi asked if the signs would be put up 60 days before the cameras are activated. Mr. Raphael replied that the outreach campaign will begin 60 days prior to activation, and that the signs will be put up after that but in advance of camera activation, and that the first 60 days are a warning period, with no citations issued. Chair Baroudi then asked if that was separate from the first citation being a warning. Mr. Raphael replied that the first citation for someone going 10 to 15 mph over the speed limit would be a warning, separate from the warning period. Chair Baroudi then asked if it was clear that

Exhibit A

people wouldn't get ticketed at first. Mr. Raphael replied that that would be in the outreach materials. Chair Baroudi went on to ask about data from other cities regarding the impact of speeding less than 10 mph over the speed limit. Mr. Raphael replied that OakDOT would be collecting that data in 1-mph increments, and that some cities ticket at 6 mph over the limit, but Oakland will be ticketing at 11 mph over. Chair Baroudi wondered if that might increase lower-level speeding. Mr. Raphael replied that the hope is that the presence of cameras will reduce speeding well below the 10-mph threshold.

- Comm. Smith asked how the baseline data of speeds and future speeding data would be obtained. Mr. Raphael replied that tube counts (rubber strips in the street), or more accurate technology, would be used in both instances.
- Comm. Stevens asked what would happen if the cameras detected the plate of a stolen car, and how it would handle a car without plates. Mr. Raphael replied that citations are mailed to the registered owner of the vehicle, who would then file an affidavit that the vehicle was stolen, and that it is a known limitation of the system that it cannot issue citations to vehicles without plates, although they can track how many such citations could not be issued.
- Chair Baroudi asked if there would be coordination between OakDOT and OPD about reducing enforcement at camera locations. Mr. Raphael replied that no such discussions had taken place. Chair Baroudi requested data on speeding less than 10 mph over the limit when it becomes available.

Oakland Tenants Union

- Eddie Ytuarte from Oakland Tenants Union gave his presentation. Mr. Ytuarte provided a handout which is provided below.
- Mr. Ytuarte concluded his presentation by asking if anyone had heard from the city about forming an advisory body for implementation of the elevator ordinance. Chair Baroudi replied that the ordinance is scheduled to go into effect in December, that he hadn't heard anything about such a body, and that his understanding about enforcement was that it was up to the individual to file a motion to get the fines due. He asked if Oakland Tenants Union could help. Mr. Ytuarte replied that he had heard that the Economic Development Agency would be in charge of follow-up. Chair Baroudi mentioned that he'd love to share what he knows, because the ordinance leaves enforcement up to individuals who might be faced with an undue

Exhibit A

burden. He then asked Comm. Smith if he had any comments about enforcement. Comm. Smith replied that he had not, other than that it goes into effect towards the end of the year. He asked about the enforcement mechanism. Chair Baroudi replied that it relies on individual claims. Comm. Smith suggested following up on this. Chair Baroudi asked if Oakland Tenants Union was a place where people could be referred. Mr. Ytuarte said that regulations are just as important as the ordinances themselves, and that Oakland Tenants Union wanted to be involved in shaping them. He added that a tenant who went to code enforcement was rebuffed. Chair Baroudi suggested contacting the California Public Utilities Commission. He then mentioned the *Smith v. Oakland* lawsuit. MCPD had an update from the city attorney's office late last year, but have heard nothing since. Mr. Ytuarte mentioned that he had invited disability advocates to appear on KPFA's Pushing Limits but they had nothing to add. He then expressed displeasure with the suit, because the city attorney's office had to use resources to fight the suit. Chair Baroudi pointed out that buildings old enough to be covered by rent control are too old to be covered by the ADA, and thus lack many physical accessibility elements or access. He suggested looking for ways to reach a resolution.

- Comm. Smith asked if Mr. Ytuarte was on the MCPD listserv. Mr. Ytuarte replied that he was not.

Letter to Dr. Landry at CARES Project

- Anh Nguyen pointed out that Vice Chair Bartu was not present to lead the discussion. He suggested that commissioners send their feedback to Vice Chair Bartu. It was then decided that this would be an informational item.
- Mark Romoser read the letter.
- Comm. Smith suggested including the date of the site visit.
- Chair Baroudi remarked that the letter was extremely well-written.

Staff Updates and Announcements

- Pacific Community Ventures has launched the Oakland Restorative Loan Fund 2.0, a \$3 million dollar program that offers loans of \$10,000 to \$100,000 to local businesses. Applications opened on September 4th. The funds can be used to make businesses more accessible.

Exhibit A

- The Alameda County Fair Housing Survey closed on September 13th.

Future Agenda Items

- Comm. Smith asked about future agenda items. Anh Nguyen replied that the State Council on Developmental Disabilities, a website accessibility update, and a strategic plan update were on the October agenda.
- Comm. Smith suggested that an update on the *Smith v. Oakland* lawsuit be placed on a future agenda. Chair Baroudi agreed.

Comm. Foote made a motion to adjourn. Comm. Roh seconded. The meeting was adjourned at 6:58.

Exhibit A

Oakland Tenants Union handout

Housing Resources Phone Numbers

Oakland Tenants Union (voice mail) 510 704-5276

All numbers in 510 area code unless indicated otherwise

LEGAL:

Disability Rights California (800) 776-5746

East Bay Community Law Center 548-4040

Centro Legal 437-1554

Bay Area Legal Aid 663-4744

Eviction Defense Center 452-4541

Bar Association of Alameda County 302-2222

Legal Assistance for Seniors 832-3040

API Legal Outreach (415) 567-6255

DISCRIMINATION:

California Dept. of Housing and Employment (800) 233-3212

ADVOCACY/SERVICE ORGANIZATIONS:

Center for Independent Living (Berkeley) 841-4776

ACCE 269-4692

(Alliance of Californians for Community Empowerment)

Causa Justa/Just Cause 763-5877

ECHO Fair Housing 496-0496

Tenants Together (888) 495-2020

SEEDS Conciliation Services 548-2377

Tenants and Neighborhood Councils 671-5747

GOVERNMENT AGENCIES:

Alameda County Information Line 211

Alameda County Health Homes (inc. lead) 567-8280

Alameda County Public Health 267-8000

Alameda County Vector Control 567-6800

California Dept. of Consumer Affairs (800) 952-5210

Oakland Housing Authority 874-1500

Exhibit A

OAKLAND CITY GOVERNMENT RESOURCES:

City Attorney	238-3601
Code Enforcement	238-3381
Fire Department Inspection	238-7054
Housing Assistance Center	238-6182
Rent Adjustment Program	238-3721
Zoning and Permits	238-3913

DRAFT

Safe Oakland Streets (SOS) Initiative

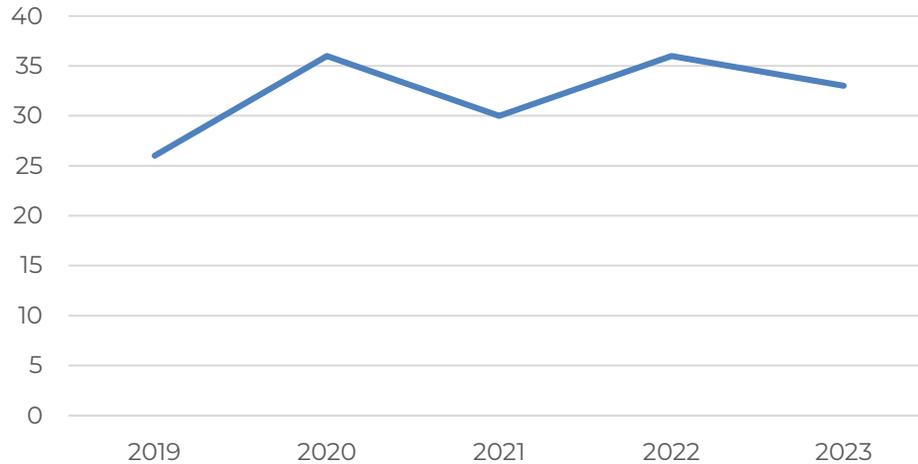


2023 Annual Report

Too Many People are Dying

2023 was another deadly year on Oakland's Streets, with a total of 33 crash fatalities

Crash Fatalities 2019-2023

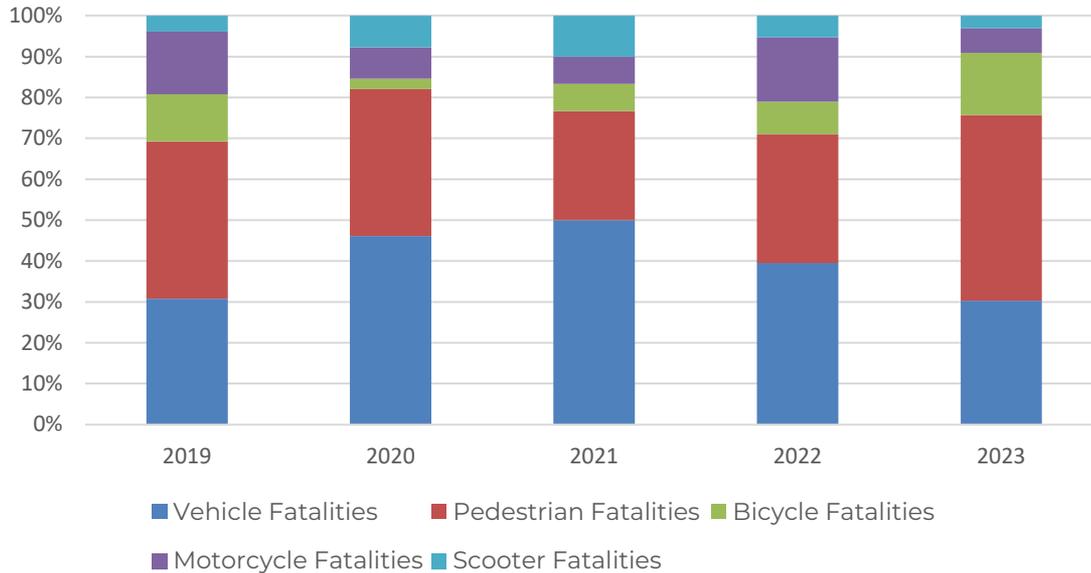


Source: Statewide Integrated Traffic Records System (SWITRS)
* 2022 and 2023 data are provisional and may be incomplete or subject to change.



Too Many People are Dying

Traffic Fatalities by Mode



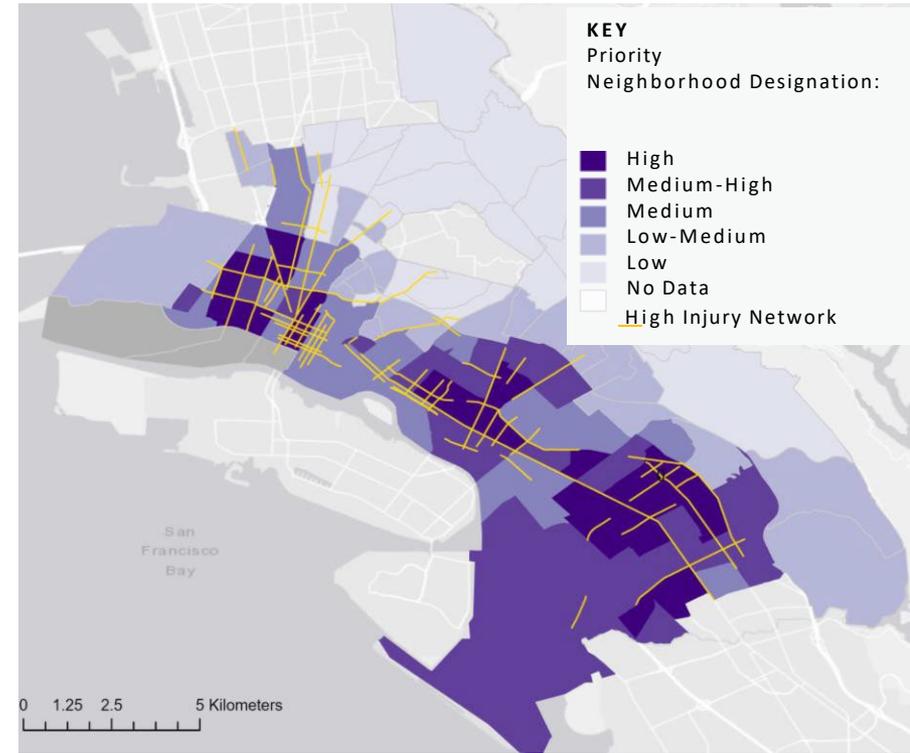
People walking, rolling, biking, taking transit, or riding motorcycles are especially vulnerable to traffic violence

Source: Statewide Integrated Traffic Records System (SWITRS)
* 2022 and 2023 data are provisional and may be incomplete or subject to change.

2018 High Injury Network (HIN)

6% of Oakland's Streets that account for 60% of severe and fatal crashes

95% of the HIN is in Medium to High Priority Equity Neighborhoods



Source: High Injury Network: 2012-2016 Data from SWITRS (Statewide Integrated Traffic Records System) prepared by Fehr & Peers.

Most Dangerous Driving Behaviors

These Factors Account for 74% of Severe and Fatal Crashes

Crashes Causes (Primary Collision Factors)	Percent of Crashes Resulting in People Being Killed or Severely Injured
 Unsafe Turning (especially left turns)	21%
 Unsafe speed	20%
 Impaired Driving	17%
 Failure to yield	15%

SWITRS 2021-2023*

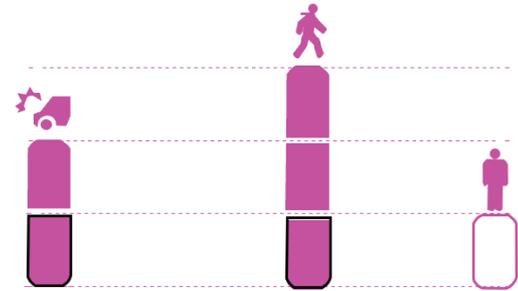
*2022 and 2023 SWITRS data are considered provisional and subject to change

Severe and Fatal Crashes Disproportionately Impact Black Oaklanders and Seniors

Older Oaklanders
(65+)



2x more likely to be killed in
a crash compared to all
other Oaklanders



Black
Oaklanders
are

2 times
as likely to be
killed or severely
injured in a crash
(all modes)

3 times
as likely to be
killed or severely
injured while
walking

compared to
all other
Oaklanders

SOS Strategies

COORDINATION &
COLLABORATION

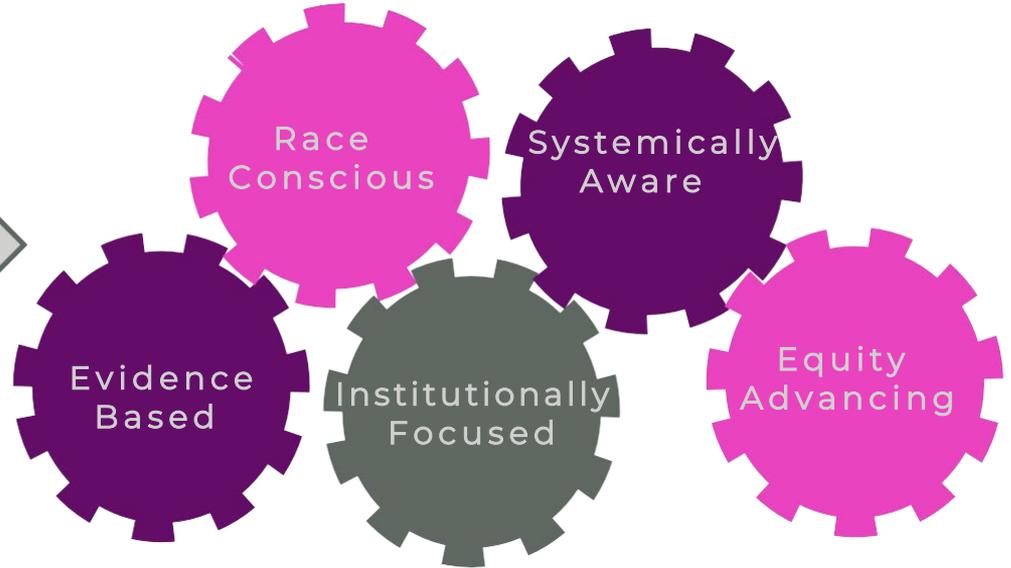
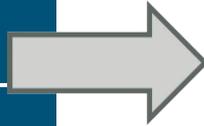
ENGINEERING

POLICY

PLANNING &
EVALUATION

ENGAGEMENT,
EDUCATION &
PROGRAMS

ENFORCEMENT



Strategy 1. Coordination & Collaboration

Collaboration between OakDOT and OFD

In 2023, key agreements were reached related to placement of flexible delineator posts in the public right-of-way.



Strategy 2. Engineering

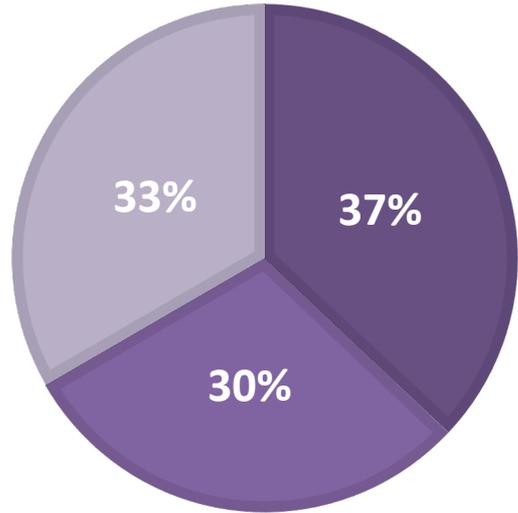
Traffic Safety Improvement Highlights (2023)



Strategy 2. Engineering

STATUS OF 2023 RAPID RESPONSE INVESTIGATIONS

■ Installed ■ In-Progress ■ No Engineering Action



- When streets have projects in pre-construction, Rapid Response treatments are identified for inclusion in the larger project



Strategy 3. Policy



The City of Oakland played a pivotal role in successfully advocating for state authorization for automated speed enforcement.



Oakland is authorized to install up to 18 camera systems as part of a pilot program that includes 5 other cities.



Speed Safety Cameras Pilot Program

If Oakland is in the process of implementing up to 18 camera systems under the passage of Assembly Bill (AB) 645, which is expected to come online in 2025.

Project updated

OakDOT is in the process of setting up the pilot program. Camera systems anticipated to be operational by end of 2025.

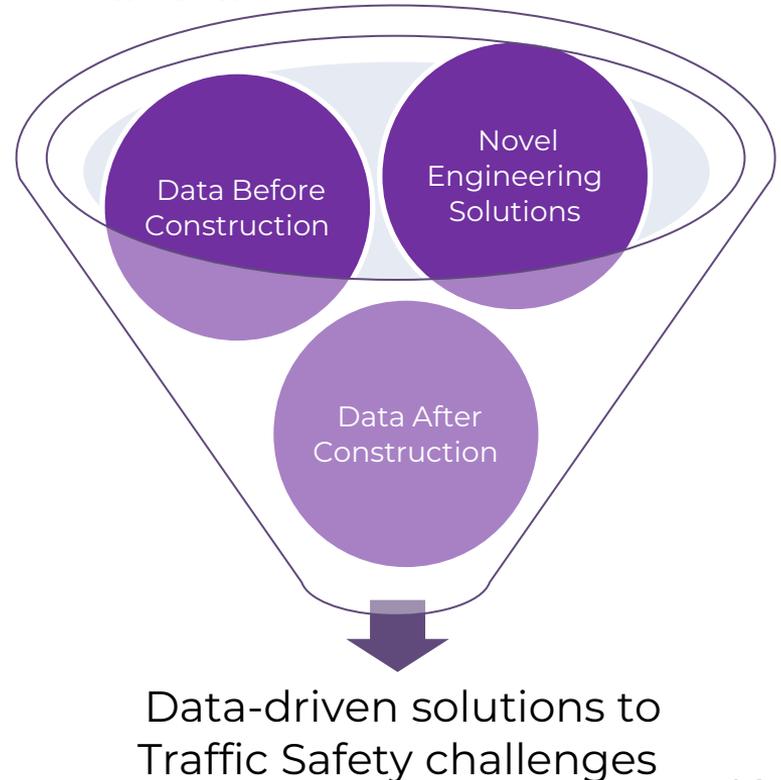
[More information is available at: City of Oakland | AB 645 \(oaklandca.gov\)](https://www.oaklandca.gov/projects/assembly-bill-645-friedman-speed-safety-systems-pilot-program)

<https://www.oaklandca.gov/projects/assembly-bill-645-friedman-speed-safety-systems-pilot-program> 12

Strategy 4. Planning and Evaluation

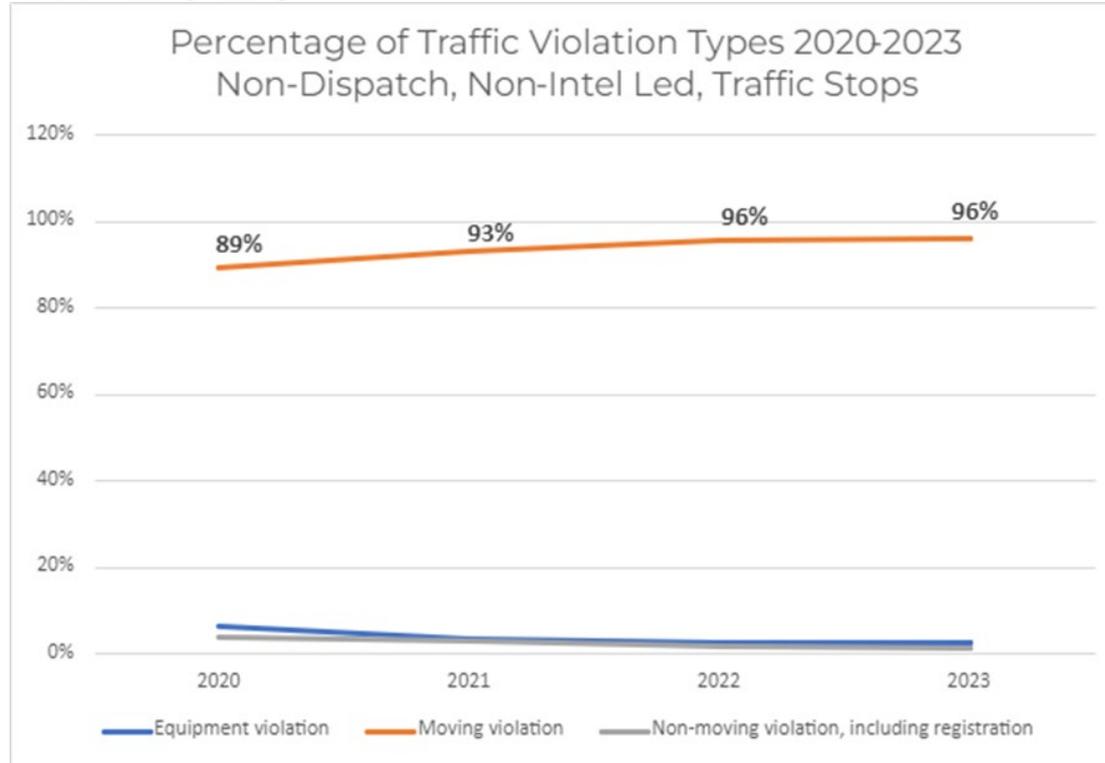
West Street Road Diet Project Evaluation

- Project evaluation in underway for West Street Road Diet. Improvements included removing lanes and adding pedestrian islands, raised intersections, bike buffers and speed humps.
- Data from the project evaluation will inform future projects and be useful in project reports.



Strategy 6. Enforcement

Traffic Stops Continue to Focus on Moving Violations in 2023



Non-Dispatch, Non-Intelligence-Led Traffic Stops, 2020-2023, OPD

Strategy 6. Enforcement

Traffic Stops Are More Focused on HIN and Most Dangerous Moving Violations

- Traffic Stops on the HIN*
 - 2019: 61%
 - 2023: 63%
- Traffic Stops for Most Dangerous Behaviors**
 - 2019: 40%
 - 2023: 79%

**within 500 ft of HIN; Non-Dispatch, Non-Intelligence-Led Traffic Stops, 2019, 2023, OPD*

***SWITRS 2019 and 2021-2023 (2022 and 2023 SWITRS data provisional and subject to change)*

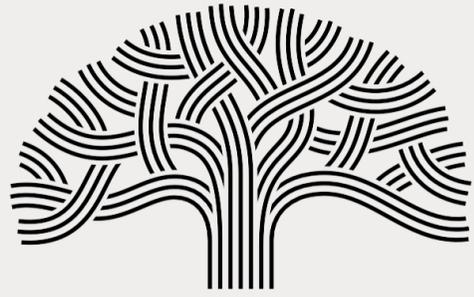
Looking Ahead: Opportunities

1. Continuing to focus resources on the High Injury Network and in High Priority Communities
2. Institutionalize the updated 2024 High Injury Network
3. Evaluate the International Quick Build project and apply the successes to future projects
4. Continue to strengthen OakDOT/OFD partnership
5. Establish Speed Safety Camera Pilot Program
6. Assessing High Impact Policy Opportunities

Resources

[Safe Oakland Streets: www.oaklandca.gov/SOS](http://www.oaklandca.gov/SOS)

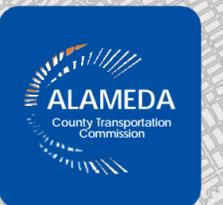
- [OakDOT Major Projects Map: www.oaklandca.gov/resources/active-major-improvements-project](http://www.oaklandca.gov/resources/active-major-improvements-project)
- [5-Year Paving Plan: www.oaklandca.gov/topics/paving](http://www.oaklandca.gov/topics/paving)
- [OPD Stop Data: www.oaklandca.gov/resources/stop-data](http://www.oaklandca.gov/resources/stop-data)
- [Sideshow Prevention: www.oaklandca.gov/topics/sideshow-prevention-efforts](http://www.oaklandca.gov/topics/sideshow-prevention-efforts)
- [Geographic Equity Toolbox: www.oaklandca.gov/resources/oakdot-geographic-equity-toolbox](http://www.oaklandca.gov/resources/oakdot-geographic-equity-toolbox)
- [Speed Bump Application: www.oaklandca.gov/services/apply-for-a-speed-bump](http://www.oaklandca.gov/services/apply-for-a-speed-bump)



CITY OF
OAKLAND
HUMAN
SERVICES
DEPARTMENT

Paratransit for the Elderly and Disabled

Made possible by Measure BB
Your transportation dollars at work



ELIGIBILITY

Seniors

- Residents of Oakland
- Age 70+

Persons with Disabilities

- Residents of Oakland
- 18-69 years old
- Enrolled in East Bay Paratransit

Client Appreciation

I'm a member of the Downtown Oakland Senior Center, where I derive a great deal of pleasure taking classes and socializing, both necessary for my physical and emotional well-being. I am grateful for Taxi scrips that get me there!



SERVICES OVERVIEW

Same Day Transportation

- Taxi Scrip
- GoGo Grandparent (Uber/Lyft rides)

Specialized Accessible Van Service

- Van Voucher programs
- City of Emeryville

Group Trips

- Bus excursions for 10+ Oakland seniors



TAXI SCRIP PROGRAM

Cost

- \$3 for 1 booklet of coupons, worth \$28 in cab fare
- Purchase up to 12 booklets every 3 months

How does it work?

- Purchase scrip booklets from OPED by mail or in-person at the office
- Call Friendly Cab to book a ride
- Provide a yellow voucher and enough scrip to cover the fare at the end of the ride

Client Appreciation

Visiting my 81 year old sister. I'm 87.



GOGO GRANDPARENT

City of Oakland Pays:

- Monthly membership fee
- \$8 discount of full fares, up to 8 rides a month

Call Center Operators:

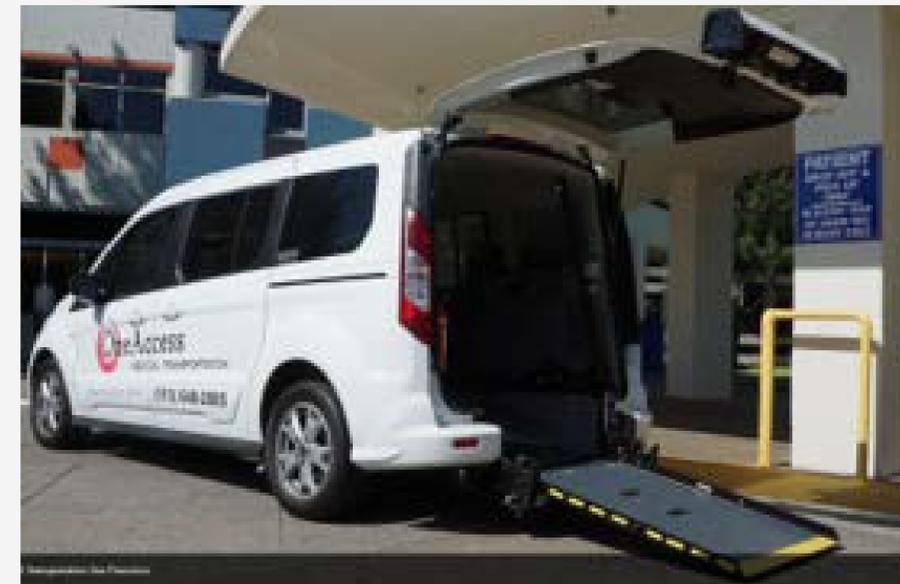
- Book rides online on behalf of the client using Uber or Lyft
- Track the rides to confirm client gets in and ride is complete
- Choose drivers rated 4+ (out of 5)



VAN VOUCHER PROGRAMS

Specialized Accessible Van Service

- Wheelchair accessible vans
- 1 voucher, \$3
- Good for 1 trip of up to 10 miles
- Longer trips will require more vouchers
- Purchase up to 12 vouchers every 3 months
- Order vouchers by mail, or in-person at the office

A "VAN VOUCHER" form from Oakland Paratransit / Measure B/B. The form includes fields for "EXPIRES LAST DAY OF" (Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec), "VAN VOUCHER No." (307917), "ORIGIN", "DESTINATION", "From Miles", "To Miles", "TOTAL MILES", "Monetized fare/Reimbursable amount \$", "Cash payment", "Attendee" (Yes/No), "Lib. Assist." (Yes/No), "Trip Purpose" (Business, Living needs, Medical, Recreation, Work/Education, Nutrition), "PLEASE PRINT NAMES" (City of Oakland, Name #1, Name #2, Name #3), "Company", and "Vehicle #".

CITY OF EMERYVILLE PARTNERSHIP

**For residents of the 94608 zip code,
includes Oakland**

- Same eligibility as City of Oakland clients
- Door-to-door transportation within the zip code, and some nearby destinations
- \$1 per ride
- Reservations are 1st come, 1st serve
- Max of 6 one-way rides per week



OUT OF ADA AREA & DIALYSIS

Out of ADA Area

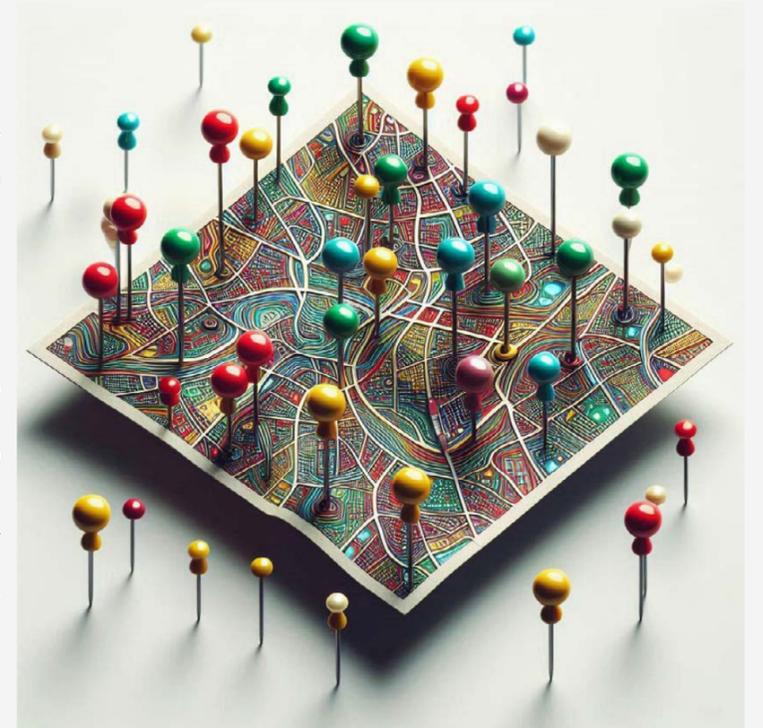
- Clients who live over a $\frac{3}{4}$ of a mile away from the nearest bus route can purchase unlimited scrip or vouchers

For Persons Undergoing Dialysis

- Unlimited purchases of van vouchers or taxi scrip

Client Appreciation

Very helpful, makes my days much easier knowing I have a dependable ride and able to get things done faster to be able to relax the rest of the day.



GROUP TRIPS BUS PROGRAM

For groups of 10+ Oakland seniors

- Low-cost bus rentals to transport groups to destinations for:
 - Recreation
 - Education
 - Community activities
 - Shopping





CITY OF
OAKLAND
HUMAN
SERVICES
DEPARTMENT

**Questions &
Comments?**



Communications & Engagement

Sean Maher

Director of Citywide Communications

Michael Enslow

Digital Services Officer

City Administrator's Office



**CITY OF
OAKLAND**



Presentation Goals

1. Introduce you to the Communications & Engagement Team
2. Communicate our Mission & Values
3. Communicate our Policies, Standards, & Services
4. Demonstrate our 2023-2024 Accomplishments
5. Present and get feedback on our 2024-2025 Roadmap

ADA Effective Communications Policy

ADA Programs Division	Communications & Engagement	Information Technology	City Clerk & KTOP
Anh Nguyen Disability Access Coordinator	Sean Maher Director of Citywide Communications	Tony Batalla Director of Information Technology	Asha Reed City Clerk
Mark Romoser Program Analyst	Michael Enslow Digital Services Officer	Michelle NewRingeisen Strategy & Business Operations	KTOP Staff

Our Team

The Communications & Engagement team consists of five staff.



Sean Maher

Director of
Citywide
Communications



Tina Risker

Digital Strategy
& Engagement
Officer



Jean Walsh

Public
Information
Officer



Carina V. Lieu

Inclusive
Community
Engagement
Officer



Michael Enslow

Digital Services
Officer

Our Mission

Our mission is to ensure that all Oaklanders (residents, businesses, and City employees) have equitable access to the information that they need to participate in City programs and services and the opportunity to shape the policies and programs that impact their everyday lives.

Our Values

- **Equity:** Remove systemic barriers to accessing City Government and ensure everyone can participate
- **Simplicity:** Make information and services easy to find, understand and use
- **Trust:** Become a trusted source of information by providing accurate, timely, consistent, and reliable information

Policies & Standards

Our team upholds administrative instructions that guide the City's work related to Media Relations, Social Media and Inclusive Community Engagement.

Media Relations Policy AI 351	Social Media Policy AI 599	Inclusive Community Engagement AI 6802
Establishes protocols, procedures and guidelines for interacting with the news media.	Establishes protocols, procedures and guidelines for posting to social media on behalf of the City.	Establishes procedures, guidelines, and best practices to consider when selecting engagement strategies and accompanying tools.

Core Services

Housed in the City Administrator's Office, the team manages the development and implementation of communications and engagement strategies related to:

- public information
- media relations
- media monitoring
- digital service design
- web site management
- social media engagement
- creative design & brand management
- inclusive community engagement
- employee communications
- emergency/crisis communications

2023-24 Accomplishments

1. Action on 2022 accessibility testing reports
2. Quality assurance testing at City facilities
3. Upgrading oaklandca.gov to OpenCities
4. Implementation of Readability
5. Writing for the web workshops for website content authors
6. Began audit of 600+ government services on oaklandca.gov

Accessibility Testing



**LightHouse for the
Blind and Visually
Impaired**



**Center for Accessible
Technology**



**Oakland Public
Library**



**Aging and adult
services – City of
Oakland**

20 Issues

19 Issues

10 Issues

9 Issues

Of 58 accessibility issues found, we have fixed 35 (60%)

Website Upgrade to OpenCities

1. Increasing security and reliability of oaklandca.gov
2. Preserving access to over 600 essential government services
3. Improving ease of use for content authors
4. Auditing and removing outdated, irrelevant, and broken pages
5. "Writing for the Web" training for all content authors

Results from Readability Testing

Oaklandca.gov			Scored URLs: 5,515	
A	B	C	D	E
Grade 5 to 7	Grade 8 to 9	Grade 10 to 11	Grade 12 to 13	Grade 14 to 18
1680	1673	983	1055	124
30%	30%	18%	19%	2%

Audit of 600+ Digital Services



1. Find service on oaklandca.gov



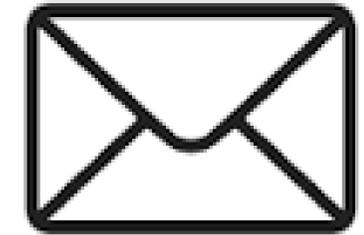
2. Download PDF form



3. Print form



4. Complete form



5. Mail or deliver form to City

	Yes	No
Mobile Compatible		X
Time efficient		X
Reflect up to date Social Identity Categories		X

2024-2025 Roadmap

Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025
Quality assurance testing at City facility	Quality assurance testing at City facility	Quality assurance testing at City facility		Quality assurance testing at City facility
Audit the 600+ government services on oaklandca.gov				
			Launch new website	
				Re-engage accessibility testing partners.

Next Steps

1. Implement 2024-2025 roadmap
2. Track our progress towards measurable outcomes
3. Return to MCPD after the new website launch
4. We'd love to hear from you!

Thank you!

For questions and comments please email:

OaklandPIO@oaklandca.gov





Goal Areas



[Goal Area 1]
Policing and
Safety



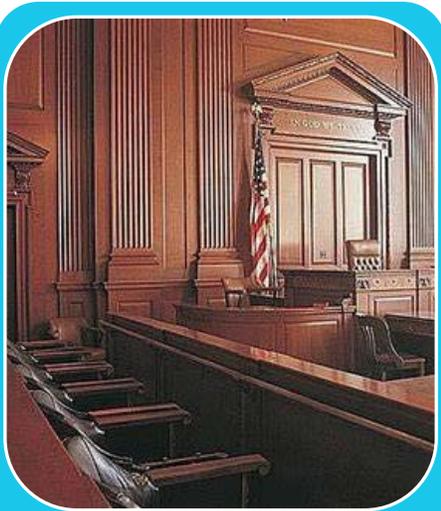
[Goal Area 2]
Environmental
Impacts &
Concerns



[Goal Area 3]
Accessibility of
City Programs



[Goal Area 4]
ADA Accessible
Housing



[Goal Area 5]
Civil Liberties

Goal Area 1.1 Plan Activities

Results:

- MCPD has and will continue to establish relationships with the DVP, MACRO, and other first responders to extend monitoring from policies and procedures to include actual outcomes. DVP presented to MCPD in July 2024.
- Commissioner Creswell organized a Domain 37 and CID training with OPD on July 2. Vice Chair Bartu, Comm. Cloyd, and Comm. Stevens also attended.
- Commissioner Creswell arranged for a visit to Alameda County's CARES facility on August 1. Vice Chair Bartu, Comm. Cloyd, and Mark Romoser attended. A letter to CARES director Dr. Landry regarding access issues at CARES has been drafted.
- A meeting was held on May 9 with representatives of OPD, CPRA, DVP, and RAP. Vice Chair Bartu attended.

Goal Area 1.2 Plan Activities

- Continue collaborations and regular updates from EMSD Staff /respond to their requests for input
- MCPD will advocate for accessible clean air safe spaces and accessible transportation to them in emergencies and for improved in-home air quality for all residents.
- MCPD will identify service gaps in the emergency response system and report them to the Mayor and City Council.

Results:

- A meeting was held on June 3 with representatives of EMSD. Vice Chair Bartu, Comm. Roh, and member of the public Sheela Gunn attended.

Goal 2.1 Plan Activities

Results:

- A meeting was held on June 25 with representatives of the mayor's office, Planning and Building, and DOT. Comms. Lynne and Roh, and member of the public Sheela Gunn, attended.

Goal Area 3.1 Plan Activities

- MCPD will use all potential opportunities to lobby and advocate on behalf of ADA Programs Division.

Results: A meeting was held on May 2 with representatives from the mayor's office and OFD. Chair Baroudi and Comm. Cloyd attended.

- MCPD will communicate to key stakeholders, including elected officials, city staff, Oakland residents, and the disability community. on the critical need for increased funding and capacity for ADA Programs Division.

Goal Area 3.1 Plan Activities cont.

- MCPD will make a call to action, lobby City Council members and everyone who is running, if there are any elections going on, to state their policies on ADA, ADA compliance in the City of Oakland and describe their full disability platforms.
- Commission will advocate during both the City Council and staff (April) and Mayor's Office (March) Budget Engagement Process by sending letters from current and previous chairs with the recommendations of the Commission and following up to assure that the recommendations are received and considered.

Results: MCPD worked through the Life Enrichment Committee to ensure there would be no impact to ADA Programs Division in the new budget.

Goal Area 3.2 Plan Activities

Results:

- A meeting was held on May 14 with representatives of DOT. Chair Baroudi and Comm. Smith attended.
- Chair Baroudi attends and provides input to meetings of the Bicycle and Pedestrian Advisory Commission (BPAC). BPAC has a liaison, Patricia Schader, who attends or watches MCPD meetings.
- Chair Baroudi has met with AC Transit staff and directors regarding impacts to paratransit service from the upcoming ReAlign initiative.
- Commissioners have provided pertinent feedback on a number of streetscape projects presented by DOT.

Goal 4.1 Plan Activities

Results:

- City Council passed an elevator maintenance ordinance similar to Berkeley's. Commissioners Smith and Cloyd, and several members of the public, spoke in support of it.
- MCPD will participate in the General Plan community engagement process just kicking off to promote Universal Design (UD). Planning and Building will present to MCPD once the process begins in Fall 2024.
- A meeting was held on May 10 with representatives of Planning and Building and HCD. Vice Chair Bartu and Comms. Cloyd and Aure attended.
- Commissioners are working to build a relationship with Oakland Tenants Union, which presented to MCPD on September 16.

Goal 4.2 Plan Activities

- Follow up with the General Plan about the need for affordable housing and need to address homelessness from multiple angles.
- Present the need for access improvement funding directly to renters to avoid accessibility issues that force seniors and persons with disabilities (who are a large proportion of renters) into homelessness.

Goal Area 5.1 Plan Activities

Results:

- A representative of San Francisco's CARE Court presented to MCPD in September 2024.
- A meeting was held on May 2 with representatives of MACRO and Homelessness. Chair Baroudi and Vice Chair Bartu attended.