



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

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

Office on Disability and Accessibility

July 15th, 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

Demographics (1 of 2)

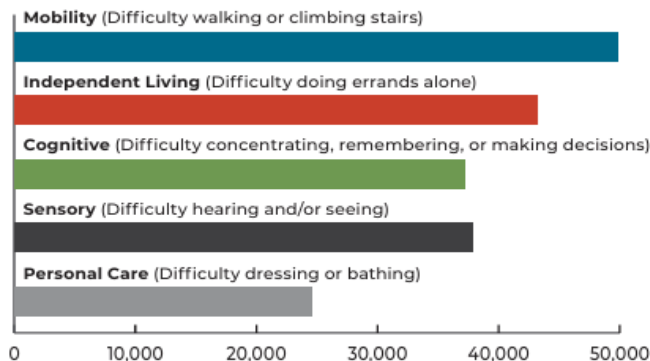
Disability in San Francisco

One in ten San Franciscans reports a disability (96,000 people). Almost half of people with disabilities are under age 65.¹ Investing in this community is important for the future of our City.



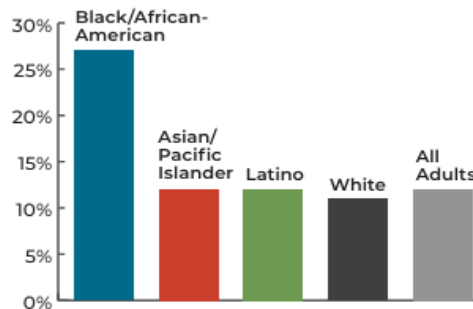
San Francisco Residents Report Many Types of Disability

Some report multiple disabilities.¹



Disability Rates Vary by Ethnicity

African-Americans are twice as likely to experience disability.¹



Demographics (2 of 2)

Challenges and Priorities

City living can be challenging for people with disabilities but also provides great opportunity for culture, connection, and enrichment. Working with and on behalf of people with disabilities to support engaged and fulfilling community living is a shared responsibility for us all.

Income, Poverty, and Employment



1 in 4 people with disabilities live in poverty.¹

Even adults with disabilities who are employed are more than twice as likely to experience poverty.¹

Housing



60% of adults with disabilities are renters.¹

The majority of San Francisco's housing (82%) pre-dates state and federal requirements for accessibility.²

Home Care



26,000 people live in their communities with help through Medi-Cal's In-Home Supportive Services program.⁴

Transportation



22% of people with disabilities ride public transportation daily.⁴

Safety



1 in 3 people with disabilities feel unsafe traveling alone in their neighborhood at night.³

Disability Pride Month

California Commission on Disability Access,
“Commission to Community: Beyond the Front Door”

National Association of the Deaf Conference

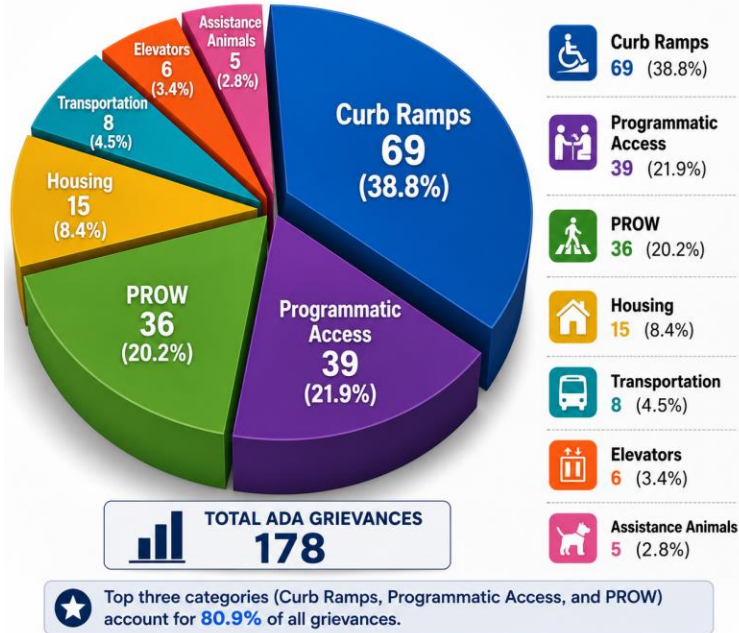
One City Day~ 504 Walk & Roll/Mobile Benefits Center

Human Rights Commission honors Jenifer Walsh



Infographic-style pie chart

ADA GRIEVANCES RECEIVED BY ODA FY25-26 (July-June)



Policy Updates

Federal

Emotional Support Animal (ESA) Enforcement Shift

Pedestrian Signals & Public Right-of-Way Accessibility (PROWAG)

State

Senate Bill 84 – Disability Access: Construction-Related Accessibility Claims

Assembly Bill 649 – Disability Access: Construction-Related Accessibility Claims

Assembly Bill 2607 – ADA Small Business Capital Access Loan Program

Expanding Programmatic Access for the Deaf and Hard of Hearing Communities

Updates

- [Deaf, deaf, deafened and Hard-of-Hearing | SF.gov](#)
- San Francisco's Accessible Communication Card that staff can print out and share with visitors who need assistance.
- Port Wayfinding
- SFMTA Vlog
- SFPD DGO 5.23



Beyond the Front Door

Best Practices Guide & Media

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

Read and download the guide



Capital Projects

Updates

- **City budget increases for street and sidewalk accessibility**
- **Hallide Plaza Redesign- Community Meeting#3 8/20 3-5pm, DCC**
- **SOMarts Cultural Center**
- **Koshland Park Accessibility Barrier Remediation**

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