

## Preliminary Summary

The Charter of the City of Alameda assigns the Social Service Human Relations Board (SSHRB) with the responsibility of assessing and responding to the social service and human relations needs of the City of Alameda. To fulfill that responsibility, the SSHRB regularly schedules public hearings to identify needs, and through comprehensive surveys administered every 5 years determines the scope of the community's needs and evaluates resources to meet those needs.

The last such survey was conducted from November 1 to December 11, 2017. The survey was posted online, sent out via email and hard copies were also made available at numerous locations. The survey was available in English, Spanish and Chinese in printed and electronic form. The City posted the survey on the front page of the City website. The Alameda Free Library, and Mastick Senior Center provided access to the survey in their computer labs as well as in printed form. 1781 responses were collected, representing approximately 5.8% of Alameda households.

Residents were asked to complete one survey for each household and rate the community's needs for services and facilities from "No Need" to "High Need". Some of the questions gathered demographic information regarding those participating in the survey, and there also were questions regarding housing discrimination.

Exhibit 2 provides preliminary data collected of the Alameda community needs survey.

Highlights include:

- Over 80% of respondents rated the following services and facilities moderate to high need:
  - Senior services, health services, library services, safety and anti-crime programs, mental health services, transportation/shuttle services, disability services
  - Recreation and parks (fields, courts, paths, picnic areas and open spaces), health care facilities, recreation and parks: community pools
  - Transportation services, services for people with disabilities
  - Youth employment, job creation/retention
  - Affordable rental housing, senior housing, energy efficient improvements,
- Affordability of housing and increasing traffic congestion were of predominant concern in respondent comments
- 20% more people noted experiencing housing discrimination than in 2012, mostly due to financial/income factors

The SSHRB will present a Survey Summary Report to the Council in April 2018.

### 1. Community Services

Consider the community's need for the following SERVICES in the City of Alameda. Rate the need level for each of the following items

Answered: 1,756

Skipped: 17

	NO-LOW NEED	MOD-HI NEED	TOTAL
Senior Services	13.95% 237	86.05% 1,462	1,699
Health Services	15.49% 261	84.51% 1,424	1,685
Library Services	17.16% 291	82.84% 1,405	1,696
Safety and Anti-Crime Programs	17.17% 294	82.83% 1,418	1,712
Mental Health Services	16.82% 285	83.18% 1,409	1,694
Transportation/Shuttle Services	18.16% 310	81.84% 1,397	1,707
Disability Services	19.87% 332	80.13% 1,339	1,671
Teen Services (ages 13 to 18)	20.69% 347	79.31% 1,330	1,677
Food Programs	23.90% 406	76.10% 1,293	1,699
Fair Housing Counseling/Mediation/Tenants Rights	25.28% 432	74.72% 1,277	1,709
Child Care Services (under age 5)	26.20% 438	73.80% 1,234	1,672
Youth Services (ages 5 to 12)	26.09% 438	73.91% 1,241	1,679
Employment and Business Development Services	27.41% 457	72.59% 1,210	1,667
Access to Information and Communication Technologies	26.95% 446	73.05% 1,209	1,655
Rental and Utility Assistance	30.81% 521	69.19% 1,170	1,691
Literacy (Adult/Child) Programs	32.78% 550	67.22% 1,128	1,678
Computer Skills	32.73% 544	67.27% 1,118	1,662
Legal Services	41.48% 694	58.52% 979	1,673
Language Assistance/Translation	48.50% 807	51.50% 857	1,664
LGBTQ Services	48.69% 802	51.31% 845	1,647
Foreclosure Counseling	58.03% 961	41.97% 695	1,656

## 2. Community Facilities

Consider the community's need for the following FACILITIES in the City of Alameda. Rate the need level for each of the following items.

Answered: 1,731

Skipped: 42

▼	NO-LOW NEED ▼	MOD-HI NEED ▼	TOTAL ▼
▼ Recreation and Parks: Facilities (Fields, Courts, Paths, Picnic Areas and Open Spaces)	16.94% 290	83.06% 1,422	1,712
▼ Health Care Facilities	18.01% 302	81.99% 1,375	1,677
▼ Recreation and Parks: Community Pools	19.42% 331	80.58% 1,373	1,704
▼ Teen Centers (ages 13 to 18)	20.61% 347	79.39% 1,337	1,684
▼ Recreation and Parks: Recreation Centers	21.57% 365	78.43% 1,327	1,692
▼ Community Centers	23.46% 396	76.54% 1,292	1,688
▼ Senior Centers	23.05% 390	76.95% 1,302	1,692
▼ Youth Centers (ages 5 to 12)	25.73% 431	74.27% 1,244	1,675
▼ Child Care Centers (under age 5)	28.96% 485	71.04% 1,190	1,675

### 3. Social Services

Consider the community's need for the following SOCIAL SERVICES in the City of Alameda. Rate the need level for each of the following items.

Answered: 1,729

Skipped: 44

	NO-LOW NEED	MOD-HI NEED	TOTAL
Transportation Services	17.21% 291	82.79% 1,400	1,691
Services for People with Disabilities	18.92% 318	81.08% 1,363	1,681
Domestic Violence Services	23.91% 402	76.09% 1,279	1,681
Substance Abuse Services	25.66% 428	74.34% 1,240	1,668
Homeless Shelters/Services	27.30% 465	72.70% 1,238	1,703
Services for Transitional Age Youth (Ages 17 to 24)	29.33% 489	70.67% 1,178	1,667
Neglected/Abused/Runaway Children Services	30.25% 506	69.75% 1,167	1,673
HIV/AIDS Services	48.67% 805	51.33% 849	1,654

### 4. Business and Jobs Services

Consider the community's need for BUSINESS AND JOB SERVICES in the City of Alameda. Rate the need level for each of the following items.

Answered: 1,688

Skipped: 85

	NO-LOW NEED	MOD-HI NEED	TOTAL
Youth Employment	18.32% 305	81.68% 1,360	1,665
Job Creation/Retention	19.92% 329	80.08% 1,323	1,652
Employment Training	25.72% 426	74.28% 1,230	1,656
Personal Finance Education	30.04% 495	69.96% 1,153	1,648
Small Business Loans	31.16% 512	68.84% 1,131	1,643
Start Up Business Assistance	35.03% 577	64.97% 1,070	1,647
Business Mentoring	40.35% 661	59.65% 977	1,638

## 5. Housing Services

Consider the community's need for HOUSING SERVICES in the City of Alameda. Rate the need level for each of the following items.

Answered: 1,738

Skipped: 35

	NO-LOW NEED	MOD-HI NEED	TOTAL
▼ Affordable Rental Housing	16.97% 292	83.03% 1,429	1,721
▼ Energy Efficient Improvements	18.27% 309	81.73% 1,382	1,691
▼ Senior Housing	17.91% 305	82.09% 1,398	1,703
▼ Housing for Veterans	20.47% 345	79.53% 1,340	1,685
▼ Housing for People with Disabilities	20.77% 350	79.23% 1,335	1,685
▼ Single Family Housing	30.87% 513	69.13% 1,149	1,662
▼ Homeowners Assistance	31.62% 529	68.38% 1,144	1,673
▼ Lead-Based Paint Abatement	35.45% 591	64.55% 1,076	1,667
▼ Single Person Homeownership (non disabled or elderly)	40.49% 675	59.51% 992	1,667
▼ Large Family Housing	43.37% 719	56.63% 939	1,658

## 6. Additional Comments

Of 431 additional comments, the highest concerns were:

- Housing affordability and availability
- Traffic congestion and transit on/off and on-island
- Development and the effect on traffic

Additional concerns reflected in the comments:

- Alameda job growth
- Athletic facility (including pool) adequacy and accessibility
- Crime and safety

## 7. Housing Discrimination

Do you believe housing discrimination is an issue in your neighborhood in Alameda?

Answered: 1,673

Skipped: 100

ANSWER CHOICES	RESPONSES	
▼ No	69.40%	1,161
▼ Yes	30.60%	512
TOTAL		1,673

## 8. Housing Discrimination

If you have experienced discrimination in housing in Alameda, on what basis do you believe you were discriminated against? Select all that apply.

Answered: 434

Skipped: 1,339

ANSWER CHOICES	RESPONSES	
▼ Other (please specify)	Responses 46.08%	200
▼ Race	27.19%	118
▼ Color	24.65%	107
▼ Familial Status	24.42%	106
▼ Age	22.12%	96
▼ Disability	12.90%	56
▼ National Origin	11.29%	49
▼ Gender	10.83%	47
▼ Sexual Orientation	6.22%	27
Total Respondents: 434		

### Notes about those who responded "Other"

- 129 (65%) of the 200 "Other" responses specified they had not personally experienced discrimination or were comments about housing discrimination in general.
- 71 (35%) responses indicated an additional basis of discrimination.
  - Notably, 61 (86%) specified they were discriminated against based on finances/income.
  - 10 (14%) specified single-parent status (4), religion (3) and pet ownership (3)
- The adjusted total respondents who experienced a form of discrimination is **305**.