

AGE & DISABILITY FRIENDLY SF

ACTION PLAN 2022-2025: FINAL ASSESSMENT & EVALUATION

OVERVIEW

This report provides an overview of the 10 recommendations implemented through the Age and Disability Friendly Action Plan 2022-2025. These recommendations span four key domains and include initiatives such as improving public transportation, advocating for policy changes, and developing new programs. All efforts were carried out in collaboration with community organizations, City agencies, businesses, and residents.

The 2022–2025 Action Plan was informed by lessons learned from the 2018–2021 cycle and shaped by community input on issues affecting older adults and people with disabilities. To support a more focused approach, the ADF Workgroup reduced the number of recommendations from 24 in the previous cycle to 10 in the current plan. While the recommendations themselves remained consistent throughout the cycle, many of the suggested actions evolved in response to changes in leadership and shifting conditions. For example, the recommendation to create a citywide campaign to end ableism initially envisioned a broad public education effort but later pivoted to focus on increasing accessibility and disability inclusion within DAS services through internal training.

As the ADF Workgroup prepares for the 2026–2029 Action Plan, it will prioritize the development of clearly defined SMART goals and designate leadership to guide each action to completion. In addition to setting these goals, the workgroup remains committed to integrating principles of diversity, equity, and inclusion throughout the planning and implementation process.

The 2026–2029 Age and Disability Friendly Action Plan will be published in winter of 2025, implemented over the following three years, and evaluated by the end of 2029.

IMPACT OF COVID ON THE ADF ACTION PLAN

The COVID-19 pandemic significantly influenced the implementation of the 2018–2021 Action Plan and continues to shape the 2022–2025 Action Plan. One of the most notable changes has been the shift in meeting practices. Throughout 2022–2025, the ADF Working Group primarily met virtually, a format that improved accessibility for many participants while reducing health risks and eliminating travel requirements.

At the same time, some meetings adopted a hybrid approach to balance convenience with the benefits of in-person interaction, which often fosters more dynamic discussions and idea generation.

Looking ahead to the 2026–2029 Action Plan, we will continue to offer both virtual and hybrid meeting options. This flexibility ensures that meetings align with their objectives and accommodate the diverse needs of our stakeholders.

Please join us! All meeting and workgroup information can be found at the [Age & Disability Friendly page](#) on the DAS website.

ADF ACTION PLAN 2022-2025

DOMAINS

DOMAINS OF LIVABILITY

The Domains of Livability framework is widely used by towns, cities, counties, and states participating in the AARP Network of Age-Friendly States and Communities to guide and prioritize efforts to become more livable for older adults and people of all ages. These domains represent key community features that influence quality of life, particularly for older adults and people with disabilities. They encompass physical infrastructure, social engagement, and supportive services, policies, and programs—offering a comprehensive structure for organizing age- and disability-friendly initiatives.

San Francisco has adapted this framework to reflect local priorities and identified the following domains as most relevant to its efforts:

- Engagement & Inclusion
- Communication, Information, & Technology
- Transportation
- Outdoor Spaces & Buildings

ENGAGEMENT & INCLUSION

OVERVIEW: This domain focuses on the programs and policies that foster social integration and create opportunities for people with disabilities and older adults to participate and remain connected within their communities. These programs and policies may occur in, but are not limited to, cultural, social, educational, enrichment, and civic participation sectors.

GOALS PRIORITIZED:

- Ableism and ageism are addressed through public and private efforts.

- Programs exist that reduce & address isolation.
- Localized community networks that provide engagement & support for older adults, people with disabilities, & caregivers.
- Older adults & people with disabilities have opportunities for civic participation & volunteering.

GOAL: ABLEISM AND AGEISM ARE ADDRESSED THROUGH PUBLIC AND PRIVATE EFFORTS.

Recommendation: Create a citywide campaign that highlights ableism and promotes anti-ableist approaches.

Ref.	Action	
EI-1	Launch Ending Ableism	
Status	Started and Pivoted	2022-2025
Partners	Lead: DAS, and CADA Partners: California Department of Rehabilitation (DOR)	
Summary	The “Ending Ableism” action has evolved to focus more specifically on strengthening accessibility within the City’s inclusion policies. San Francisco Human Services Agency (SFHSA), and DAS added "Accessibility" to its Diversity, Equity, Inclusion, Belonging, and Accessibility (DEIBA) Office. DAS also partnered with the California Department of Rehabilitation (DOR) and the Human Services Agency (HSA) DEIBA Office to deliver Disability Awareness and Inclusion trainings across the department. This training series serves as a pilot for HSA and may be expanded to other City and County of San Francisco departments.	

GOAL: PROGRAMS EXIST THAT REDUCE & ADDRESS ISOLATION.

Recommendation: Create a disability friendly community space that includes resources, creative endeavors, and community engagement opportunities.

Ref.	Action	
EI-2	Create and open a Disability Cultural Center	
Status	Complete	2024-2025
Partners	Lead: DAS and L.C. & Lillie Cox Haven of Hope Partners: San Francisco’s Office on Disability and Accessibility	
Summary	The Disability Cultural Center launched its virtual programming in July 2024 and is on track to open its physical location in July 2025. Through educational events, artistic expression, and social networking opportunities, the Center brings together people with diverse disabilities to access resources, advance social justice, and celebrate disability culture, community, and pride. Now formally established, the	

	Center will continue operating beyond the 2022–2025 Age and Disability Friendly (ADF) Action Plan cycle.
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GOAL: LOCALIZED COMMUNITY NETWORKS THAT PROVIDE ENGAGEMENT & SUPPORT FOR OLDER ADULTS, PEOPLE WITH DISABILITIES, & CAREGIVERS.

Recommendation: Increase service connection for SF older adults, people with disabilities, and caregivers through an online resources database.

Ref.	Action	
EI-3	Create and launch online Resource Directory	
Status	In process	Quarter 1 of the 2026 calendar year
Partners	Lead: DAS	
Summary	Accessing social services can often feel overwhelming and complex. In response to community feedback calling for a more centralized way to find aging and disability services in San Francisco. The original vendor contracted couldn't meet the demands of what was required. In result, DAS partnered with another vendor who was able to meet the needs of the DAS resource directory.	

GOAL: OLDER ADULTS & PEOPLE WITH DISABILITIES HAVE OPPORTUNITIES FOR CIVIC PARTICIPATION & VOLUNTEERING.

Recommendation: Improve representation of older adults and people with disabilities across Commissions, boards, and advisory committees.

Ref.	Action	
EI-4	Creating a pipeline or registry of people with disabilities who want to sit on a commission or committee.	
Status	In process	Continued through 2026-2029 workplan
Partners	Lead: ODA Partners: DAS, CADA	
Summary	The Office on Disability (ODA) holds regular meetings with the Director of Appointments for the City and County of San Francisco to recommend qualified candidates with disabilities for City commissions, boards, and advisory committees. ODA uses the same process for selecting members for the Mayor's Disability Council to identify candidates for other commissions and committees. During this action plan cycle, ODA successfully added five new council members, increasing the Mayor's Disability Council's membership from four to nine.	

COMMUNICATION, INFORMATION & TECHNOLOGY

OVERVIEW: This domain focuses on the programs and policies that ensure people with disabilities and older adults have access to accurate, unbiased, and useful information and that this information is available through a variety of communication systems and strategies. Relevant programs and policies may include, but are not limited to: new technology training, affordable internet service, accessible information formatting, support for informal communication sharing, and culturally appropriate outreach.

GOALS PRIORITIZED:

- Prioritize programs & policies that allow for accessible & inclusive technology.

GOAL: PRIORITIZE PROGRAMS & POLICIES THAT ALLOW FOR ACCESSIBLE & INCLUSIVE TECHNOLOGY.

Recommendation: Implement Empowered SF Technology Needs Assessment.

Ref.	Action	
CIT-1	Form a workgroup to evaluate the recommendations and develop a strategic framework for implementation.	
Status	Complete	May 2025
Partners	Lead: ODA, DAS, SF Tech Council	
Summary	The San Francisco Tech Council formed a core working group, including the Office on Disability and Accessibility (ODA) and the Department of Disability and Aging Services (DAS), to create the San Francisco Equity Plan. This plan was submitted to the state to inform the development of the California Digital Equity Plan, which was released in December 2023. In preparation for the California Digital Equity Capacity Subgrant Program Request for Proposals (RFP), the Tech Council submitted public comments to help shape the program. The SF Tech Council led San Francisco's application, and was awarded the grant. However, the grant was canceled by the federal administration.	

GOAL: PRIORITIZE PROGRAMS & POLICIES THAT ALLOW FOR ACCESSIBLE & INCLUSIVE TECHNOLOGY.

Recommendation: Advocate for citywide digital accessibility; ensuring that the City and County of SF offers accessible and inclusive web information.

Ref.	Action	
CIT-2	Implement the Citywide Digital Accessibility and Inclusion Standard	
Status	Complete	2022
Partners	Lead: ODA, and Committee on Information Technology (COIT), and Digital Services (DS) Partners: City Departments	
Summary	In November 2021, the City and County of San Francisco published the Citywide Digital Accessibility and Inclusion Standards. Since then, the COIT and Digital Services (DS) have been working to transition City departments to a newly designed, accessibility-focused sf.gov webpage. Over 40 City departments have successfully transitioned to the new platform. Departments that continue to manage their own web platforms are responsible for auditing and reporting their compliance with the Citywide Digital Accessibility standards to Digital Services.	

TRANSPORTATION

OVERVIEW: This domain covers the infrastructure, equipment, and services for all means of urban transportation, with a focus on transportation services and policies specifically related to people with disabilities and older adults. Transportation represents a broad range of mobility options, including public and private options, drivers, pedestrians, Paratransit ridership, and bicyclists - all of whom cross paths daily. Relevant programs and policies may include the MTA Accessibility efforts, improving and expanding accessible modes of transportation, bike lane design, and bus shelters.

GOALS PRIORITIZED:

- Residents have the information & tools they need to make informed travel choices.
- Ensure that public transportation is affordable, accessible & equitable for residents of all ages & abilities.
- Private transportation policies or programs should ensure accessibility & equity.

GOAL: ENSURE THAT PUBLIC TRANSPORTATION IS AFFORDABLE, ACCESSIBLE & EQUITABLE FOR RESIDENTS OF ALL AGES & ABILITIES.

Recommendation: Transportation information should be available in a variety of accessible formats and devices.

Ref.	Action	
T-1	Put all Bay Area transportation (public and private) related info for older adults and people with disabilities available on a single website (in an accessible format)	
Status	Complete	2022-2023
Partners	Lead: SF MTA	
Summary	The San Francisco Municipal Transportation Agency (SF MTA) created a “Transit Connections” webpage that lists regional public transportation options available throughout the Bay Area. However, certain challenges and considerations have prevented the inclusion of private transportation options, such as ride-hailing companies, on the website.	

GOAL: OLDER ADULTS & PEOPLE WITH DISABILITIES HAVE OPPORTUNITIES FOR CIVIC PARTICIPATION & VOLUNTEERING.

Recommendation: Ensure Accessibility Oversight. Access and provide recommendations on accessibility design and decision-making processes within transportation.

Ref.	Action	
T-2	Support the development of SF MTA Accessibility Strategy (including effective community engagement, outreach, and accessible information sharing).	
Status	Ongoing	2022-2025
Partners	Municipal Transportation Agency (MTA), ODA, Department of Disability and Aging Services (DAS)	
Summary	The San Francisco Municipal Transportation Agency (SF MTA) has been developing its Accessibility Strategy with input from the older adult and disability communities. SF MTA has completed the needs assessment phase of the strategy, which included a survey launched in September 2024 that received responses from over 1,300 community members. These responses will be used to guide Phase 2, which focuses on identifying priority goals and actions for the plan.	

GOAL: PRIVATE TRANSPORTATION POLICIES OR PROGRAMS SHOULD ENSURE ACCESSIBILITY & EQUITY.

Recommendation: Prioritize ramp taxi advocacy and policy.

Ref.	Action	
T-3	Increase the amount of ramp taxis available by issuing an RFP to create more (get number)	
Status	Complete (and ongoing)	Spring 2025
Partners	ODA, MTA, California Public Utilities Commission (CPUC), other California-wide coalitions	
Summary	On March 14, 2024, the San Francisco Municipal Transportation Agency (SFMTA) issued a Request for Proposals (RFP) for the Access for All program. After reviewing applications, three service providers were selected: Tower Transit, Via, and Green Cab. Tower Transit launched service in January 2025, followed by Via's Fog City Access service in March 2025. Both services offer dedicated, on-demand wheelchair-accessible transportation, helping to expand the availability of accessible taxi options in San Francisco. More information is available at: sfmta.com/access-all-fund .	

OUTDOOR SPACES & BUILDINGS

OVERVIEW: This Outdoor Spaces and Buildings domain covers all outdoor spaces such as parks and plazas, as well as the paths of travel that connect our spaces, such as sidewalks. This domain also includes public buildings such as libraries and community centers, and private businesses such as small business districts, malls, and theaters. Relevant policies include efforts to increase green space, installing parklets, ensuring equitable access to parks, as well as efforts to improve the accessibility of small businesses.

GOALS PRIORITIZED:

- A diversity of accessible & clean outdoor public spaces.
- Public rights-of-way, such as sidewalks, should be accessible & inclusive.

GOAL: A DIVERSITY OF ACCESSIBLE & CLEAN OUTDOOR PUBLIC SPACES.

Recommendation: Advocate for age- and disability friendly sidewalks.

Ref.	Action	
OSB- 1	Support Rec & Park’s commitment efforts to improve and modify outreach efforts to ensure increased participation from the disability and older adult communities, per the “Golden Gate Park Access & Safety: Accessibility Initiatives” Report.	
Status	Ongoing	2022-2025
Partners	Department of Recreation & Park	
Summary	<p>San Francisco Recreation and Park Department is committed to improving access and inclusion for people with disabilities and older adults. Updates on these efforts can be found on the Golden Gate Park – JFK Access & Safety Improvements page, along with a dedicated section answering Accessibility Questions to help community members plan their visits.</p> <p>To strengthen outreach, Recreation and Park regularly shares updates with the Mayor’s Disability Council and actively involves disability community members in projects such as the Golden Gate Park Shuttle and wayfinding improvements. The department also participates in citywide initiatives like the Age and Disability Friendly (ADF) program, the Citywide Inclusion Collaborative, and partners with organizations such as Senior Disability Action and the Community Living Campaign.</p> <p>In addition to engagement efforts, Recreation and Park has completed a series of physical and programmatic improvements in Golden Gate Park, ensuring that the park is welcoming and accessible for all.</p>	