



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

The Office on Disability and Accessibility



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)

Eli Gelardin, Director

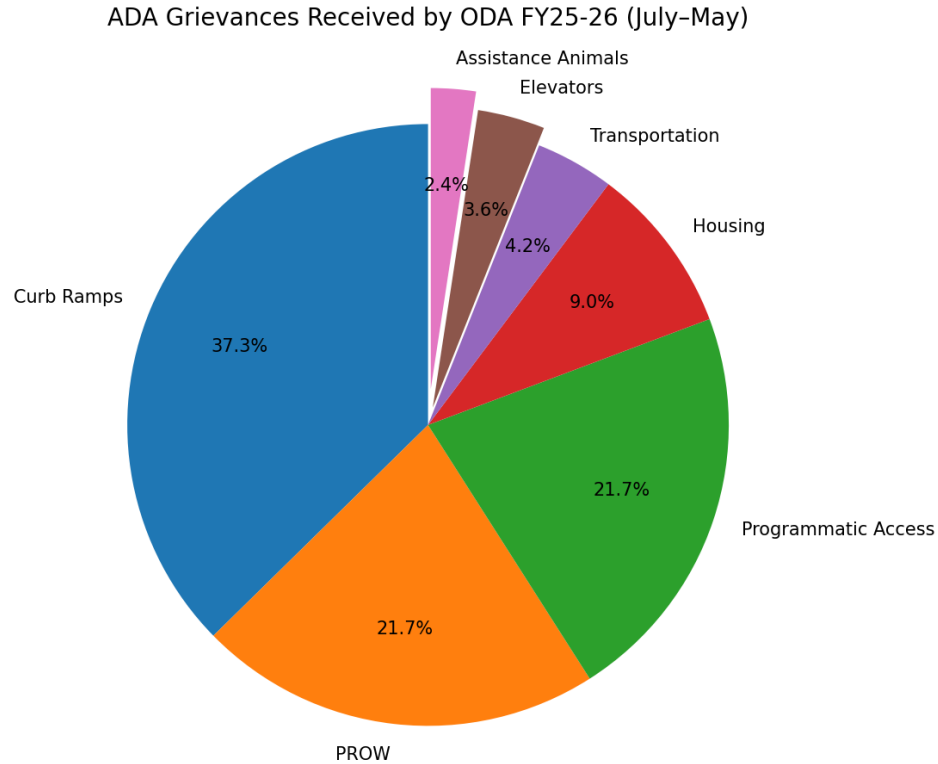
ODA's Purpose

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.

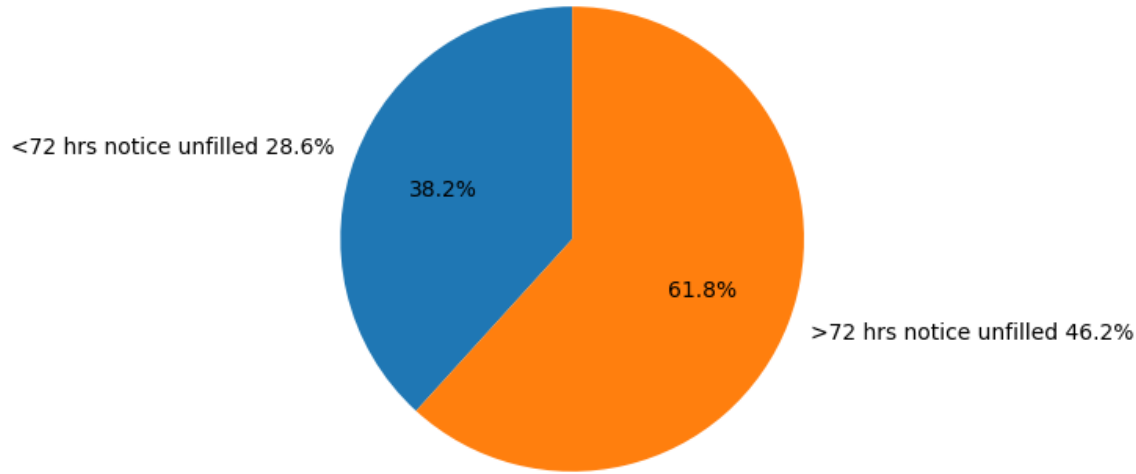
Key Functions:

- 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

ADA Grievances Received by ODA FY25-26 (July-May)



ASL In-Person Interpreter Requests received by ODA with less than Two Weeks' Notice FY25-26 (July – May)



Total requests: 33

Federal and State Policy Updates

Federal

DOJ extends WCAG 2.1 Deadline Year to April 2027
All Stations Accessibility Program (ASAP)

State & Local

AB 1069 (Baines) Aging & Disability Disaster response framework.

Local Policy Updates

Local

Autism Acceptance Month~ Mika Weissbauch

California Commission on Disability Access in SF on June 24th

Street Safety Initiative Executive Directive

Beyond the Front Door

Policy Update

- Best Practices Guide
- Small Business Week workshop
- SF Nightlife Summit Summary
- Small Business Videos

Guide for Small Business Owners

Guide

This is a guide of practical ideas for businesses to create a welcoming ideas fro business to create a welcoming place for customers with disabilities. They focus on low cost or no cost actions.

Read and download the guide



ADA Grievance Pilot & Transition Planning Pilot

Update

ODA/311 ADA Grievance Modernization

- Centralizing Citywide ADA cases in 311 system
- Phase 1 (8 weeks) launch a new ADA request form
- Phase 2 Build reporting for ADA cases and visibility into accessibility related requests across 311
- ODA will set the standards, categories, and training.
- 311 will manage the platform configuration, routing, reporting, and user access.

Transition Planning

- Exploring GIS based tool
- Leveraging existing resources and technology the City is already developing.

Disaster Response

San Francisco Power Outage

Pilot for DME and Backup Batteries with HSA and DAS moving forward

AFN response to 2 alarm fire hotel fire

Deaf and Hard of Hearing Focus Group- Communication Strategies

Capital Projects

Updates

- **Sunset Dunes- Parks Commission approved use of State funds for access improvements.**
- **Hallide Plaza Redesign- Community meeting Recap**
- **SoMarts Cultural Center**

National Association of the Deaf Conference

Updates

Business & Visitor Experience: Union Square activations; small-business Deaf-friendly prep; SFO/SFMTA orientation + wayfinding.

City Leadership & Public Safety: Mayor welcome + ASL messaging; accessible emergency comms; Street Ambassador readiness.

Citywide Coordination & Legacy: ASL/CDI coverage; cultural/tourism programming; ODA cross-department alignment + “Beyond the Front Door.”

Upcoming Events

[One City Day: 504 Walking Tour/ Mobile Benefits Center: Connecting to History and Community Benefits · One City Day](#)

- 504 Walking Tour: 10–11:30am (historic 1977 Sit-In)
- Mobile Benefits Center: 10am–1pm (outreach, benefits help)
- Accessible venue + hybrid option; ASL provided

Signup:

[Volunteer Opportunities, Events, and Petitions Near Me · One City Day on Mobilize](#)



Questions?





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Thank you



Disability advocates, members of the Mayor's Disability Council and DAS staff gathered at the Disability Cultural Center for the ribbon-cutting ceremony with Mayor Lurie..

www.sfhsa.org