



SAN FRANCISCO HUMAN SERVICES AGENCY
**Department of Disability
and Aging Services**

The San Francisco Office on Disability & Accessibility

Presentation to the California Commission
on Disability Access (CCDA)

Eli Gelardin, Director

October 2025



Image: Wheelchair users protesting outside of San Francisco City Hall in 1977. One protester has a hand-made “We Shall Overcome” sign on the back of his wheelchair (black and white. Credit: Anthony Tusler)

ODA's Purpose

The San Francisco **Office on Disability & Accessibility (ODA)** helps ensure that the City's programs, services, facilities and digital information are accessible to people with disabilities of all ages and backgrounds. As the City's overall ADA Coordinator, ODA leads compliance with **Title II of the ADA** and other federal, state, and local disability access laws.

Key Functions:

- Oversees the City's **ADA Transition Plan**, including capital planning and the City's ADA grievance and appeals procedures
- Provides **technical assistance** and **policy guidance** to City leadership and departments
- Supports the **Mayor's Disability Council**
- Serves as a **liaison to the disability community**
- Advises the **Mayor, Board of Supervisors, and City departments** on disability rights and accessibility



Office on Disability & Accessibility: Programs and Initiatives

Access

Architectural Access

Provide citywide technical assistance on architectural accessibility requirements, including plan reviews and site inspections, as needed

Programmatic Access

Provide citywide technical assistance on accessibility requirements for program and service offerings.

Digital Access

Advise City's Committee on Information Technology on Digital Accessibility and Inclusion Standards.

ADA Compliance

ADA Transition Planning

Support departments in developing and managing regular architectural and programmatic self-evaluations.

ADA Grievance

Oversee and manage the citywide ADA grievance and appeals procedures and data system

Community of Practice

Facilitate trainings and knowledge sharing opportunities for ADA Coordinators which highlight best practices and provide opportunities for peer support.

Strategic Planning

Disaster Planning

Support and advises DEM on emergency efforts, sheltering sights, and general disaster planning.

Mayor's Disability Council

A bi-monthly public forum for the disability community to provide input on city wide accessibility and inclusion

Public Policy

Technical assistance and policy advisor to City leadership on disability and access related legislation and initiatives

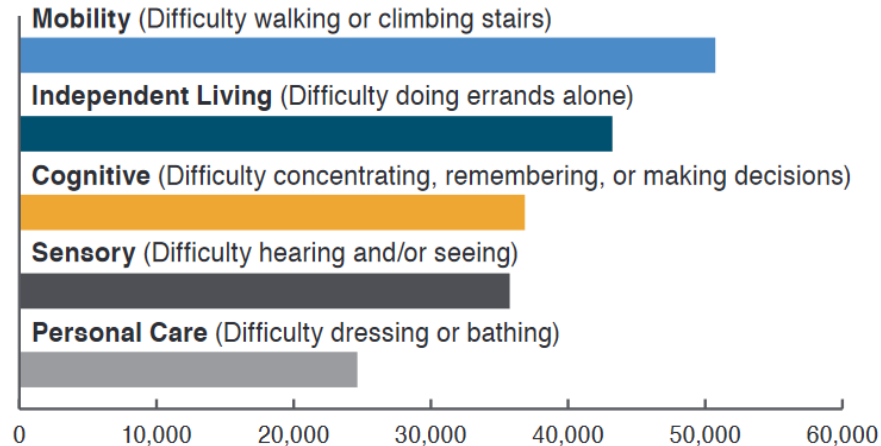


The Disability Communities in San Francisco:

- **1 in 10** San Franciscans reports a disability
 - All ages, race and ethnicities, and income levels
 - 88-94,000 residents
- Almost half of people with disabilities are under age 65
- **1 in 4** people with disabilities live in poverty.
- Even **adults with disabilities who are employed** are more than **twice as likely** to experience poverty.

San Francisco Residents Report Many Types of Disability

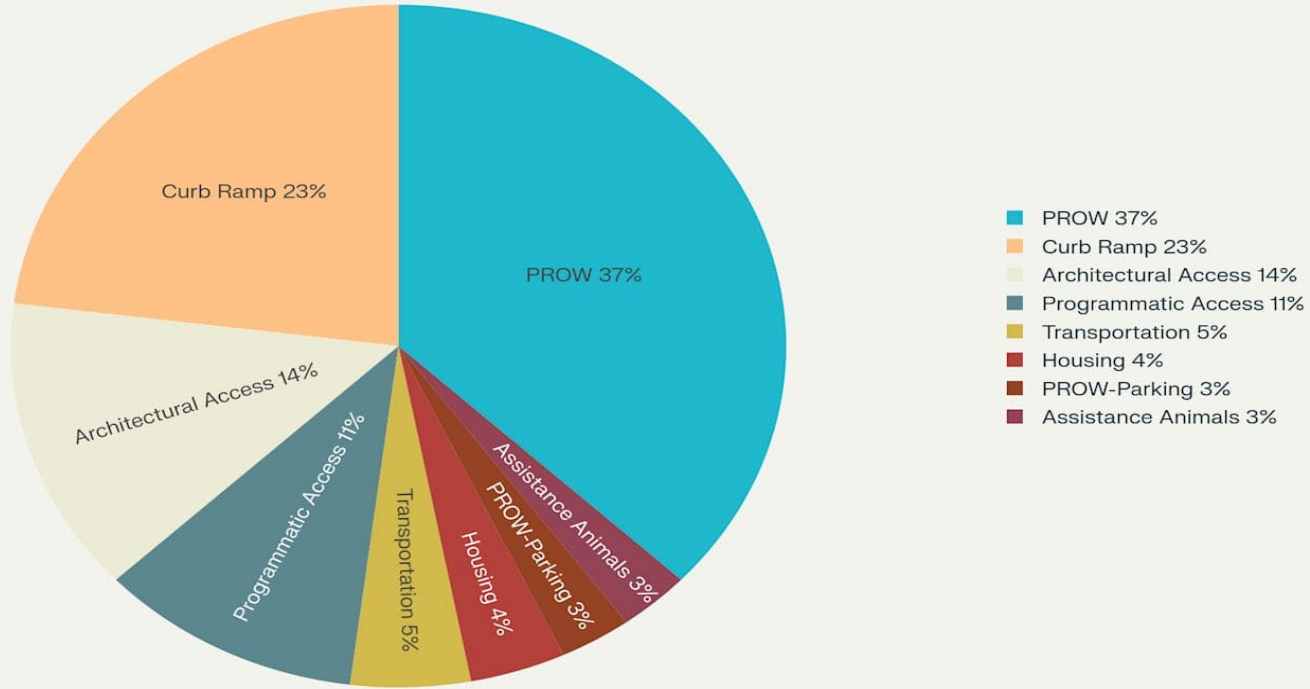
Some report multiple disabilities.¹



Source: <https://www.sfhhsa.org/about/reports-publications/disability-san-francisco>



ADA Grievances FY24-25



Total of 233
ADA grievances
received
directly by ODA
FY24-25, 90%
closure rate by
year end

ODA Complaint Data FY19-20 thru FY24-25



Hallidie Plaza Accessibility Redesign

Update

Funding Approved: Hallidie Plaza received top marks in the Public Spaces category and is fully funded for redesign.

Project Leadership: DPW is leading the project in partnership with ODA.

Design Phase: Begins Fall 2025, with a focus on a spiral ramp for accessibility.

Ongoing Coordination: ODA and DPW meet semi-monthly; field trip to Ed Roberts Campus planned for early October to review ramp concept by Bill Leddy.

Community Engagement: First meeting held July 23; second meeting in planning.

Beyond the Front Door

Update

Working Group Formalized: Includes members from **ODA, DBI,** and the **Office of Small Business.**

First Video Complete: “**Beyond the Build**” is live and shared on social media.

Training & Staffing: **DBI** has enhanced accessibility training for inspectors (ongoing). A new Certified Access Specialist (**CASP**) has been hired.

Community Education: Accessibility resources now live at [sf.gov/building accessibility](https://sf.gov/building-accessibility). Educational materials and service-focused guides in development.

Upcoming Work:

Planning second video on “**readily achievable**” improvements.

Focus groups and social media campaigns in development.

Exploring a logo/sticker to identify participating businesses.

Next Steps: Focus groups launching this fall.



Sunset Dunes

Update

The Mayor's Disability Council (MDC) submitted a letter to RPD on July 10 outlining safety and accessibility concerns.

The letter was acknowledged by RPD leadership, and follow-up conversations are underway with ODA, DAS, and RPD.

Sunset Dunes has been prioritized by the Age and Disability Friendly SF Implementation Workgroup.

RPD Response & Actions:

A Park Zone (west side) is being created for walking, socializing, and family activities.

A Multi-Use Zone (east side) allows bikes and micromobility, with signage encouraging slow speeds and yielding to pedestrians.

Temporary signage is being installed; permanent signage and stencils are in progress with SFMTA.

Park Rangers will be on-site to support education and safety.

Summary: Senior & Accessibility Stakeholder Meeting on Monday, September 15/



Disability Pride Month & ADA 35 Reflections

Dates of Note

July 12th Board of Supervisors Commendations & 35th Anniversary Resolution

July 17th Ribbon Cutting & Grand Opening of the Disability Cultural Center

July 18th Self Help for the Elderly's 35th Anniversary Event at the Jackie Chan Center

July 22nd Open House at the Office on Disability & Accessibility

July 26th SF Municipal Transit Authority ADA 35th Anniversary Event at Golden Gate Park

July 30th Shaping an Accessible Future Discussion with Mayor Lurie

July Community Living Campaign's Treasure Hunt

In total over 700 individuals attended and participated in these events.

Articles were recorded and published by KQED, ABC, KPIX, KTVU that reached a broad audience.

Disability Pride Month & ADA 35 Reflections – Cont.



Looking Ahead

Dates of Note

ADA Grievance Pilot Rollout

Late September

Government and Disability Conference

Ventura, CA | September 23–27

National Disability Employment Awareness Month

- *October 30: Disability Rights California Webinar*
- *ODA/HSA/DAS Special Event Livestream: Details forthcoming*

Capital Planning FY26

Begins October 20

Disability Forward: Housing Futures Summit

November 3



Questions?





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Thank you

www.sfhsa.org

