



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

FY 2025-26 Year in Review

Office on Disability and Accessibility

Presentation to the Disability & Aging Services Commission

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ODA at a Glance

About ODA

The **Office on Disability and Accessibility (ODA)** advances disability rights and accessibility across San Francisco, ensuring people with disabilities have equal access to City services, facilities, programs, and information in compliance with the ADA and other disability access laws.

Disability in San Francisco

- **1 in 10** San Franciscans report having a disability (**~96,000**)
- **Nearly half** of San Franciscans with disabilities are under age 65
- Disability rates vary by ethnicity. Black adults are **2x as likely** to experience disability



Image description: Wheelchair users protesting outside of San Francisco City Hall in 1977.
(Credit: Anthony Tusler)

What ODA Does

ODA works across City government and with community partners in four key areas:



ADA Coordination, Grievances, & Compliance

Serves as the City's ADA Coordinator, leading citywide compliance with Title II of the ADA and other applicable disability access laws.



Architectural Access

Provides oversight of the City's barrier removal obligations under the ADA, including advising on architectural access improvements in City buildings and public spaces.

What ODA Does

ODA works across City government and with community partners in four key areas:



Policy & Community Engagement

Advises City agencies and elected officials on disability rights and accessibility and facilitates the Mayor's Disability Council.



Emergency Planning & Resilience

Advances disability-inclusive emergency preparedness and response in partnership with City departments and community organizations.



ADA Coordination, Grievances, and Compliance

ADA Community of Practice:

Facilitated training and knowledge sharing opportunities for **50+** City ADA Coordinators.

ADA Grievances:

Oversaw and managed a centralized Citywide process for collecting, tracking, and responding to nearly **180** ADA grievances received in FY2025-26.

Over 80% of grievances fell within 3 categories:

- Curb Ramps
- Programmatic Access
- Public Right-of-Way





Policy & Community Engagement

Beyond the Front Door:

Partnered with City agencies to advance accessibility in businesses and commercial corridors, including creating educational resources.

National Association of the Deaf Annual Conference:

Coordinated accessibility planning for a **1,000+** attendee event, strengthening the City's approach to accessible events and tourism.



Image description: ODA and DAS leadership with Mayor Lurie at the NAD Conference.



Policy & Community Engagement

ADA35:

Coordinated Citywide events for the ADA's 35th anniversary, including a roundtable with the mayor at the nation's first municipally funded disability cultural center.



Image description: Mayor Lurie with DAS and ODA leadership and disability community stakeholders, meeting at the Disability Cultural Center to celebrate the ribbon cutting of the DCC, ADA35, and Disability Pride Month.



Architectural Access

Hallidie Plaza (at Powell St. BART):

Co-developed with the Dept. of Public Works an accessible redesign of the historical plaza

Koshland Park:

Supported accessibility improvements of pathways, benches, drinking fountains and playgrounds

SoMArts Cultural Center:

Supported installation of a new elevator and path of travel improvements

ADA Barrier Removal:

Successfully advocated for expanded capital investments of **~\$30 million** in FY27-28

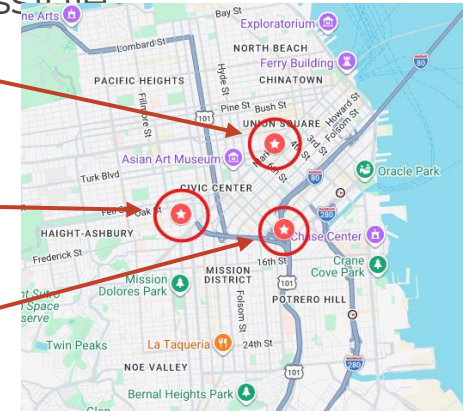


Image description: San Francisco street map with three project locations circled in red and connected by an arrow to their site names



Hallidie Plaza Redesign

Preferred Concept (Aerial Sidewalk View)



Image description: An aerial sidewalk view of Hallidie Plaza showing a wide, gently curving accessible ramp descending in switchbacks from Powell Street into the center of the plaza. The ramp is eight feet wide with multiple landings and is bordered by planted areas with low greenery. Midway down, a small level seating terrace is nestled within landscaping.



Hallidie Plaza Redesign

Preferred Concept (Perspective view from Plaza stairs)



Image description: A perspective from the stairs. The historic granite walls remain along the upper edges, with new concrete walls and railings incorporated into the ramp structure. Overall, the design emphasizes smoother circulation, green space, and clear visual connections across the plaza.



Emergency Planning & Resilience

PG&E Power Outage Response:

Served as access and functional needs coordinator during the 2025 citywide power outage, helping place **seven** vulnerable households in temporary hotel shelter.

Backup-Battery Initiative:

Partnered with the SFHSA disaster preparedness and Clinical Quality Improvement teams to identify **82** clients for emergency-readiness assessments and support.

Emergency Notifications:

Gathered feedback from disability communities, including Deaf and Hard of Hearing residents, to strengthen emergency alerts for diverse access needs.



Looking Ahead

What's in Store for FY 2026-27

- Modernization of citywide ADA Grievance System
- Expanded Programmatic Access~ ADA Coordinator Training Series
- San Francisco's commemoration of the 50th Anniversary of the historical Section 504 Sit-ins
- Citywide expansion of Functional Assessment Service Team (FAST) for disaster preparedness and response



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Thank You

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