



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

# Mayor's Disability Council

## Directors Report



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

Office on Disability and Accessibility

March 20th, 2026

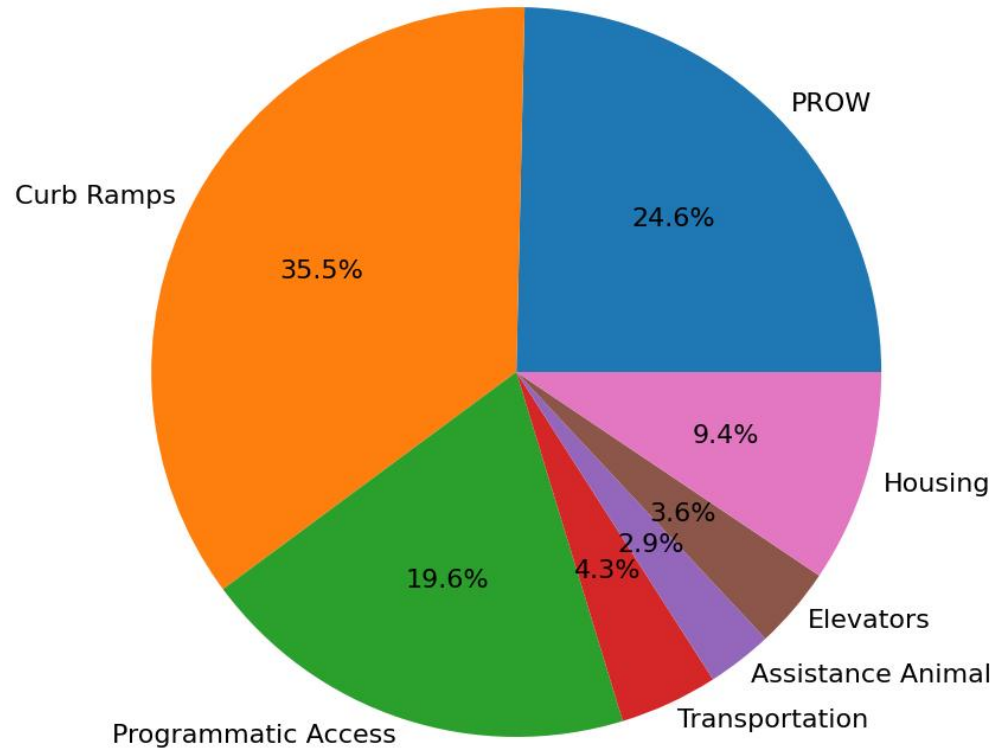
# ODA's Purpose

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.

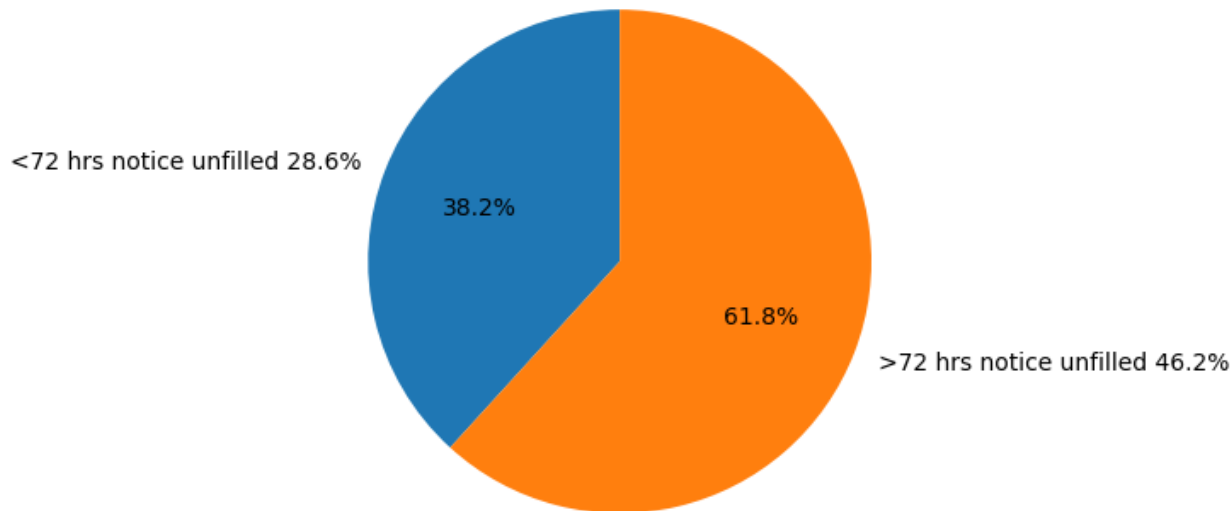
## Key Functions:

- 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-February)



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



Total requests: 33

# ADA Grievance Spotlight

An individual's complaint about missing curb ramps at two intersections led Public Works to formally enter both locations into the City's curb-ramp tracking system. One site was incorporated into an active renovation project, triggering the design of eight ADA-compliant curb ramps with construction scheduled for late 2026.

The second site advanced into planning, prompting coordination with multiple agencies to clear utilities and secure required approvals so curb-ramp design work can begin.

These actions show how community reports directly drive infrastructure upgrades and accelerate accessibility improvements in the public right-of-way.

# Policy Updates

## Federal & State

HR 1– Significant impact on San Francisco IHSS, Medi-Cal, Calfresh recipients and City budget.

SB 84 — Disability Access: Notice and Opportunity to Cure (Niello): awaiting action in assembly.

## Local

Street Safety Initiative Executive Directive

DAIS Community Convening

# Beyond the Front Door

## Policy Update

Best Practices Guide: Simple, actionable tips for businesses to improve accessibility; offered as SF.gov page, printable PDF, and social content.

- Business feedback collected; strong interest.
- SF.gov page + PDF ready for March 23
- Small Business Week workshop (May 5) and June merchant walks before NAD conference.

Ongoing ODA–OSB–DBI collaboration.

# Disaster Response

San Francisco Power Outage

Exploring Pilot for DME and Backup Batteries with HSA and DAS

Citywide FAST Training

Deaf and Hard of Hearing Focus Group- Communication Strategies

# ADA Grievance Pilot & Transition Planning Pilot

Update

## 311 Partnership Exploration

- Centralizing Citywide ADA cases in 311 system
- Multichannel intake + full case tracking
- Supports dashboards, reporting, data exports

## Transition Planning

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

# Capital Projects

## Updates

- Somarts Lula Installation & ADA Bathrooms- final plan set being reviewed.
- Hallide Plaza Redesign- Community meeting is being scheduled. Initial designs being finalized.
- Sunset Dunes- Parks Commission approved use of State funds for access improvements.
- Koshland Park- Capital Planning presentation 3/23

# National Association of the Deaf Conference

## Updates

- Citywide Coordination
  - ODA collaborating with DEM, SFMTA, OEWD, POL, AIR

# National Association for the Deaf Conference

## Updates

- Citywide Coordination
  - ODA Collaborating with DEM, SFMTA, OEWD, POL, AIR
  - Goal: Strengthen accessibility programs and services for the Deaf
- Key Accessibilities Strategies
  - Effective Communication with Language Line App
  - Wayfinding and Navigation with QR codes linking to ASL vlog directions and guidelines
  - Best Practices for community interaction with Deaf and HOH Individuals
  - Accessible safety planning for events citywide

# National Association for the Deaf Conference (2)

## Updates

- ODA Presence at NAD Conference
  - Shared Exhibition Booth with DEM, SFE, DOE, and partner departments
  - Mayor's Office invited to participate in NAD Opening Ceremony – July 1
- San Francisco Police Commission
  - Reviewing DGO 5.23: Interaction with Deaf and HOH Individuals
  - Anticipated vote: May 2026
- ODA and Police Department Workshop
  - Presenting DGO 5.23 at NAD Conference
  - Highlighting as a model for equitable communication and engagement

# Dignity Fund Community Needs Assessment

## Updates

- Gathers input from diverse older adults, adults with disabilities, caregivers, veterans, service providers, and stakeholders to identify needs, service gaps, and equity issues.
- Assesses how well DAS serves diverse communities and highlights potential disparities. Findings guide DAS funding decisions for FY 2027–28 through FY 2030–31.

## Key Meetings (All Public)

- Draft Report to OAC: Monday, March 16, 3–5 pm
- Final Report to DAS Commission + OAC: Wednesday, April 1, 9:30 am

# Upcoming Events

Alice Wong's Virtual Memorial Service:

Date: Wednesday | March 25

Time: Program: 11:00 - 1:00 PT

Watch Live: [dcc.page/alice-program](https://dcc.page/alice-program)

Neurodiversity Celebration Week at SF Zoo, running March 17–23, features:

- early admission, quiet-mode rides, complimentary sensory bags
- new pre-visit resources, updated staff training and sensory-expectation signage across the campus,

# Questions?





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# Thank you



[www.sfhsa.org](http://www.sfhsa.org)

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..