Office of the Ombudsman
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June 6, 2024

To: Alderpersons, City of Annapolis

From: Hilary Roggio Raftovich, Constituent Services Officer and Ombudsman & Adeerah Kirby, Assitant Ombudsman and Equity Officer

Re: Equity Report on O-6-24 City-wide Prohibition on New Drive-through Windows

Reviewing this legislation we found three types of possible equity concerns:

- Demographics: Drive through users in the studies we looked at were disproportionately female, low income, seniors & African American or Hispanic (as compared with the overall population). As such, a ban may disproportionately affect these groups.

- Seniors and people with disabilities: People with mobility issues utilize drive through services (especially important services like banking and pharmacies) to provide them better access without having to exit their vehicles. While many of these services are now available through delivery or other methods as well (pharmacies have delivery services and banks have online banking) some residents, especially seniors, prefer in person drive through access.

- Individuals with children and/or pets in their vehicles: These individuals utilize drive through services as a way to receive services without having to remove the children or pets from the vehicle. Limiting drive-through windows may limit their access to services.

Overall, our review indicates that this legislation may disproportionately impact some of our residents - including groups of underserved and underrepresented residents. However, no specific service was identified that couldn't be otherwise accessed by our residents with mobility issues.

Thank You.

HRR/AK