SAN FRANCISCO HUMAN SERVICES AGENCY
Department of Disability and Aging Services | Office on Disability and Accessibility

Office on Disability and Accessibility (ODA)

Key Achievements in Fiscal Year 2025-26

1. ADA Coordination & Compliance



- **Citywide Accessibility Training:** 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 FY 2025-26.
- **Accessibility Planning:** Developed a self-evaluation checklist that helps City departments identify and prioritize accessibility barriers in their public buildings.



2. Policy & Community Engagement



- **ADA35:** Coordinated Citywide events commemorating the 35th anniversary of the ADA, including a community roundtable with the Mayor at the nation's first municipally funded disability cultural center.
- **Beyond the Front Door:** Partnered with City agencies to advance accessibility in businesses and commercial corridors, including to develop a best practices guide and other educational resources for businesses.
- **National Association of the Deaf (NAD) Annual Conference:** Coordinated accessibility planning for event with **1,000+ attendees**, strengthening the City's approach to accessible events and tourism.



Key Achievements in Fiscal Year 2025-26 (Continued)

3. Architectural Access





- **ADA barrier removal:** Successfully advocated for expanded capital investments of approximately $30 million in FY 2027-28 for street resurfacing, curb ramps, sidewalks, parks, playgrounds, and elevators.
- **Hallidie Plaza (entrance to the Powell St. BART):** Co-developed an accessible redesign of the historical plaza with the Department of Public Works.
- **SoMArts Cultural Center:** Supported accessibility improvements including installation of a new elevator and path of travel improvements.
- **Koshland Park:** Supported accessibility improvements of pathways, benches, drinking fountains and playgrounds.

4. Emergency Planning & Resilience





- **PG&E power outage response:** Served as the access and functional needs coordinator during the December 2025 multiday, citywide power outage. Support for vulnerable residents included **placements in temporary hotel shelters for seven households.**
- **Backup-battery initiative:** Coordinated with SFHSA Disaster Preparedness and Response, as well as Clinical Quality Improvement to identify **82 DAS clients** for Public Health Nurse assessments and emergency-readiness support.
- **Emergency notifications:** Gathered feedback from disability communities, including through focus groups with Deaf and Hard of Hearing residents, to strengthen emergency notifications and alerts to meet diverse access needs.

Connect with ODA

SFHSA.org/ODA | oda@sfgov.org | (415) 554-6789 | @SFAccessibility