

RESIDENTIAL HOTELS

IN CENTRAL OAKLAND

A Report Prepared by:

Community and Economic Development Agency

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EXECUTIVE SUMMARY

This report has been prepared by the Community and Economic Development Agency of the City of Oakland. This report focuses on residential hotels in central Oakland and provides a profile of the hotels and hotel tenants. The report is primarily based on a survey that was conducted by City staff in 2002 and supplemental data collected in 2003. An explanation of the methodology and survey instrument can be found in the Appendix to this report.

There are at least 27 facilities in Central Oakland that can be classified as operating residential hotels as of 2002. For purposes of this study, Central Oakland includes Downtown and the San Pablo Avenue corridor to the Emeryville border. An additional four hotels were identified but are not currently in operation.

The 27 operating hotels contain approximately 2,285 SRO units, of which 2,240 are available for occupancy (45 units are either unsuitable for occupancy or are being used for storage or other purposes). From this group, 22 hotels containing about 90% of the SRO units responded to the survey of hotel managers that was conducted for this report.

Occupancy rates at the residential hotels are high overall. In 2002, the overall vacancy rate (which includes SRO units left intentionally vacant) was 9.6%, and the average frictional vacancy rate (which measures only vacant units that are offered for rent) was 7.6%. Thirteen hotels reported frictional vacancy rates of less than 5%, while only five hotels reported frictional vacancy rates of more than 15%.

SRO units are small, one-room units, averaging only 176 square feet per unit. Most do not contain any cooking facilities, although over a third of the hotels surveyed reported having at least one room with a private kitchen. Private bathrooms are more common in SRO units; over two-thirds of hotels reported that at least some rooms had private bathrooms. In addition, most residential hotels offer mail service, private telephones, and housekeeping and linen service.

Rental rates for SRO units are low when compared to apartments. SROs may rent by the day, week, or month, and do not usually require a security or rent deposit. Monthly tenancies are most common, but a substantial number of units are rented by the week. Daily rentals are the least popular form of tenancy.

Rents have increased since 1985. After adjusting for inflation, daily rates have risen 13%, weekly rates have risen 55% and monthly rates have risen 32%. The average daily rental rate in 2002 was \$35; the average weekly rate was \$199; and the average monthly rate was \$544 (by comparison, the City's annual survey of advertised rental rates found a median monthly rent of \$700 to \$800 for studio apartments).

Most residential hotel residents are long-term tenants. Although hotels are commonly thought of as providing transient occupancy, in the average hotel, nearly 75% of households have stayed for more than one year. Moreover, over one-third of households have stayed for over 5 years. The length of occupancy appears to have increased since 1985, when only 37% of households in the average hotel stayed for over one year.

The residents of Oakland's residential hotels are demographically diverse. The hotel population is about 62% male and 38% female. 85% of households are composed of a single adult, while about 15% of households are made up of two or more people. Households with children comprise only about 2% of households. Elderly residents, on the other hand, comprise approximately one-third of the hotel population. Over half of hotel residents are African American, 20% are Asian, 13% are White, and 4% are Latino. Hotel managers identified about 15% of residents as physically disabled and nearly 30% of residents as emotionally or mentally disabled. Nearly 20% of residents were identified as being substance abusers.

Just under half of households are employed, while just over half receive public assistance.

Central Oakland's residential hotels face a number of challenges in the years ahead. These include reducing criminal and nuisance activity; improving structural conditions and maintenance; and increasing residents' access to social services. Although the Oakland Police Department has focused on decreasing crime in and around residential hotels, hotel managers and police officers continue to complain of drug activity, prostitution, and disruptive behavior. Police records confirm that disturbances of the peace are common at some hotels, but do not necessarily support the complaints about drug activity and prostitution. In addition, while some hotels have made progress in improving physical conditions, many continue to face financial impediments to rehabilitation. Finally, given the high proportion of residents with physical, mental, and emotional disabilities, as well as substance abuse problems, many hotel managers have expressed the desire to offer residents greater access to both on- and off-site social support services.

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Introduction

This report has been prepared for the Housing and Community Development Division of the Community and Economic Development Agency of the City of Oakland. It focuses on single room occupancy (SRO) housing, which is an important component of the downtown housing stock. SRO dwellings are single-room living units, with or without separate bathrooms, which are located in “residential hotels” designed for permanent or semi-permanent residence. The central purpose of this report is to provide up-to-date information regarding SRO dwellings and residents. Up-to-date information on SRO units is vital for the effective development of policies and plans for low-income housing in downtown Oakland.

There are few sources of information regarding residential hotels. The census is of limited utility as it does not distinguish SRO units from other housing units. While the census does count the number of housing units lacking complete kitchen facilities—which generally indicates that the unit is a SRO dwelling—it does not provide cross-tabulations that would allow for identification of other characteristics of the unit or its tenants. The census is, however, useful in identifying the concentration of SRO dwellings in Oakland’s central district. According to the 2000 census, over 44% of the housing units in Oakland that lack complete kitchen facilities are located in central Oakland, but central Oakland contains just 15% of the housing units in Oakland.¹

This report is based primarily upon a survey of residential hotel managers, which City staff conducted between March and September of 2002. A similar survey of residential hotel managers was previously conducted in 1985.² Twenty-two of the residential hotels in operation in central Oakland, which represent about 90% of the SRO units, participated in the survey. In addition, this report was supplemented with information from the Oakland Police Department and Oakland Building Department. The survey methodology is described in the Appendix.

The report is organized in four parts. Part I defines the study area and provides a list of residential hotels in central Oakland. Part II discusses characteristics of the hotels, including the number of SRO units available and vacancy rates; hotel services and facilities; rental rates; and length of occupancy. Part III describes the characteristics of hotel residents, including household composition; age, sex, and race; and employment status and source of income. Part IV discusses public health and safety issues, including the presence of criminal activity at the hotels; housing code violations and maintenance issues; and the need to provide access to social services to hotel residents.

¹ According to the 2000 Census, there are 2,625 housing units in Oakland lacking complete kitchen facilities. 1,158 of these units are in tracts 4013-16 and 4026-37, which comprise central Oakland. *See* U.S. Census Bureau, 2000 Census, Summary File 3, Table H50.

² Jeffrey P. Levin, “Residential Hotels in Downtown Oakland” (15 May 1985).

I. Description of Study Area and Hotels Surveyed

The study area for this report is central Oakland. The area is bounded, approximately, by the Grove-Shafter Freeway (Interstate 980) on the west, the MacArthur Freeway (Interstate 580) and San Pablo Avenue on the north, Lakeshore Avenue on the east, and the Oakland Estuary on the south.

The study area contains neighborhood areas in and around the Downtown, including City Center, Old Oakland, Chinatown, Jack London Square, Produce Market, Waterfront Warehouse District, Madison Square, Lakeside, Uptown, Telegraph Northgate, Durant Hoover, Broadway Auto Row, and Adams Point. The study area encompasses all of census tracts 4014, 4028, 4029, 4030, 4031, 4032, 4033, and 4034. It also encompasses portions of tracts 4013, 4015, 4016, 4026, 4035, 4036, and 4037.

As of August 2003, there are 31 residential hotel structures located in the study area. Twenty-seven of these hotels are operating, and 4 are currently closed. Both operating and closed hotels in the study area are listed in Table 1. Twenty-two of the hotels listed participated in the survey. The hotels that did not participate are marked with an asterisk. For purposes of tallying the total number of SRO units in the study area, 1985 data was used where current data was not available.

Table 1: Residential Hotels in the Central District

NO.	HOTEL NAME	NUMBER	STREET	TOTAL ROOMS	AVAILABLE ROOMS
1	Alendale Guest Home * †	278	Jayne Street	10	10
2	Alice Arts Center	1428	Alice Street	74	74
3	Asasha Hotel *	2541	San Pablo Avenue	Closed	N/A
4	Avondale Hotel	540	28th Street	52	52
5	Aztec Hotel	583	8th Street	59	59
6	C.L. Dellums Apartments	644	14th Street	72	68
7	California Hotel	3501	San Pablo Avenue	149	149
8	Fern's Hotel †	415	15th Street	32	31
9	Fremont Hotel	524	8th Street	38	38
10	Hamilton Hotel	2101	Telegraph Avenue	92	92
11	Harrison Hotel * †	1415	Harrison Street	90	89
12	Hotel Oakland	270	13th Street	315	315
			West Grand		
13	Hotel Palm	641	Avenue	69	69
14	Hotel Travelers	392	11th Street	88	78
15	Hotel Westerner * †	1954	San Pablo Avenue	19	19
16	Jefferson Inn	1424	Jefferson Street	65	55
17	Lake Merritt Lodge	2332	Harrison Street	157	157
18	Lakehurst Residence	1569	Jackson Street	127	127
19	Madrone Hotel	477	8th Street	31	30
20	The Menlo	344	13th Street	96	96
21	Milton Hotel * †	1109	Webster Street	58	58
22	Moor Hotel *	2351	San Pablo Avenue	Closed	N/A
23	Oaks Hotel	587	15th Street	84	84
24	Old Oakland Hotel	805	Washington Street	38	37
25	Ridge Hotel	634	15th Street	200	200
26	San Pablo Hotel	1955	San Pablo Avenue	144	144
27	Silver Dollar Hotel *	2330	San Pablo Avenue	Unknown	Unknown
28	Sutter Hotel	584	14th Street	106	86
29	Twin Peaks Hotel	2333	San Pablo Avenue	20	20
30	Will Rogers Hotel *	371	13th Street	Closed	N/A
31	Hotel Royal *	2000	San Pablo Avenue	Closed	N/A
NO. OF SRO UNITS				2,285	2,237

* Hotel did not participate in 2002 survey.

† Room count based on 1985 survey.

Note: "Total rooms" includes units that are not available for rent.
 "Available rooms" are rooms that are available for rent, regardless of whether they are currently occupied.

II. Characteristics of the Hotels

The following section summarizes the characteristics of the residential hotels that participated in the survey. The characteristics discussed include the number of SRO units and occupancy rates, physical facilities and services offered, rental rates, and length of occupancy. It must be stressed that this survey is not exhaustive. As noted above, the study identified 27 operating residential hotels in central Oakland, but only 2 hotels participated in the survey. However, the 22 hotels that participated represent over 90% of the SRO units in central Oakland.

Number of Rooms and Vacancy Rates

The survey indicates that there are over 2,200 SRO units in central Oakland. As shown in Table 1 on the preceding page, approximately 2,285 SRO dwelling units exist in the 27 operating residential hotels in the central district. Of the existing SRO units, 48 are unavailable for occupancy because they are in need of repair or are being used for other purposes. Thus, approximately 2,237 SRO units are available for rent.

The vacancy rate in 2002 was generally low in most of the residential hotels surveyed. Both overall and frictional vacancy rates were calculated in this study. The overall vacancy rate measures the percentage vacancies among the total number of SRO units, while the frictional vacancy rate measures the percentage of vacancies among units available for rent. The overall vacancy rate includes intended vacancies, while the frictional vacancy rate reflects only unintended vacancies. As indicated in below below, the overall vacancy rate in 2002 among the residential hotels that participated in the survey was 9.6%, and the frictional vacancy rate was 7.6%.

Table 2: Supply and Vacancy of Hotel Rooms

	NUMBER	PERCENT
All Units	2,076	100%
Occupied Units	1,876	90.4%
Overall Vacancies	200	9.6%
All Available Units	2,030	100%
Frictional Vacancies	154	7.6%
Number of hotels responding: 21		
No response: 6		

Because the figures in Table 2 are averages, they tend to disguise a high degree of variation among the residential hotels. Frictional vacancy rates range from a low of 0% to a high of 37%. Vacancy rates are low in the majority of hotels surveyed. 16 hotels reported frictional vacancy rates of less than 15%, while only 5 hotels reported frictional vacancy rates in excess of 15%. 13 hotels reported frictional vacancy rates of 5% or lower.

2002 vacancy rates were lower overall than those reported in 1985. The overall vacancy rate reported in 1985 was 17.2%, and the frictional vacancy rate was 10.9%.³ As detailed above, the 2002 overall vacancy rate was 9.6% and the frictional vacancy rate was 7.6%.

Room Size

SRO hotel rooms are small in size. According to the responses of 10 hotels, the units range in size from approximately 80 square feet to 350 square feet. The average unit size is 176.2 square feet and the median room size is 144 square feet.

Kitchen and Bath Facilities

The majority of residential hotels do not provide private kitchens in the units. Table 3 shows the number of hotels that reported having private kitchens in one or more units. Table 3 also shows how many hotels provide shared community kitchens or allow residents to use hotplates in the units. Only 36% of hotels reported that they offered any rooms with private kitchens. 42% of hotels reported having shared community kitchens. No hotels allow the use of hotplates in any of the units.

Private bathrooms are more prevalent than private kitchens in the hotels. 68% of hotels offer private bathrooms in at least one unit.

Table 3: Kitchen and Bath Facilities by Number of Hotels

	NUMBER OF HOTELS	PERCENT OF HOTELS
Private Kitchens	8	36.4%
Community Kitchens	9	41.9%
Hotplates Allowed	0	0%
Private Baths	15	68.2%

Number of hotels responding: 22

No response: 5

Table 4 below shows the number of units within a hotel that offer private kitchen or bathrooms. This data is offered with the caveat that the majority of hotels did not respond to survey questions regarding the number of units with kitchens or bathrooms. Only 4 hotels reported the number of units with private kitchens. Out of a total of 308 available units, 49% or 150 are equipped with cooking facilities. 10 hotels reported the number of units with private bathrooms. Out of 1,129 available units, 43% or 489 have private bathrooms. Two hotels, the California and the Hamilton, reported that all of their units are equipped with private bathrooms.

³ See Levin, pp. 11-13.

Table 4: Kitchen and Bath Facilities by Number of Units

	NUMBER OF UNITS	PERCENT OF UNITS	NUMBER OF HOTELS RESPONDING	NO RESPONSE
Private Kitchens	150	48.7%	4 (308 Available Units)	23
Private Baths	489	43.3%	10 (1,129 Available Units)	17

It appears the number of SRO units with kitchen facilities has increased in the past decade and a half, while the number of SRO units with private bathrooms has remained constant. In 1985, only 2 hotels offered rooms with private kitchen facilities, while now at least 8 hotels offer kitchen facilities in at least one of SRO units. This is in part a result of the acquisition and renovation by nonprofit developers of a number of hotels damaged in the Loma Prieta earthquake in 1989. In several of these properties, small cooking units were added to many of the units. On the other hand, in 1985 about 70% of hotels had at least one unit with a private bath, while today 68% of hotels offer private baths.⁴

Other Services

Most residential hotels offer additional amenities to residents, including mail service, private telephones, and housekeeping and linen service. As indicated in Table 5, all of the hotels surveyed offer mail service. 86% of the hotels offer telephones in the SRO units. The provision of private telephones, in particular, has increased markedly since 1985, when only 23% of residential hotels offered rooms with telephones.⁵ Just over three-quarters of the residential hotels surveyed provide housekeeping and linen services, which includes the cleaning of bathrooms, kitchens, and hallways. One hotel, the Hamilton, provides laundry facilities in lieu of a linen service, and the Alice Arts Center, California Hotel, Lake Merritt Lodge, and Sutter Hotel provide both laundry facilities and linen services. Other amenities and services offered by individual hotels include wake-up calls and phone messaging, running errands for residents, and the provision of a computer lab.

⁴ See Levin, pp. 13-14.

⁵ See Levin, p. 14.

Table 5: Additional Services Offered by Hotels

<u>TYPE OF SERVICE</u>	<u>NUMBER OF HOTELS</u>	<u>PERCENT OF HOTELS</u>
Mail Service	22	100%
Telephones In Room	19	86%
Housekeeping/Linen	17	77%

Number of hotels responding: 22
No response: 5

Rent Levels

Residential hotels are attractive to low-income residents because they offer relatively low rental rates, short rental periods, and usually do not require a security deposit or first and last month's rent. The hotels surveyed offer daily, weekly, or monthly rental periods. While some hotels offer only one length of rental period, others offer patrons a choice of two rental periods (for example, weekly or monthly). No hotel surveyed offered a choice of three rental periods. In addition, the hotels generally offer a range of rates that reflect differences in the quality and size of room, the presence or absence of a private bath, and surcharges for more than one occupant.

Monthly rental terms were the most popular, with 65% of hotels reporting that this was their most popular form of tenancy. Weekly rentals were also prevalent, with 35% of hotels reporting that weekly rentals were the most popular. No hotel reported that daily rentals were the most popular form of tenancy.

Table 6, Table 7, and Table 8 provide a summary of the rates charged on a daily, weekly, and monthly basis, respectively. Each hotel indicated both the minimum and maximum rate that it charges for each rental period. The first row of each table indicates the lowest minimum rate reported by any hotel, the highest minimum rate reported, and the average of all minimum rates reported. The second row indicates similar figures for the maximum rates reported. The figure in the lower right corner of the tables is the average of the average rate reported by the hotels. The average rates indicated below are approximate because the data does not reflect the number of units available at a particular rate.

Six hotels reported offering daily rental periods. The overall average daily rate was about \$35. As indicated in table 4, minimum daily rates ranged from a low of \$10 at the Alice Arts Center to a high of \$44 at the Lake Merritt Lodge. The average minimum daily rate was \$33. Maximum daily rates ranged from \$10 at the Alice Arts Center to \$50.00 at the Lake Merritt Lodge. The average maximum daily rate was \$37.

Table 6: Daily Rent Levels

RENT RANGE WITHIN HOTELS	RANGE ACROSS ALL HOTELS		
	LOWEST	HIGHEST	AVERAGE
Minimum Rent within Hotel	\$10.00	\$44.00	\$33.17
Maximum Rent within Hotel	\$10.00	\$50.00	\$36.67
Average Rent within Hotel	\$10.00	\$42.50	\$34.92

Number of hotels responding: 8

No response: 19

Eight hotels reported offering weekly rates. As indicated on table 5, the overall average weekly rate in 2002 was \$199. Minimum weekly rates ranged from a low of \$130 at the Old Oakland Hotel to a high of \$220 at the Jefferson Inn. The average minimum weekly rate was \$171. Maximum weekly rates ranged from \$150 at the Old Oakland Hotel to \$300 at the Lake Merritt Lodge and Jefferson Inn. The average maximum rate was \$228.

Table 7: Weekly Rent Levels

RENT RANGE WITHIN HOTELS	RANGE ACROSS ALL HOTELS		
	LOWEST	HIGHEST	AVERAGE
Minimum Rent within Hotel	\$130.00	\$220.00	\$170.63
Maximum Rent within Hotel	\$150.00	\$300.00	\$228.13
Average Rent within Hotel	\$140.00	\$260.00	\$199.38

Number of hotels responding: 8

No response: 19

20 hotels reported offering monthly rates. As indicated on table 6, the overall average monthly rate in 2002 was \$544. Minimum monthly rates ranged from a low of \$150 at Fern's Hotel to a high of \$840 at the Menlo Hotel. The average minimum rate was \$473. Maximum monthly rates ranged from \$220 at the Fremont Hotel to \$1,200 at the Lake Merritt Lodge. The average maximum rate was \$615.

Table 8: Monthly Rent Levels

RENT RANGE WITHIN HOTELS	RANGE ACROSS ALL HOTELS		
	LOWEST	HIGHEST	AVERAGE
Minimum Rent within Hotel	\$150.00	\$840.00	\$473.31
Maximum Rent within Hotel	\$220.00	\$1,200.00	\$614.76
Average Rent within Hotel	\$185.00	\$1,200.00	\$544.04

Number of hotels responding: 8

No response: 19

Rental rates for SRO units in central Oakland have increased considerably since 1985.⁶ Table 9 compares 2002 average rent levels to 1985 rates. 1985 rates were adjusted to 2002 dollars based on the Consumer Price Index. Average daily rents have increased 13% in real dollars, average weekly rents have increased 55%, and average monthly rents have increased 32%.

Table 9: Comparison of 1985 and 2000 Average Rental Rates

	1985 RENTS (Nominal)	1985 RENTS (Adjusted for Inflation)	2002 RENTS	PERCENT INCREASE
Average Daily Rate	\$18.46	30.86	34.92	+13.16%
Average Weekly Rate	\$77.08	128.87	199.38	+54.71%
Average Monthly Rate	\$246.59	412.26	544.04	+31.97%

Length of Occupancy

The length of occupancy in the residential hotels surveyed varies considerably. Some hotels have a very high proportion of long-term residents, while others are characterized by short-term clientele. Table 10 and Table 11 reflect the data on length of occupancy reported by seven residential hotels. While 12 hotels provided some data regarding their occupants' length of stay, only the seven hotels that provided complete information are included in the tables. As indicated in Table 10, in the average hotel nearly 75% of occupants stay for more than one year and over a third of the occupants stay for more than five years. On average only 16% of occupants stay for less than a month.

Table 10: Length of Occupancy as Proportion of Hotel Residents

	MINIMUM STAY	MAXIMUM STAY	AVERAGE STAY
Less Than 30 days	0.0%	66.0%	16.3%
More Than One Year	33.0%	100.0%	74.1%
More Than Five Years	0%	80%	36.4%

Number of hotels responding: 7
No response: 20

The average occupancy lengths indicated in table 7 disguise the concentration of short-term and long-term occupants in particular hotels. Of the 7 hotels reporting occupancy lengths, short-term occupants (those staying less than 30 days) are concentrated in two hotels: the Old Oakland

⁶ See Levin, pp. 15-18.

Hotel (67% short-term occupants) and the Twin Peaks Hotel (64% short-term occupants). The remaining hotels reported having no short-term occupants at all. On the other hand, very long-term residents (those staying more than 5 years) are concentrated in 4 hotels: the Hotel Oakland (80% very long-term residents), the Hamilton Hotel (60% very long-term residents), the San Pablo Hotel (60% very long-term residents), and the California Hotel (50% very long-term residents). All four of these are publicly assisted hotels targeted to very low income households, which require that units be rented on at least a monthly basis.

In order to adjust for differences in hotel size, table 8 indicates the length of occupancy based on the number of rooms in the reporting hotels. When the number of rooms is used as the basis of calculation, it is apparent that occupants staying less than 30 days make up an even smaller proportion of hotel residents (4%), while occupants staying over one year account for over 90% of the rooms available for rent. Moreover, over half of the rooms are occupied by residents who have stayed for over 5 years.

Table 11: Length of Occupancy by Rooms

	NUMBER OF ROOMS	PERCENT OF ROOMS
Less Than 30 Days	38	4%
More Than One Year	757	91%
More Than Five Years	472	57%
Number of hotels responding: 7 (831 available units)		
No response: 20		

Bearing in mind the small sample size, it appears that the length of occupancy has increased since 1985.⁷ In 1985, an average of 37% of residents stayed for over one year, while in 2002 nearly 75% of residents stayed for one year or longer. Moreover, the average proportion of residents that have lived in a hotel for at least 5 years increased from 14% in 1985 to 36% in 2002. Finally, the number of short-term occupants staying less than 30 days has decreased from an average of 26% of hotel residents in 1985 to an average of 16% in 2002.

Since long-term occupants are concentrated in subsidized properties, it is clear that long term tenancy is in large measure the result of financing and regulatory restrictions that require that SROs are used to provide permanent housing rather than transient occupancy.

Summary

There are 27 residential hotels in operation in central Oakland, containing approximately 2,240 SRO dwelling units that are available for daily, weekly, or monthly rental. In 2002, the overall vacancy rate (which includes SRO units left intentionally vacant) was 9.6%, and the frictional

⁷ See Levin, pp. 18-20.

vacancy rate (which measures only unintended vacancies) was 7.6%. The majority of hotels reported frictional vacancy rates of less than 5%.

SRO units are generally quite small, averaging only 176 square feet per unit. Most SRO units do not contain any cooking facilities, although over a third of hotels surveyed reported having at least one room with a private kitchen. Private bathrooms are more common in SRO units, with over two-thirds of hotels reporting that some rooms had private bathrooms. In addition, most residential hotels offer mail service, private telephones, and housekeeping and linen service.

The rental rates for SRO units are relatively low compared to apartments. The average daily rental rate in 2002 was \$35; the average weekly rate was \$199; and the average monthly rate was \$544. Monthly tenancies were the most common, but a substantial number of units were rented by the week. Daily rentals were the least popular form of tenancy. Rents at residential hotels have increased since 1985. After adjusting for inflation, daily rates have risen 13%, weekly rates have risen 55% and monthly rates have risen 32%.

Hotel residents are generally long-term tenants. In the average hotel, nearly 75% of households have stayed for more than one year and over one-third of households have stayed for over 5 years. It appears that the length of occupancy has increased since 1985, when on average only 37% of households stayed for over one year. Long term tenancy is concentrated in hotels that have received public financial assistance.

III. CHARACTERISTICS OF HOTEL RESIDENTS

The following section describes the characteristics of residential hotel tenants, including household composition; sex; racial or ethnic background; and whether households include children or elderly members. This section also includes information on residents with disabilities and substance abuse problems, as well as on employment status and source of income. As in the previous section on hotel characteristics, this demographic information regarding hotel tenants was gathered from hotel managers. Managers' were selected as the source of information because it was not feasible with regard to this project to survey hotel residents directly. In addition, as noted above, the 2000 census is not sufficiently detailed to distinguish between hotel residents and other persons residing in central Oakland. However, managers are knowledgeable about the people staying in their hotel, and the figures provided here are reliable descriptions of the hotel population generally.

Household Composition

Over 85% of SRO units in central Oakland are occupied by one adult. However, while most hotels rent predominantly to single adults, some hotels are occupied by a substantial proportion of households composed on two or more people. As shown in Table 12, 8 hotels reported that all of their available units were occupied by single adults, while 7 hotels reported that over a quarter of their rooms were occupied by two or more people. One hotel, the Fremont, reported that 50% to 75% of its units were occupied by at least two adults.

Table 12: Proportion of Households with Two or More Adults by Number of Hotels

PROPORTION OF HOUSEHOLDS	NUMBER OF HOTELS
None	8
Less than 25%	5
25% to 50%	6
50% to 75%	1
75% to 100%	0

Number of hotels responding: 20

No response: 7

Sex of Residents

The majority of SRO hotel residents are men, although women comprise a substantial minority of hotel residents. As shown in Table 13, in 2002 approximately 62% of SRO hotel residents were male, while 38% were female. Men comprised from 30% to 90% of an individual hotel's residents, and the average proportion of male hotel residents was 68%. Women comprised 10% to 70% of hotel residents; the average proportion of female residents was 32%.

Table 13: Sex of Hotel Occupants as Proportion of Hotel Residents

	LOW	HIGH	AVERAGE
Male	31.9%	90.0%	68.0%
Female	10.0%	69.1%	32.0%

Number of hotels responding: 21

No response: 6

Men comprise the majority of occupants in 17 of the 21 hotels surveyed, and in 10 hotels they comprise 75% or more of the occupants. Hotels that reported over 80% male residents are the Avondale Hotel (90% male); the Old Oakland Hotel (85% male); the Oaks Hotel (80% male); the Lakehurst Residence (80% male); the Hamilton Hotel (80% male); the Fremont Hotel (80% male); and the Aztec Hotel (80% male). Women comprise 50% or more of the residents in only 4 hotels: the Hotel Oakland (70% female); the Menlo (50% female); the Sutter Hotel (50% female); and the Twin Peaks Hotel (50% female).

Households with Children

The majority of hotels do not have any households with children. As shown in Table 14, there were 14 hotels that reported they had no households with children, while the remaining 8 hotels reported that less than 25% of their units included children. Calculations based on these proportions indicate that there were approximately 25 households with children in residential hotels in 2002. However, although children make up less than 2% of the total residential hotel population, over one-third of hotels reported having at least one resident with a child. Among hotels with children, the proportion of rooms with children ranges from 1.5% to 10.5%. No hotel reported that any tenant had more than one child.

Table 14: Households with Children as Proportion of Hotel Residents

PROPORTION OF HOUSEHOLDS	NUMBER OF HOTELS
None	14
Less than 25%	8
25% to 50%	0
50% to 75%	0
75% to 100%	0

Number of hotels responding: 22

No response: 5

Elderly Residents

Hotel managers were asked to identify the number or proportion of elderly hotel residents. The term “elderly” was not specifically defined or limited to a particular age group. According to the survey responses, approximately one-third of the residential hotel rooms are occupied by elderly persons, and most of the hotels have one or more elderly residents. On shown in Table 15, only two hotels have no elderly residents. 10hotels have less than a quarter elderly residents; 4 hotels

have a quarter to 75% elderly residents; and 3 hotels have 75% or more elderly residents. Two of these hotels, the San Pablo and the Hotel Oakland, are targeted exclusively to low income seniors.

Table 15: Elderly Persons as Proportion of Hotel Residents

PROPORTION OF HOUSEHOLDS	NUMBER OF HOTELS
None	2
Less than 25%	10
25% to 50%	3
50% to 75%	1
75% to 100%	3
Number of hotels responding: 19	
No response: 8	

Elderly residents are concentrated in the Hotel Oakland (100% elderly residents), the San Pablo Hotel (100% elderly residents), the Fremont Hotel (over 75% elderly residents), and Fern’s Hotel (50 to 75% elderly residents). According to the survey, there is a correlation between hotels with a large elderly population and those with very long terms of tenancy. At both the Hotel Oakland and the San Pablo Hotel, which are 100% elderly, all of the residents have stayed over one year. Moreover, 80% of Hotel Oakland residents and 60% of San Pablo Hotel residents have stayed over 5 years.

The proportion of elderly residents living in the residential hotels is higher than in the City as a whole. While elderly residents comprised about one-third of the hotel population in 2002, people over 65 years of age comprised only 10.5% of the population of the City of Oakland in 2000.⁸

Racial and Ethnic Composition

Hotel managers reported the proportion of hotel occupants whom they identified as African-American, Asian, Latino, or White. This racial data is limited by various factors and should be viewed with caution. The data is based on the managers’ perceptions; is limited to the 4 racial categories above; does not indicate whether residents are two or more races; and does not identify Latinos of various races.

20 hotels, which represent approximately 2,110 occupants, reported racial or ethnic information regarding resident. As shown in Table 16, approximately 53% of hotel residents are African American, 21% are Asian, 13% are white, and 4% are Latino.

⁸ U.S. Census Bureau, 2000 Census, Summary File 1, Table QT-P1.

Table 16: Racial or Ethnic Composition of Hotel Residents

African American	53.4%
Asian	20.6%
White	13.2%
Latino	3.9%
Other/unknown	8.9%
<hr/> Total	<hr/> 100.0%

Number of hotels responding: 20
No response: 7

In 16 of the hotels surveyed, African Americans made up 50% or more of hotel residents. 9 hotels reported that over 75% of their residents were African-American. 3 hotels reported having a majority of residents of Asian background: the Fremont Hotel (100% Asian), the Hotel Oakland (80% Asian), and the Madrone Hotel (66% Asian). White residents were a minority in all of the hotels surveyed. The highest proportion of Whites resided at the Lakehurst Residence, which was about 45% white. The Aztec, Menlo, and Palm hotels were each occupied by about one-third White residents, while the remaining hotels have less than one-quarter White residents. Latinos made up less 10% of each hotel population, with the exception of the Travelers Hotel, which reported that approximately 20% of its residents are Latino.

The proportion of African American and Asian residents in the hotels was higher than in the City as a whole. While hotel managers identified over half of hotel residents as African American, Blacks (single- race or combined with other races) comprised 37.6% of Oakland’s population in 2000. Similarly, while hotel managers identified 20% of residents as Asian, Asians (single-race or combined with other races) made up 15.2% of the City’s population. On the other hand, there are fewer Whites and Latinos residing in residential hotels than citywide. Whites (single-race or combined with other races) comprised 31.3% of Oakland’s population, but only comprise 13% of hotel residents. Hotel managers identified just 4% of their residents as Latino, but Hispanics comprise 21.9% of the City’s population.⁹

Residents with Disabilities

Hotel managers were asked to identify the number or proportion of residents with physical or mental/emotional disabilities. It is important to note that the managers’ identifications are necessarily subjective and do not reflect a medical or clinical diagnosis or the views of the residents themselves. The survey did not seek information regarding the specific nature of the physical, mental, or emotional disability.

According to the hotel managers’ assessment, approximately 14% of hotel residents are physically disabled in some manner. The majority of hotels report having at least one resident with physical disabilities. Out of 20 respondents to the question, 13 hotels reported having

⁹ U.S. Census Bureau, 2000 Census, Summary File 1, Table QT-P3.

residents with physical disabilities. As shown in Table 17, the proportion of residents with physical disabilities ranges from 0% to 75%. 10 hotels reported that the proportion of residents with physical disabilities was less than 25%, 2 hotels reported that 25% to 50% of residents have physical disabilities, and 1 hotel reported that 50% to 75% of the residents have physical disabilities. The hotels that reported the highest proportion of persons with physical disabilities were the San Pablo Hotel (75% of residents have physical disabilities), the C.L Dellums Apartments (37% of residents have physical disabilities), and the Ridge Hotel (25% to 50% of residents have physical disabilities.).

Table 17: Persons with Physical Disabilities as Proportion of Hotel Residents

PROPORTION OF HOUSEHOLDS	NUMBER OF HOTELS
None	7
Less than 25%	10
25% to 50%	2
50% to 75%	1
75% to 100%	0
Number of hotels responding: 20	
No response: 7	

Hotel managers reported that nearly 30% of hotel residents have mental or emotional disabilities. As shown in Table 18, 9 hotels reported that more than 25% of their residents have mental or emotional disabilities. In particular, 4 hotels reported that 25% to 50% of residents have mental or emotional disabilities; 3 hotels reported that 50% to 75% of residents had such disabilities; and 2 hotels reported that 75 to 100% of residents were emotionally or mentally disabled.

Table 18: Persons with Mental or Emotional Disabilities as Proportion of Hotel Residents

PROPORTION OF HOUSEHOLDS	NUMBER OF HOTELS
None	3
Less than 25%	8
25% to 50%	4
50% to 75%	3
75% to 100%	2
Number of hotels responding: 20	
No response: 7	

Approximately 73% of the persons perceived to have mental or emotional disabilities are residents of 6 hotels: the San Pablo Hotel, the Oaks Hotel, the California Hotel, the C.L. Dellums Apartments, the Hamilton Hotel, and the Lakehurst Residence. The San Pablo Hotel and Oaks Hotel both reported markedly high proportions of residents with mental or emotional disabilities, with, respectively, 90% and 75% of residents with perceived mental or emotional disabilities.

All six of these hotels are publicly assisted and specifically provide supportive services in order to serve these populations.

Substance Abuse

Hotel managers were asked to identify how many rooms are occupied by at least one person with a substance abuse problem. It is important to note that this survey response is based on the managers' subjective understanding of what constitutes a substance abuse problem. The managers were not asked to distinguish between types of substance abuse (for example, alcoholism as abuse to narcotics addiction), whether the abuse was sporadic or on-going, or whether the resident was undergoing any form of treatment.

Approximately 18% of hotel residents were classified by the hotel managers as having substance abuse problems. As shown in Table 19, 11 hotels reported having at least one resident with a substance abuse problem. 6 hotels reported that fewer than 25% of residents had substance abuse problems, while 5 hotels reported that more than 25% of residents had such a problem.

Table 19: Substance Abusers as Proportion of Hotel Residents

PROPORTION OF HOUSEHOLDS	NUMBER OF HOTELS
None	8
Less than 25%	6
25% to 50%	3
50% to 75%	1
75% to 100%	1
Number of hotels responding: 19	
No response: 8	

Over 85% of residents with perceived substance abuse problems occupy 5 hotels: the California Hotel, the C.L. Dellums Apartments, the Ridge Hotel, the Hamilton Hotel, and the Aztec Hotel. With the exception of the Ridge Hotel, all of these properties are publicly assisted and targeted to populations with special needs. In particular, nearly 90% of the residents of the California Hotel and nearly 75% of the residents of the C.L. Dellums Apartments are reported to have substance abuse problems. The Ridge Hotel, Hamilton Hotel, and Aztec Hotel each reported that one-quarter to one-third of their residents have substance abuse problems.

Employment Status and Source of Income

In order to determine the employment status and source of income of hotel residents, managers were asked to report the proportion of households in which at least one person was employed and the proportion of households that received public assistance. As in previous sections, it must be stressed that this data is based on managers' observations and impressions, and should only be viewed as an approximation of hotel residents' employment status and source of income.

In 17 hotels, approximately 45% of SRO households have at least one employed person. As shown in Table 20, the proportion of employed households ranges from less than 25% to over 75%, with the majority of hotels reporting that between 25% and 75% of their households receive income from employment. The San Pablo Hotel and the C.L. Dellums Apartments reported the lowest employment rates (less than 25%), while the Alice Arts Center, Jefferson Inn, and Sutter Hotel reported the highest employment rates (over 75%).

Table 20: Households with Employed Persons

PROPORTION OF HOUSEHOLDS	NUMBER OF HOTELS
Less than 25%	2
25% to 50%	6
50% to 75%	6
75% to 100%	3

Number of hotels responding: 17

No response: 10

Conversely, approximately 55% of SRO households received some form of public assistance. As shown in Table 21, 5 hotels reported that fewer than 25% of their households receive public assistance; one hotel reported that 25% to 50% of households receive public assistance; 7 hotels reported that 50% to 75% of households receive public assistance; and 3 hotels reported 75% to 100% of households received public assistance. The C.L. Dellums Apartments, the Ridge Hotel, and the Fremont Hotel each reported that 75% or more of their households receive public assistance.

Table 21: Households Receiving Public Assistance

Proportion of households	Number of hotels
Less than 25%	5
25% to 50%	1
50% to 75%	7
75% to 100%	3

Number of hotels responding: 16

No response: 11

13 hotels provided information regarding the non-employment income sources of income received by hotel residents. Supplemental Security Income (SSI), which was reported as a source of income in 9 hotels, was the most common form of public assistance reported. 2 hotels, the Lakehurst Residence and the California Hotel, reported that 50% or more of their residents receive SSI. Social Security followed as the second most common source of income, with 6 hotels reporting it as a source of income for some households. In particular, the San Pablo Hotel, which is senior housing, reported that approximately 90% of its residents receive Social Security.

Other types of income reported include General Assistance (3 hotels); Disability (2 hotels); and unemployment insurance (1 hotel). No hotels reported having any residents who participate in the Temporary Assistance for Needy Families (TANF) Program,¹⁰ likely due the small number of households with children.

Summary

The majority of SRO units in central Oakland's residential hotels are occupied by single adult males. In 2002, approximately 85% of households were composed of a single adult and about 62% of the residential hotel population was male. Females, however, at about 38% of the hotel population, comprised a substantial minority of hotel residents. Households with children made up a small minority of the hotel population. Elderly residents, on the other hand, were over-represented in the hotel population when compared to the City of Oakland as a whole. About one-third of hotel residents were identified as elderly, while persons over 65 make up only about 10% of the population citywide. Over half of hotel residents were African American, about one-fifth were Asian, about 13% were white, and just 4% were Latino. Compared to the population of Oakland as a whole, African Americans and Asians are over-represented in the hotel population, while whites and Latinos are under-represented.

There are a substantial number of persons with disabilities residing in the hotels. Nearly 15% of residents were identified as physically disabled, and nearly 30% of residents were identified as emotionally or mentally disabled. Moreover, approximately 18% of residents were identified as being substance abusers. Finally, approximately 45% of SRO households are occupied by at least one employed person. Conversely, about 55% of households receive some form of public assistance, with SSI and Social Security being the most prevalent types.

Persons with mental health and/or substance abuse problems are concentrated primarily in publicly-assisted nonprofit-owned hotels that include supportive services. These hotels are for the most part effectively serving the populations with the greatest needs, and there is a good match between tenants with special needs and hotels providing supportive services.

¹⁰ TANF replaced the Aid to Families with Dependant Children (AFDC) program in July, 1997.

IV. SAFETY AND SERVICE CHALLENGES FACING RESIDENTIAL HOTELS

Central Oakland's residential hotels face several safety and service challenges. These include on-going struggles to reduce criminal activity in and around the hotels; efforts to improve the physical quality of the facilities; and the desire to provide increased social services to residents. The following discussion is based on hotel managers' survey responses, as well as on interviews with the Oakland Police Department and the Oakland Building Department.

Criminal Activity

Several managers indicated that criminal activity, including prostitution and drug dealing, has been a problem in and near the hotels. In addition, several managers reported recurring disturbances by residents whom they perceived to have mental or emotional disabilities or substance abuse problems. Some managers indicated a desire for increased policing in and around the hotels. In addition, some managers blamed restrictive landlord-tenant laws for their inability to evict "problem" tenants.

The Oakland Police Department (OPD) confirmed that there has been a high level of criminal activity in and around certain hotels. OPD stated that it was focused on reducing crime associated with the hotels. The OPD was concerned that the criminal activity attracts more crime, and the OPD notes that a number of hotel residents are parolees. The OPD stated that most common occurrences are drug dealing and use; disorderly conduct, including intoxication; assault; theft; and loitering late at night. According to the OPD, thefts are typically carried out by narcotics users to support their drug habit.

The OPD states that most calls to the police department to report criminal activity are made by hotel tenants. They fault the hotel managers for failing to report criminal activity or evicting disruptive tenants, due to both negligence and fear of retaliation.

According to OPD beat officers, criminal activity has been concentrated in specific hotels. In particular, drug activity was said to be prevalent at the C.L. Dellums Apartments, the Hamilton, the Jefferson Inn, the Lake Merritt Lodge, the Menlo, and the Oaks. The Ridge, Sutter and Twin Peaks are known for prostitution. The Silver Dollar Hotel is known for both drug activity and prostitution, both of which are said to be condoned by the management. In addition, the OPD singled out the Harrison for problems with residents loitering at night, being drunk in public, and engaging in disorderly conduct.

OPD Beat Health Unit records of police calls revealed a somewhat different picture of criminal activity at the City-subsidized hotels. According to OPD records, the Beat Health Unit responded to a total of 249 calls for police assistance at the C.L. Dellums, Hamilton, Harrison, and Oaks in 2001. The great majority of the calls (118 calls) concerned disturbances of the peace, public drunkenness, or fighting. Other common occurrences were assault or battery (25

calls); ambulance requests (14 calls); theft, robbery, or burglary (10 calls); and insanity (9 calls). There was only one call each for prostitution or drug activity at the 4 hotels in 2001. However, these figures do not reflect calls to nearby addresses in response to activities carried out by hotel residents or visitors. Drug dealing and other criminal activities carried out by hotel residents or guests at adjacent locations would not show up as calls to the hotel address, even though the activity might be linked to the hotel.

Housing Code Violations and Maintenance Standards

Residential hotel operators have faced continuing challenges maintaining and improving their facilities. Many of the hotel buildings are over 100 years old, and the age of the buildings contributes to plumbing and electrical problems. The 1989 Loma Prieta earthquake further contributed to structural deterioration. In addition, low operating standards in combined with the excessive wear and tear resulting from high resident turnover have contributed to exterior blight and unsanitary conditions.

During the past five years, the City of Oakland's Code Compliance Division has received numerous complaints about the conditions of residential hotels. Tenants have complained regarding the lack of water and heat, ceiling cracks, insect and rodent infestations, dirty bathrooms, piles of garbage, and overgrown weeds. Hotels with long records of tenant complaints include the Alice Arts Center, the Avondale, the Hotel Oakland, the Lakehurst Residence, the California Hotel, the Jefferson Inn, Lake Merritt Lodge, the Menlo, the Harrison, the Oaks, the Old Oakland, the Ridge, the Silver Dollar, Travelers, Sutter Hotel and Fern's Hotel. On the other hand, the Code Compliance Division has received few or no complaints regarding the Alendale Guest Home, the Aztec, the C.L. Dellums, the Fremont, the Hamilton, the Palm, the Westerner, the Madrone, the Milton, the San Pablo, or the Twin Peaks.

In order to address tenant complaints, the City enacted in 1999 the Hotel, Motel and Rooming House Operating Standards ordinance as part of the Health and Safety Code.¹¹ The ordinance establishes detailed housekeeping standards for residential hotels. According to the principal inspector of the Building Department, most resident complaints have been resolved since the ordinance was enacted. The ordinance supplements the municipal housing code by setting standards for the cleanliness and condition of hotels. Items that are specifically addressed include the condition of mattresses, linens, bathrooms, carpets floors, walls, plumbing, and electrical equipment. In addition, the ordinance requires hotels to be free from mold, water damage, garbage, and pests, graffiti, and broken windows. Also prohibited are criminal or nuisance activities in or near the hotels. The ordinance authorizes annual or bi-annual inspections of hotels and provides that violations of the ordinance may be prosecuted as a criminal misdemeanor or charged as civil penalty or infraction.

According to Code Compliance, conditions have improved at the hotels since the ordinance was enacted. In particular, the Menlo has replaced its inadequate sprinkler system, and the Lake Merritt Lodge has removed trash and improved general maintenance. In addition, the majority of

¹¹ Oakland Municipal Code Section 8.03.010-8.03.170.

residential hotels surveyed reported facilities upgrades in the past few years. 17 hotels reported some form of physical improvements, including carpet replacement, sprinkler installation, window replacement, and phone system upgrades. The interiors and exteriors of 15 hotels were recently repainted. 10 hotels reported major or substantial rehabilitation, including earthquake retrofitting, electrical rewiring, and plumbing improvements. 6 hotels reported plans for future improvements, including ADA accessibility retrofitting, painting, renovation of the community kitchen, and façade improvement.

Despite recent improvements, structural problems are likely to continue to exist due to the excessive age of buildings and financial barriers to renovation. 5 hotels reported facing financial impediments to upgrading their facilities, while 3 hotel operators reported that they were delaying investing in physical improvements pending their ability to purchase or sell the hotel building. A number of managers expressed interest in obtaining low-interest loans or grants to improve the facilities. Finally, some managers blamed City policies for hindering their ability to make improvements: some pointed to the restrictive building codes in the Old Oakland Historical District as an impediment to hotel renovation, while others believe that the operating standards ordinance imposes unreasonable financial burdens that limit their ability to provide services to residents.

Social Support Services

A number of hotel managers expressed the desire to provide hotel residents with greater access to social services. As explained above, a substantial number of hotel residents are physically, mentally, or emotionally disabled or have substance abuse problems. Many hotels already provide access to support services for this vulnerable population. 15 hotels reported working in some capacity with private and public agencies to provide on- and off-site treatment and counseling for physical and mental health and substance abuse issues. For instance, the C.L. Dellums Apartments has a licensed nurse visit every other week. Alcoholics Anonymous is a presence in some hotels, and the Ridge Hotel works with STRIDES in an effort to maintain a sober living environment. In addition, individual hotels offer employment counseling, community-building activities, supper clubs, and tenant councils. Many hotels also refer residents to outside service organizations, who may conduct outreach at the hotels. The San Pablo Hotel, for example, provides referrals to St. Mary's Legal Services, and the management of the Palm Hotel collects flyers that it believes would be helpful to its residents.

Despite these efforts, many hotel managers believe that more access to social services are needed for hotel residents. Many managers expressed an interest in obtaining low-interest loans or grants to help fund on-site programs. In particular, the Madrone would like the City to provide financial assistance for homeless people who often lack the money to pay rent, and security and key deposits. Along with funding, some managers suggested that City-employed mental health and substance abuse counselors could visit hotels and serve tenants. One hotel had previously retained the services of a mental health counselor, but could no longer afford it. Even if no funding for social services was provided, many managers requested a list of referrals of service providers so as to make residents aware of services available to them. One hotel manager also requested a list of the other residential hotels located downtown as a reference for residents.

Summary

Central Oakland's residential hotels face a number of challenges in the years ahead. These include reducing criminal and nuisance activity; improving structural conditions and maintenance; and increasing resident's access to social services. Although the Oakland Police Department has focused on improving safety in residential hotels, hotel managers and police officers continue to complain of drug activity and prostitution in and around some hotels. In addition, police records show that disturbances of the peace, fighting, and public intoxication are prevalent at some hotels. In addition, while some hotels have made progress in improving physical conditions, many continue to face financial impediments to improvement. Finally, given the high proportion of residents with physical, mental, and emotional disabilities and substance abuse problems, many hotel managers have expressed the desire to offer residents greater access to both on- and off-site social support services.

APPENDIX: METHODOLOGY

Identification of Residential Hotels

Residential hotels in central Oakland were identified based on the previous residential hotel survey, telephone directory listings, and observations of City staff. For purposes of this report, SRO housing does not include studio apartments, units located in motels, or units located in a dormitory, hospital, rest home, prison, or other institutional facility. High-rate tourist-oriented hotels were also excluded from the study. Based on these sources and criteria, 27 operating residential hotels were identified in central Oakland. 22 of the 27 hotels participated in the survey. The Harrison, Milton, Silver Dollar, and Westerner hotels declined to participate, and the Alendale Guest Home was not contacted.

A number of the hotels that participated in the survey declined to provide complete responses to all of the questions. In particular, Fern's Hotel declined to report the number of units or guests in the hotel. Many hotel managers declined to answer specific questions, including those regarding rental rates, length of occupancy, and residents' source of income. Because of these gaps, each of the tables indicates the number of hotels or hotel rooms to which calculations apply.

Because of these problems, the numbers reported in this survey should be taken as estimates of general patterns, but not necessarily definitive counts.

The Residential Hotel Survey

Information was obtained through written questionnaires that were completed by hotel managers between March and September of 2002. Managers were selected as the most reliable source of information regarding hotel operations. In some instances, the manager was also the owner. For many questions, managers were asked to indicate within a quartile range the proportion of SRO units or residents that had a certain characteristic. Where managers provided a proportional range (for example, 25% to 50%), the mid-point of the range (for example, 37.5%) was used to approximate the number of rooms or tenants with that characteristic.

The survey was adapted from a 1985 questionnaire developed by Jeffrey Levin with the assistance of Professor Martin Gellen of the Department of City and Regional Planning and Professor Paul Groth of the Departments of Architecture and Landscape Architecture at the University of California at Berkeley.

Police Department Interviews and Review of Police Department Records

Interviews with the Oakland Police Department (OPD) regarding criminal activity in residential hotels were conducted by City staff on January 8, 9 and 10, 2003. In addition, the OPD provided staff with Beat Health Unit records for the Hamilton Hotel, the Harrison Hotel, the Oaks Hotel, and the C.L. Dellums Apartments for all of 2001 and portions of 2002.