

Oakland Mayor's Commission for Persons with Disabilities 2025 Strategic Plan Survey

Why did the Commission conduct a survey?

- To gather input directly from Oakland residents with disabilities about the challenges and priorities related to accessibility, housing, transportation, public safety, emergency preparedness, and other topics of concern
- To help shape priorities and approach in the Commission's strategic plan for 2025

How was the survey conducted?

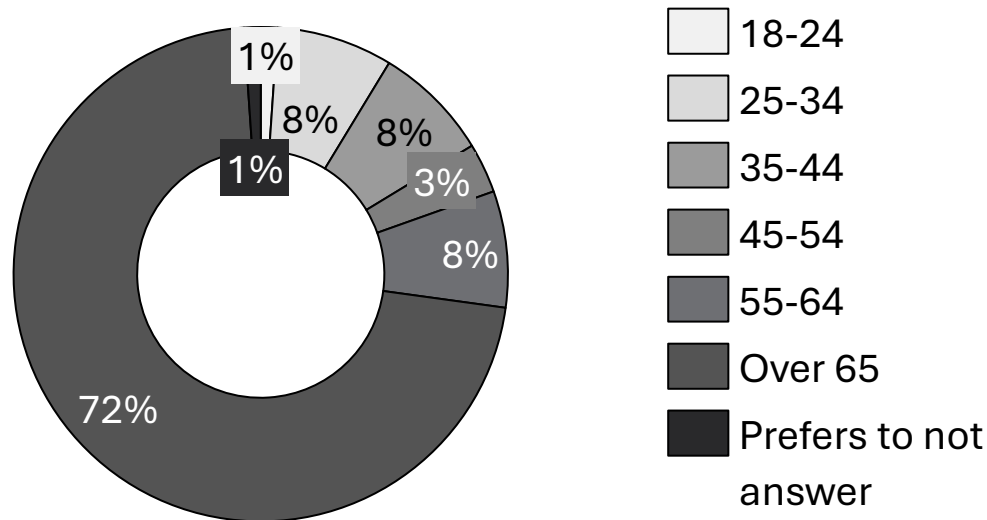
- Open from Nov. 22, 2024 – Jan. 13, 2025
- Available online, and in paper format by request
- Opportunity to request accommodations to complete survey through ADA Programs office
- Advertised through several channels, including through ADA Programs email distribution list and via community partners

Age & gender: Who responded to the survey?

The majority of respondents (72%) were 65 or older, skewing survey results

In the U.S., older adults disproportionately account for disabilities, representing around 16% of the population but 44% of those with disabilities. Our survey results are likely biased by an over-representation of this older population relative to this census data.

Distribution of age for survey respondents



58% of respondents were women, nearly double response rate of men

This overrepresentation of women in the survey data may impact results

Distribution of gender for survey respondents

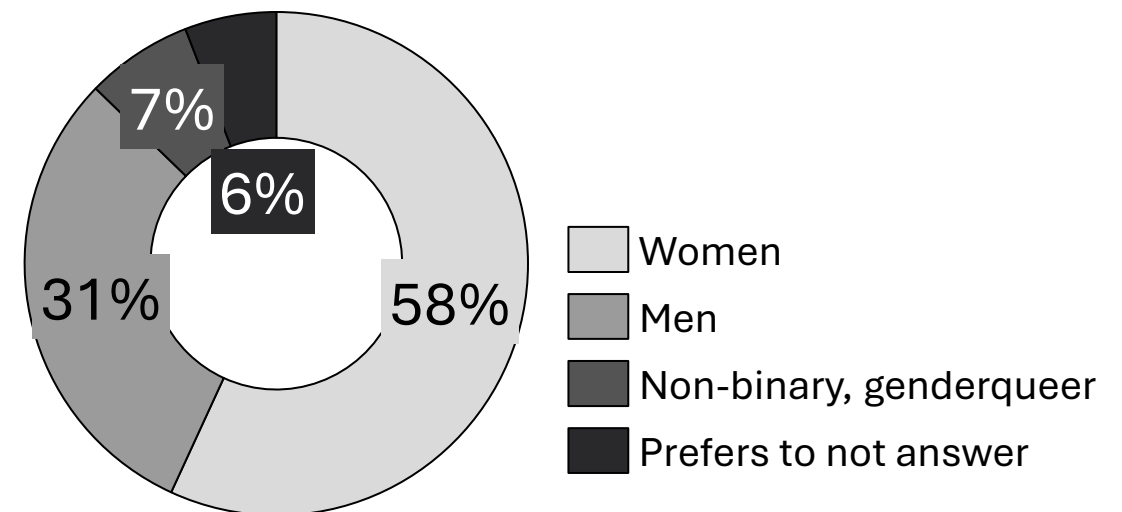


Exhibit B

Race & ethnicity: Who responded to the survey?

The survey captured perspectives from the City of Oakland's different racial and ethnic groups, and the respondent pool reflects an overrepresentation of the white and Black populations and underrepresentation of the Asian and Hispanic or Latino/a populations

According to the U.S. Census Bureau's 2020 data, the racial and ethnic composition of Oakland, California, is made up of 27% white, 20% Black or African American, 16% Asian, 6% two or more races, and 29% Hispanic or Latino.

Distribution of race and ethnicity for survey respondents

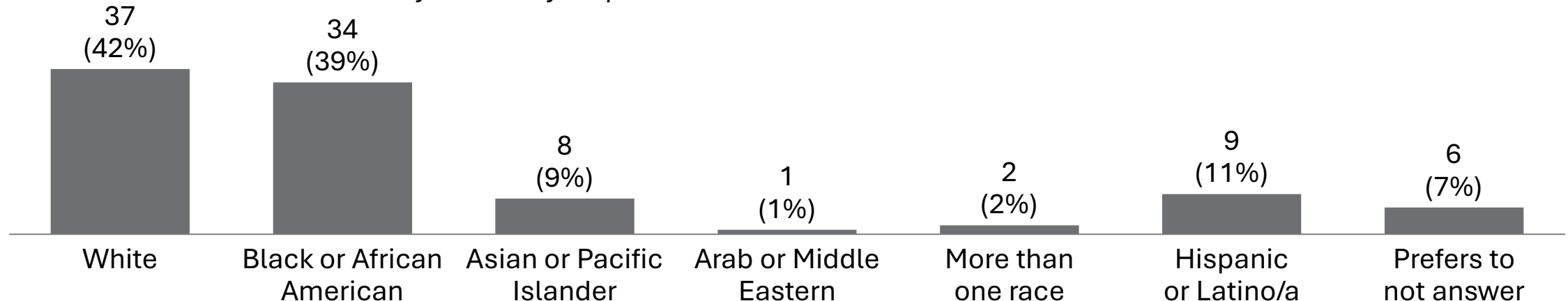


Exhibit B

Disability: Who responded to the survey?

Survey respondents have a variety of disabilities or conditions with approximately 23% indicating that they have more than one type of disability, and some respondents did not self-identify as having a disability

Approximately 26% of respondents indicated that they did not have a disability. We chose to include responses from this group as respondents may not feel comfortable indicating they have a disability due to a culture of shame, or those individuals may have children or family members with disabilities, but our survey did not include a question to indicate this situation.

Distribution of type of disability for survey respondents

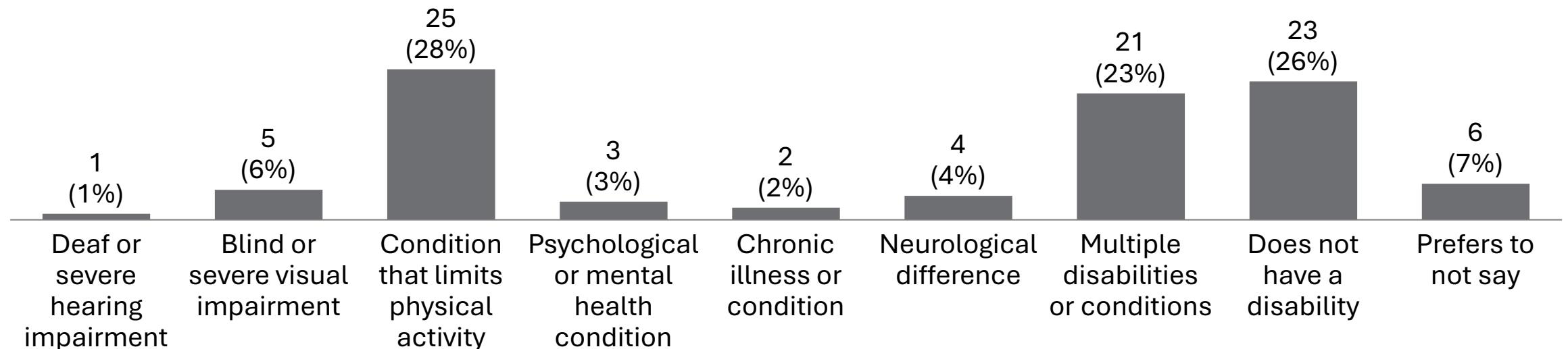


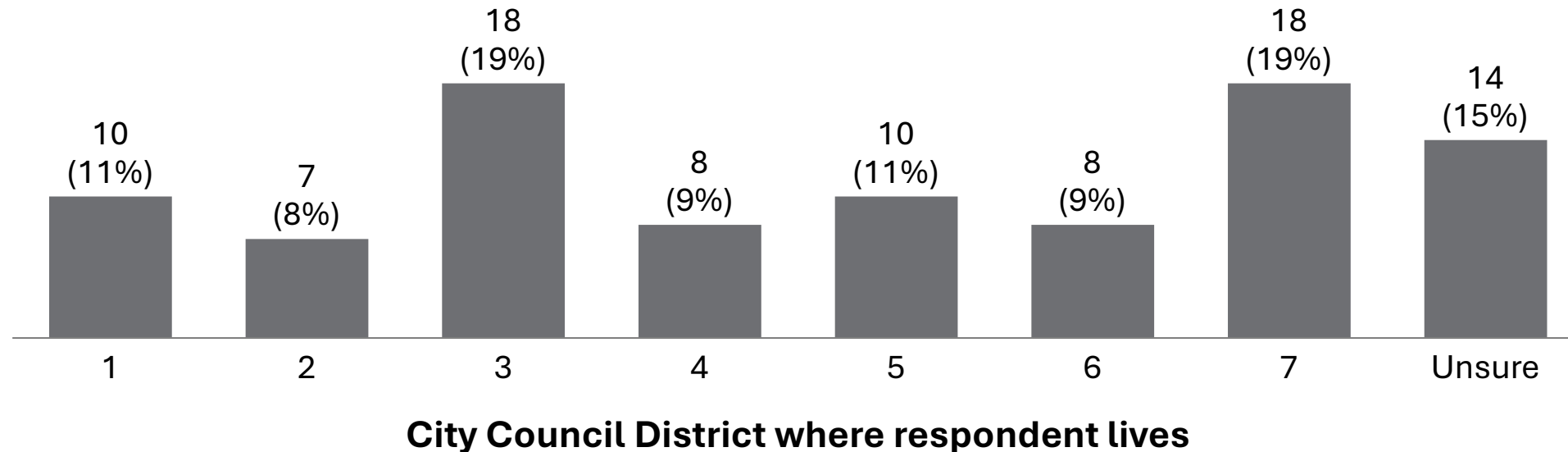
Exhibit B

Residential area: Who responded to the survey?

We received input from respondents in all seven of Oakland's City Council districts with higher representation from Districts 3 and 7.

Approximately 15% of respondents did not know or indicate which district they reside in. We included their responses in our analysis so as not to preclude those who are unfamiliar with the district map.

Distribution of residential City Council districts for survey respondents



What Oaklanders with disabilities said they are concerned about and need

Most important issues for persons with disabilities in Oakland

- 68% selected housing
- 54% selected public safety
- 48% selected transportation

Note: While we asked respondents to indicate the most important issue, we allowed them to select more than one issue. As such, percentages add to more than 100.

Awareness of City resources and services

- Across issue areas, many respondents indicated that they are not aware of City resources and services that could support them
- 79% of respondents are not aware of housing resources or services
- 63% of respondents are not aware of transportation resources or services

Exhibit B

Housing

Most important housing concerns for persons with disabilities in Oakland

When asked what their top three housing concerns were, respondents said:

1. Neighborhood safety (58%)
2. Housing affordability (55%)
3. Living close to public transportation (33%)
4. Getting help to make their home more accessible (23%)
5. Finding an accessible home (20%)
6. Living close to healthcare services (20%)
7. Protection from discrimination (15%)

Current housing meets majority of respondents' accessibility needs, but concerns about future affordability and ability to address accessibility

- 64% agree or strongly agree that their current housing meets their accessibility needs
- Of that group, 38% stated that they would not have the resources to make their home more accessible if they needed to
- Nearly half of all respondents are worried about losing their housing due to costs

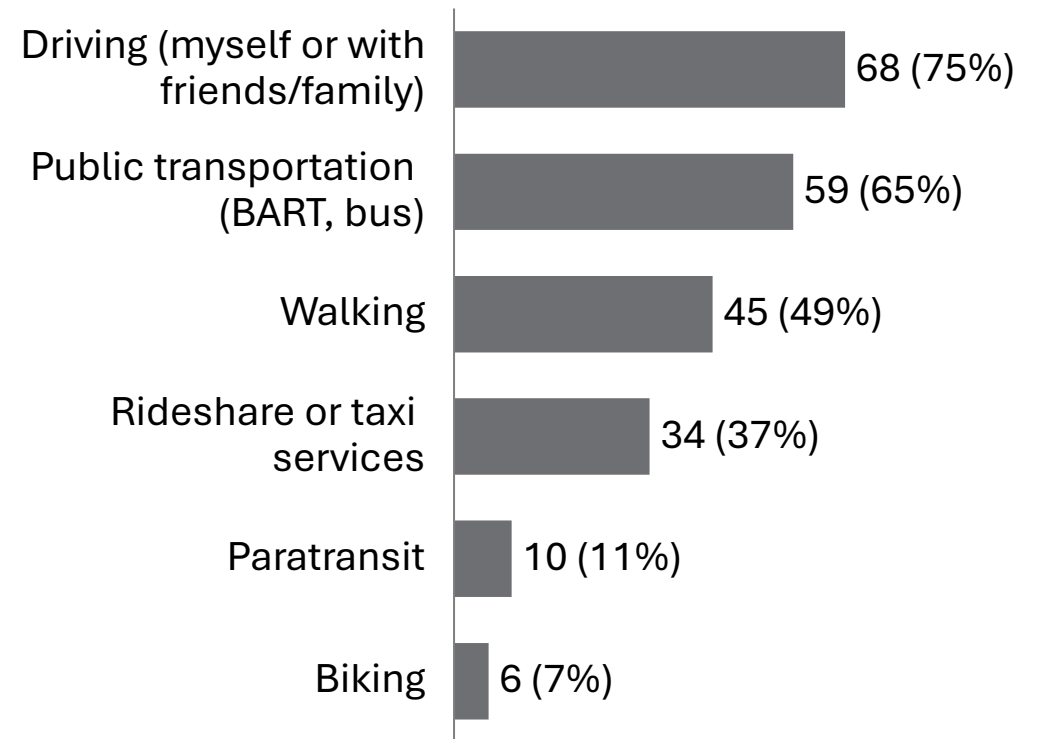
Exhibit B

Transportation: How are Oaklanders with disabilities getting around?

They use a variety of transit with many driving or riding in personal vehicles or taking public transit.

While 75% of respondents drive or ride in personal vehicles with others as a form of transit, most of those respondents (50 of 68) also utilize other forms of transit. Only 18 respondents indicated that they commute exclusively by driving or riding in personal vehicles.

Distribution of types of transit by survey respondents



Transportation

Most important transit concerns for persons with disabilities in Oakland

When asked what their top three transit concerns were, respondents said:

1. Reliability of transportation services (60%)
2. Safety in accessing or using public transportation (46%)
3. Accessibility of public transportation (33%)
4. Wait times for accessible taxis, rideshares, or paratransit (34%)
5. Cost of transportation (31%)
6. Curbside safety when getting from vehicle or bus to sidewalk or door (21%)
7. Staff training on disability needs (13%)

Public transit and paratransit have room to improve in meeting Oaklanders with disabilities' needs

- 17% disagreed that Oakland's public transportation options met their accessibility needs
- 65% indicated that they encounter barriers that make public transportation hard or impossible to use sometimes or more often
- For respondents who use paratransit, 44% indicated that they can only sometimes schedule rides at the times they need

Public Safety

Interactions with Oakland Police

- 55% have not interacted with the Oakland Police in the last two years
- Of those who have interacted with the Oakland Police, 49% were dissatisfied or very dissatisfied with how the police accommodated theirs or others' disability needs

Perceptions on & awareness of supports for mental health crises

- 87% feel that there are not enough alternatives to calling the police during a mental health crisis
- At the same time, 64% of respondents are not aware of the MACRO Program, and 79% of respondents are not aware of Alameda County's MCT, indicating a need to raise awareness

MACRO Program

- For respondents who have used the Mobile Assistance Community Responders Oakland (MACRO) Program, 50% indicated they were dissatisfied or very dissatisfied with the services provided

Emergency Preparedness

Responses to questions around emergency preparedness were marked by uncertainty and a lack of awareness, indicating a need for better preparation.

- Of the respondents who rent, 43% indicated that they were unsure if their landlord or property manager has a plan that accommodates their disability while 39% said their landlord or property manager did not
- 50% have not tried to access emergency preparedness trainings, materials, or resources through the City of Oakland
- Of those who have tried to access emergency preparedness trainings, materials, or resources through the City of Oakland, 62% indicated that they were not able to
- 76% of all respondents were unsure if the City of Oakland's emergency plans could accommodate their accessibility needs while 13% of respondents indicated the City of Oakland's emergency plans did not accommodate their accessibility needs

Exhibit B

Accessibility of City Services

Responses regarding accessibility of City services indicate an opportunity to improve these services, as well as communication about and awareness of the services.

- 32% of respondents face barriers when using the City of Oakland's website
- When a respondent needs a service from the City, 57% indicated it is unclear where to go online or in person
- For City events or commission meetings held virtually or in person, 27% indicated they face barriers to attending