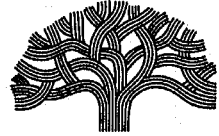


# CITY OF OAKLAND



1 FRANK H. OGAWA PLAZA OAKLAND, CALIFORNIA 94612-2033

Oakland Public Works Department  
ADA Programs Division

(510) 238-5219  
FAX (510) 238-3304  
TDD (510) 238-2007

*Via Electronic Mail*

August 26, 2014

Alice Ansfield  
[alice@radiancemagazine.com](mailto:alice@radiancemagazine.com)

Re: City of Oakland ADA Grievance against Oakland Zoo

Dear Ms. Ansfield:

Thank you for your patience as the City investigated and determined an appropriate resolution to your ADA grievance dated July 31, 2014, regarding your concerns about the resources available at the Oakland Zoo for persons with mobility impairments.

As explained by Dr. Joel Parrott, the zoo's Executive Director, in his e-mail of July 31, 2014, any new construction or modifications that are made at the zoo are done in conformance with the applicable ADA standards for accessible design. In the meantime, those parts of the zoo that are not fully accessible are being made accessible through programmatic modifications such as offering golf cart rentals, free of charge, and the provision of information about the availability of these services and the zoo's hilly terrain on its website so that guests can plan their visits accordingly.

As our office initially informed you by e-mail on August 1, 2014, the Americans with Disabilities Act and related state laws do not require entities such as zoos to provide access to wheelchairs or other personal devices, although some zoos do in fact provide them, and they are allowed to charge for their use. In this case, the Oakland Zoo does not have a wheelchair rental program, but again, does offer information about the challenging terrain on its website, and the availability upon reservation of a zoo tour via its wheelchair accessible cart or one of its two golf carts.

I understand that since lodging your initial complaint, you did participate in a free docent tour of the zoo using one of its golf carts on August 19, 2014.

In light of the concern that you raised regarding the amount of notice required to reserve either the wheelchair accessible cart or the golf carts, the Zoo has agreed to amend its policies to allow for

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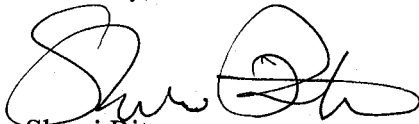
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reservations with no more than seven days' notice. Additionally, the Zoo is working to enhance the information available to guests for planning their visit, including the development of a new map that will illustrate the steepness of the various routes through the park and signage throughout the park identifying the more accessible routes. The process and new timeline for reserving the carts, and the new map and any other informational materials that will be developed to help guests with mobility disabilities plan their visits will be available on the Zoo website soon.

Thank you for bringing your concerns about the Zoo's accessibility to persons with mobility disabilities to our attention, and giving us an opportunity to work with the Zoo to enhance its existing accessibility resources and policies.

I hope these measures address your concerns. If you have any further questions, please contact me at [srita@oaklandnet.com](mailto:srita@oaklandnet.com) or by phone at 510-238-6919.

Sincerely,

A handwritten signature in black ink, appearing to read 'Sherri Rita', with a stylized, cursive script.

Sherri Rita

Acting ADA Projects Coordinator  
ADA Programs Division

cc: Dr. Joel Parrott, Executive Director, Oakland Zoo  
Christine Calabrese, ADA Programs Division Manager