

Alameda County Services & Operations Climate Action Plan

Door-to-Door Survey | September 27 to October 9, 2021

Survey Objective

This door-to-door survey was conducted to get input from unincorporated area residents who may not have answered the online public survey due to not hearing about it or lack of technology accessibility. The survey was conducted by initiative of My Eden Voice, an Eden resident-led coalition that focuses on and advocates for the residents' needs, including tenant protection and policies, parks and open spaces, and economic recovery, in unincorporated urban areas in the County. My Eden Voice modified the questions from the online public survey for door-to-door administration.

Methodology

- Five surveyors asked questions of community members in the Eden unincorporated area in Ashland, Cherryland, Hayward Acres, San Lorenzo, and Southern Castro Valley.
- Questions were asked in English, Mandarin, and Spanish.
- Mandarin answers were translated into English before being recorded onto paper forms.
- Spanish answers were recorded as Spanish onto paper forms.
- Responses from all the paper forms were entered into an Excel data collector for analysis.

Survey Details

- **Duration:** September 27 to October 9, 2021
- **Total responses:** 97
- 31 responses were from Mandarin-speaking residents in Cherryland, Castro Valley, Hayward Acres, and San Lorenzo, as well as undesignated locations.
- 39 responses were from Spanish-speaking residents in Ashland and Cherryland.



Overarching Feedback and Takeaways

Topic	Key takeaways
Community priorities and visions	Key priorities and visions include: <ul style="list-style-type: none"> - More green spaces and parks - Community centers for resources, especially in Ashland - Less pollution and fewer cars - Better insulation for older houses
Climate impacts	Climate impacts respondents have affected respondents, particularly their health, including: <ul style="list-style-type: none"> - Extreme heat - Smoky air and respiratory illness - Drought
Challenges	Challenges respondents face include: <ul style="list-style-type: none"> - Inflation and increasing cost of living - Struggles with mental health - Schools closing during climate impacts - Missing work due to climate impacts
Other comments	Other comments and feedback include: <ul style="list-style-type: none"> - More accessibility and equity in County services, particularly language accessibility - Respondents hope their opinions will be taken into account

Survey Results (By Question)

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Q10. Is there anything else you would like to tell us about this survey or that you would like us to consider in updating the Alameda County Climate Action Plan for Government Services and Operations and supporting resilient communities? 11

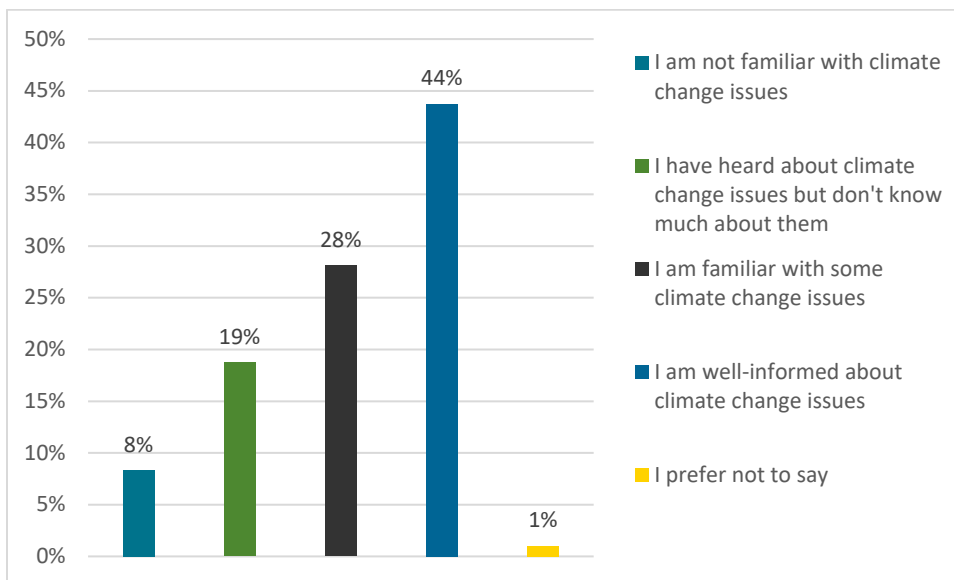
Suggested Questions of Interest by Action Area

Action Area	Questions of interest
Built Environment	2, 6, 7
Community Leadership and Governance	9, 10
Community Resilience	2, 3, 4, 5, 6, 7, 8, 10
Green Economy and Prosperity	3, 6
Sustainable Materials Management	2
Transportation	2

Q1. How would you best describe your awareness and understanding of climate change issues?

Answered: 96 Skipped: 1

Most respondents were **well-informed** (44%) or **familiar** (28%) with climate change issues.



Spanish-speaking respondents had greater familiarity with climate change issues, with 72% of respondents being well-informed about climate change issues and 8% being familiar.

Q2. We would like to understand your priorities and vision for the County's future. Please complete the sentence: "In 10 years, I would like my community to be or have: _____"

Answered: 95 Skipped: 2

Themes from responses indicate that respondents would like their community to be/have:

- More **open** and **green spaces**
- Better **parks**
- More **trees** and **gardens**
- Less pollution and **clean air**
- Clean **oceans**
- Clean streets and **less trash**
- **Community centers** with resources and information during disasters and extreme heat, particularly for **seniors** and **children** and in **Ashland**
- Less traffic and **fewer cars**
- Better **insulation** for older houses

Quotes that reflect these themes:

- *"Con nuevo centro comunitario para Ashland con recursos, programas para caminar y usar bicicleta, más áreas verdes"* (New community center for Ashland with resources, programs for walking and biking, more green spaces)
- *"Environment good and healthy"*
- *"Aire limpio, menos carros, y parques más equipados"* (Clean air, fewer cars, and better equipped parks)
- *"1. Más áreas para caminar y usar bicicleta 2. Control con los carros (smog, no más carros) 3. Más parques nuevos 4. Programa de insulación para casas viejas"* (1. More areas to walk and bicycle 2. Control of cars (smog, no more cars) 3. More new parks 4. Program for insulation for old houses)

Q3. What is a challenge that you currently face in your community? Please list a top challenge you experience, even if you are not sure it's related to climate change.

Answered: 89 Skipped: 8

Challenges faced by respondents include the following:

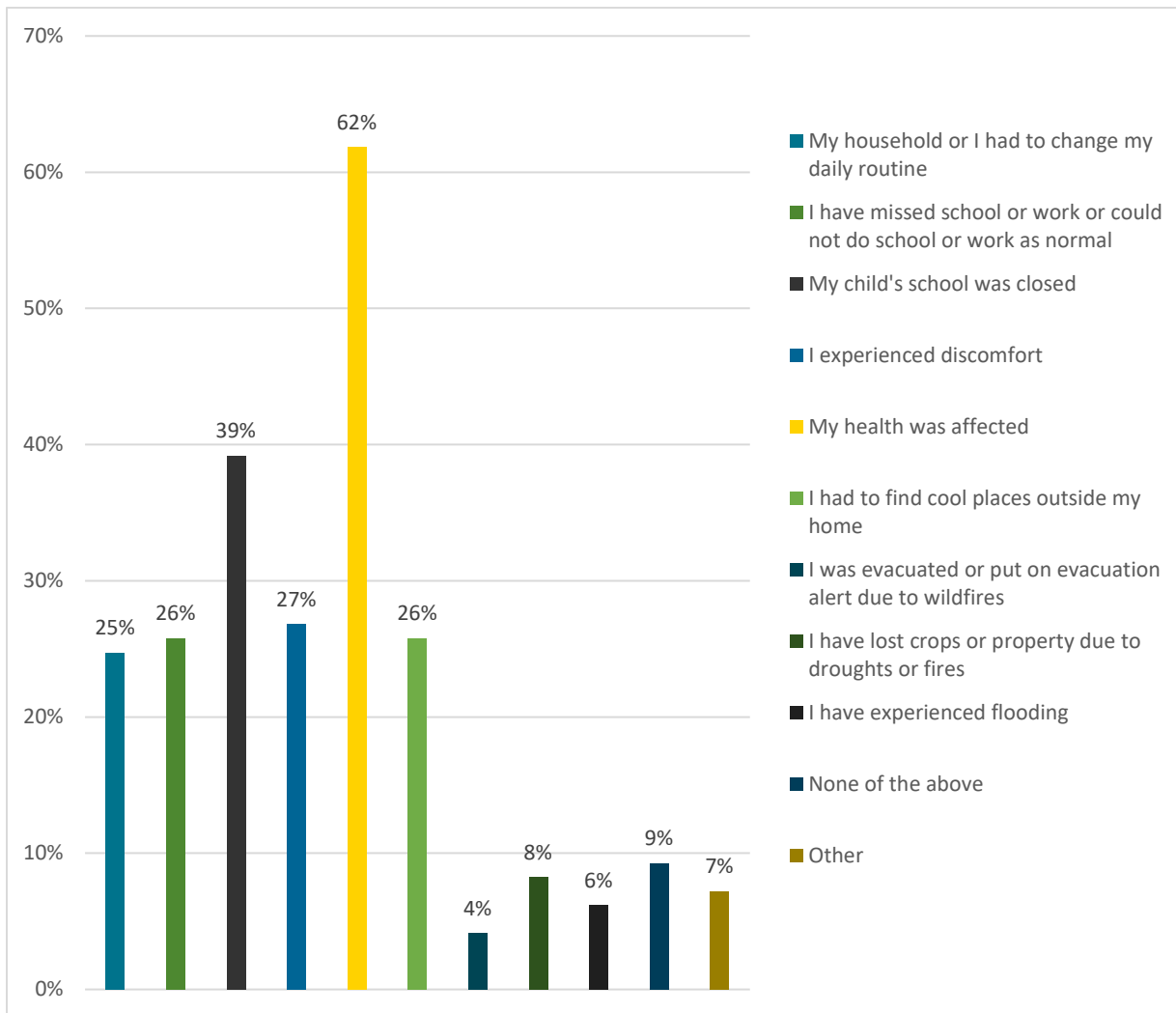
- Increasing **cost of living**, survivability, inflation
- **Climate impacts** like heat, forest fires, and drought
- Lack of **parks**, trees, open and green spaces

Quotes that reflect these themes:

- *"Rent is too high"*
- *"Increase in prices of gasoline and other commodities"*
- *"Parks too far away and not in my neighborhood"*
- *"No tenemos lugares para cuando hace calor. No hay biblioteca para cuando hace calor."* (We don't have places or libraries for when it is hot.)

Q4. How have climate impacts (such as heat waves, smoky air, drought, sea level rise, storms and flooding, and the spread of insects) affected you in the past few years. Select all that apply.

Answered: 97 Skipped: 0



The top two ways in which climate impacts have impacted respondents were “My health was affected” (62%) and “My child’s school was closed” (39%).

The majority of **Spanish**-speaking respondents (85%) also stated their health was affected. More **Spanish**-speaking respondents experienced their child’s school being closed (72%) than the overall survey population.

Q5. If desired, please share any detail about how the above climate change impacts of any others have affected you, your family, your workplace, or your community.

Answered: 81 Skipped: 16

Themes from responses regarding impacts to respondents, their family, workplace, or community include the following:

- **Health impacts**, including trouble breathing, allergies, air pollution
- **Schools closing** and kids **missing school** due to illness
- **Missing work**
- Uncomfortable and unbearable **heat**
- **Mental health** impacts

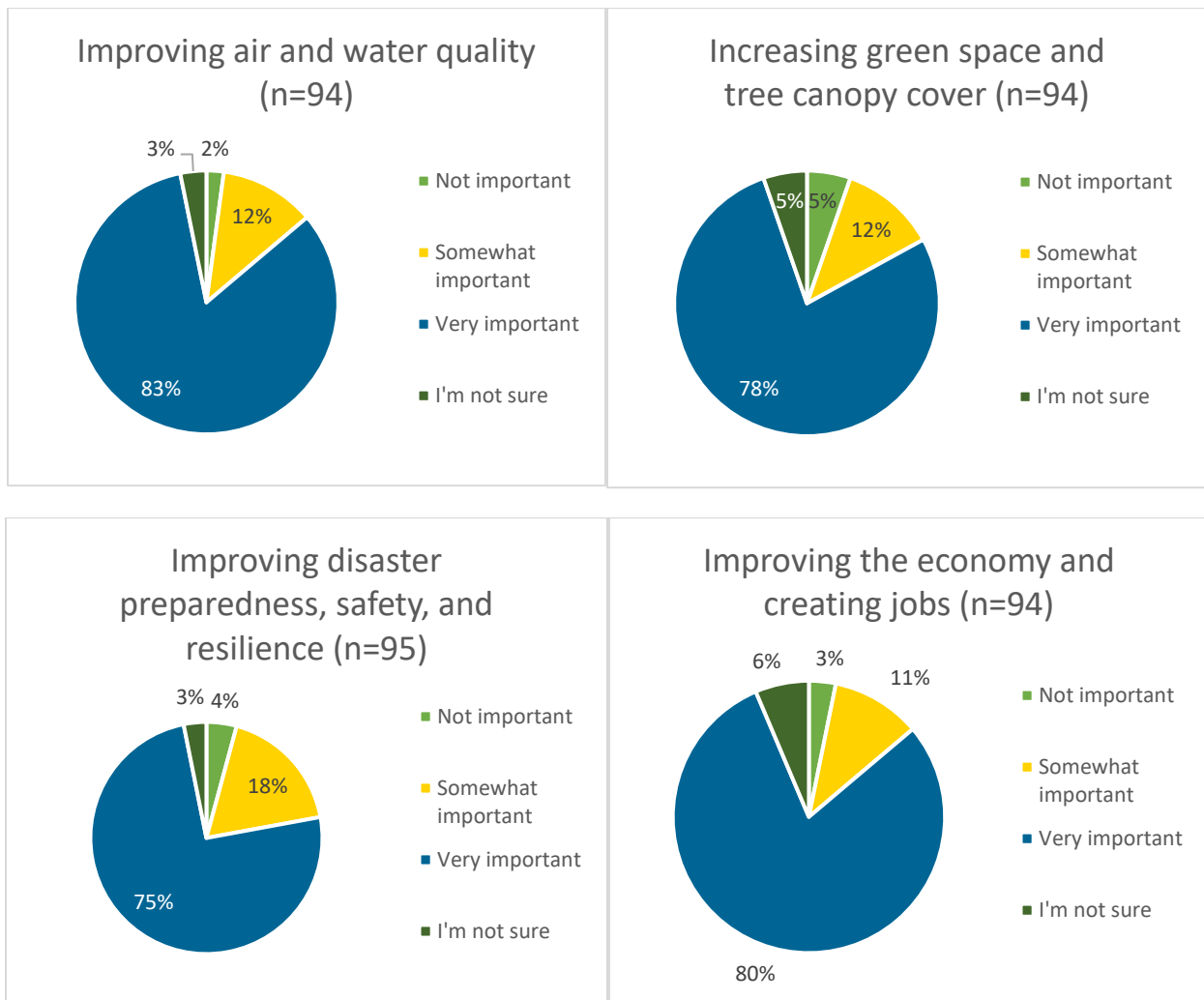
Quotes that reflect these themes:

- *"Too warm, frequent mountain fires and too much smoke affect school"*
- *"The temperature was too high a few times last summer and it was really unbearable"*
- *"Wildfires, dust, affect breathing"*
- *"My kids always feeling lost"*
- *"Mis hijos faltaron a la escuela cuando hubo mucho humo" (My kids missed school when there was a lot of smoke)*

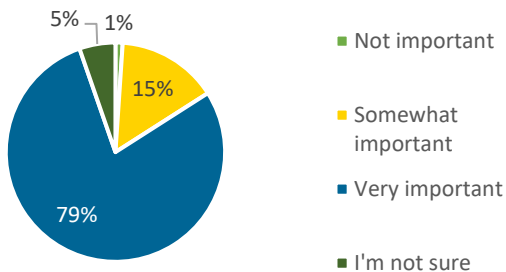
Q6. The County’s climate actions can have benefits beyond addressing climate change. How important are the following additional benefits to you? (Choose for each).

Answered: 95 Skipped: 2

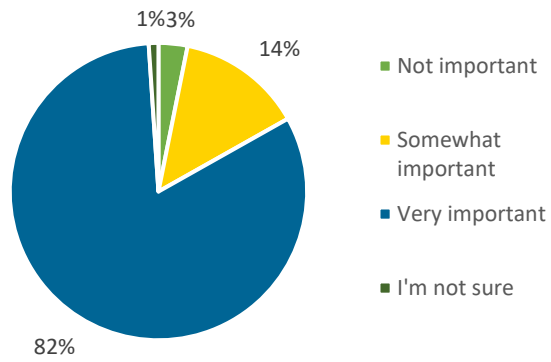
	Not important	Somewhat important	Very important	Not sure	No response
Improving air and water quality	2% (2)	12% (11)	83% (78)	3% (3)	(1)
Increasing green space and tree canopy cover	5% (5)	12% (11)	78% (73)	5% (5)	(1)
Improving disaster preparedness, safety, and resilience	4% (4)	18% (17)	75% (71)	3% (3)	
Improving the economy and creating jobs	3% (3)	11% (10)	80% (75)	6% (6)	(1)
Improving social equity and supporting historically underserved communities	1% (1)	15% (14)	79% (74)	5% (5)	(1)
Reducing costs and utility bills	3% (3)	14% (13)	82% (78)	1% (1)	
Supporting seniors and other vulnerable populations	6% (6)	9% (8)	82% (77)	3% (3)	(1)



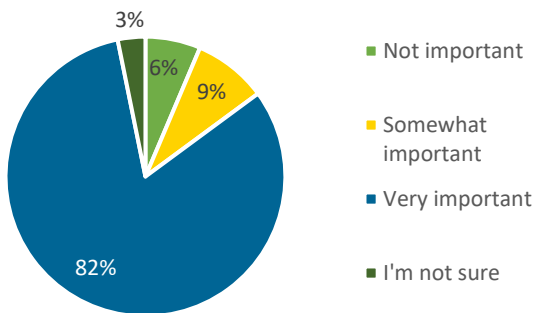
Improving social equity and supporting historically underserved communities (n=94)



Reducing costs and utility bills (n=95)



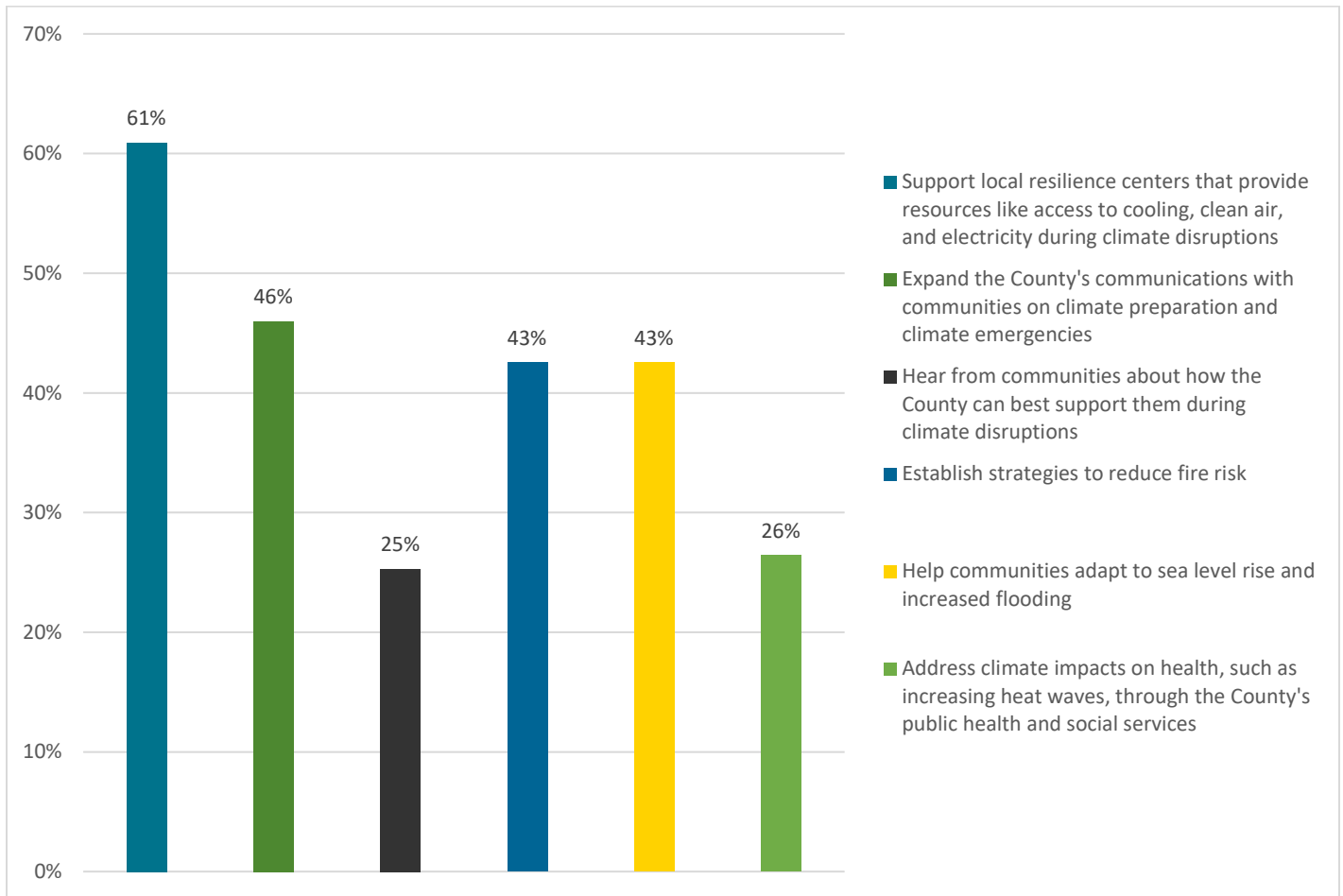
Supporting seniors and other vulnerable populations (n=94)



Spanish-speaking respondents placed greater importance on all co-benefits. 89% of Spanish-speaking respondents said each co-benefit was very important.

Q7. Which of the following priorities would be most valuable for the County to focus on in the next 3-5 years?

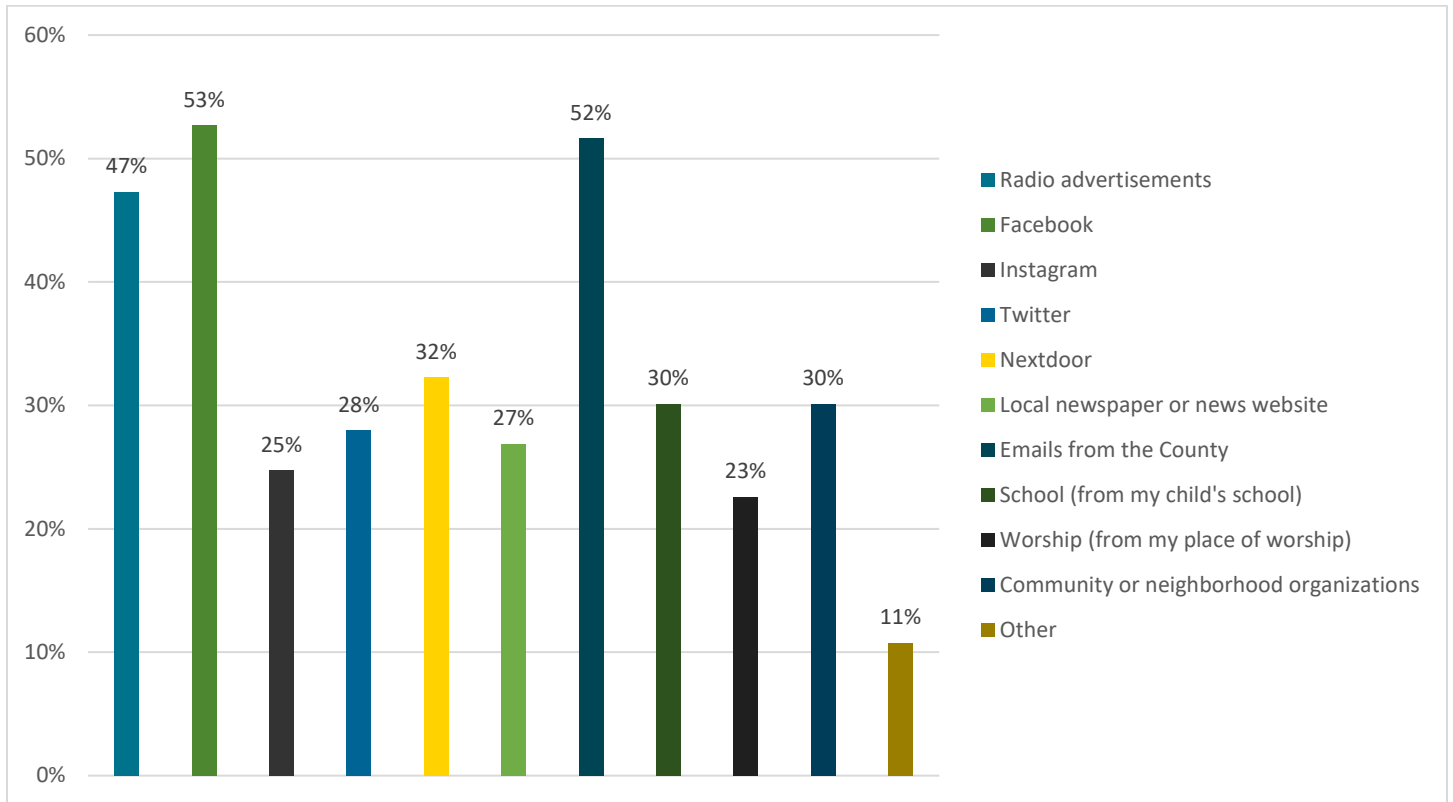
Answered: 87 Skipped: 10



Spanish-speaking respondents placed more emphasis on supporting local resilience centers (97%) and expanding the County's communications with communities (65%).

Q8. How would you prefer to receive information about preparing for climate impacts?
Select all that apply.

Answered: 93 Skipped: 4



The top three methods named by respondents were Facebook (53%), emails from the County (52%), and radio advertisements (47%). **Spanish-speaking** respondents favored radio advertisements (74%) and Twitter (47%) more than the general survey population and favored local newspaper or news website (11%) and place of worship (5%) less.

Q9. If you've used a County service recently, what feedback do you have about that/those service(s) to increase efficiency, accessibility or quality? (Services could include social services, elections, vital records, and many others).

Answered: 82 Skipped: 15

Themes from responses include the following:

- **Language accessibility**
- Greater **accessibility** for services, like social services, including longer hours and weekend hours
- More **attention** and **empathy** towards clients from County staff, such as in social services
- **Equity** in services
- General **contentment** with services received

Quotes that reflect these themes:

- *"Open longer hours and accessibility on Saturdays"*
- *"Mejor acceso a información a servicios locales; mejor atención al cliente" (Better access to information on local services; better attention to clients)*
- *"Más equidad, interpretación" (More equity, interpretation)*
- *"Hasta ahora no he tenido problemas en los servicios" (I have not had problems with services)*
- *"Lenguaje, traducción, empatía, claridad" (language, translation, empathy, clarity)*

Q10. Is there anything else you would like to tell us about this survey or that you would like us to consider in updating the Alameda County Climate Action Plan for Government Services and Operations and supporting resilient communities?

Answered: 71 Skipped: 26

Themes from responses include the following:

- **Read** everyone's opinions and responses to inform actions, **listen** to **community** voices, and seek out **young people's voices**
- Need for **climate and environmental action**, including educational programs for the community
- Need for **community centers**, particularly in Ashland, and general **monetary resources** for communities

Quotes that reflect these themes:

- *"Más ferias de salud y el medio ambiente y estrategias, cómo cuidar el medio ambiente y un centro comunitario aquí en Ashland" (More funding for health and the environment and strategies on how to care for the environment and a community center here in Ashland)*
- *"Que nuestra voz sea escuchada y no nada más se quede en un papel" (I hope that our voice is heard and is no longer left on a piece of paper)*
- *"Ask young adults about climate change and ask for their personal opinion on it. Maybe send out forms through emails/gmails"*
- *"Más ferias de la comunidad y más ejemplos o apoyo y educación y que podamos hacer para ayudar el cambio climático" (More resources for the community and more examples or support and education and what we can do to help climate change)*