

***BIC Regular
Meeting of
April 20, 2022***

Agenda Item 11



Accessible Business Entrance Program

Patrick Hannan, Communications – April 20, 2022



Accessible Business Entrance Program

Helps property owners comply with existing state and federal accessibility laws ensuring that people with disabilities can access products and services offered by San Francisco businesses.

The legally-mandated program requires existing buildings serving the public to feature primary entrances that are accessible to people with disabilities.

Places of “Public Accommodation”

Businesses that serve the public are generally included in the Accessible Business Entrance program.

As defined by the law, a place of “public accommodation” is where the public will enter a building to purchase goods or services, including:

- Banks
- Health Clubs
- Offices
- Bars and Restaurants
- Hotels
- Theaters
- Grocery and Retail Stores
- Hair Stylists
- Medical Offices
- Daycare Centers

Compliance

1. Submit initial forms

- Pre-screening form for property owners to certify their building does not qualify for the program
- Waiver form for property owners who believe their building already complies with the program requirements
- Category Checklist Compliance form for property owners who need to renovate their property to comply with the ordinance. This form is to be completed by a licensed engineer/architect or a Certified Access Specialist (CASp) as part of a site inspection



Compliance

2. Secure building permits and renovate property
 - If construction is required to bring the property into compliance, the owner is responsible for securing any necessary building permits and renovating the property

Deadlines

- | | |
|----------------------|------------------------------------|
| • June 30, 2022 | Initial form submission |
| • December 31, 2022 | Secure any necessary permits |
| • September 29, 2023 | Complete any necessary renovations |

2022 Status Update – Exemption Criteria

Finalizing evaluation rubric for Unreasonable Hardship exemption requests

Consulting:

- Mayor’s Office on Disability
- Access Appeals Commission
- Office of Small Business
- Department of Public Works
- Planning Department
- American Institute of Architects

Draft Scoring Rubric

	1	2	3	4	5	Total Score
Net floor area serving the public	More than 4000 sf	1001 to 4000 sf	501 to 1000 sf	201 to 500 sf	Less than 200 sf	
Percentage of tenant space lost by accessible entrance	Less than 5%	5.1 to 10%	10.1 to 15%	15.1 to 20%	More than 20%	
Ability to provide service without entering the building	0 to 19%	20% to 39%	40 to 59%	60% to 79%	80% to 100%	
Ratio of cost of accessible entrance to annual revenue	0 to 19%	20% to 39%	40 to 59%	60% to 79%	80% to 100%	
				Total Score		
				Average Score		

2022 Status Update – Direct Mail

- 2 mailings sent
 - Letter 1: 10,172 recipients
 - Postcard 1: 9,280 recipients
- Four languages
- Next mailing goes out this week
 - Postcard 2: 8,914 recipients



The flyer features a yellow background with a red header bar. On the right, a woman in a wheelchair is positioned in front of a building entrance with steps. The text is arranged in columns, providing information in English, Spanish, Tagalog, and Chinese.

REMINDER

ASEGURE QUE SAN FRANCISCO SEA ACOGEDOR PARA TODOS
Los propietarios de negocios de servicio al público deben confirmar que las entradas principales son accesibles para las personas discapacitadas.
Comience hoy: sfdbi.org/ABE

SIGURADUHINANG SAN FRANCISCO AY WELCOMING SA LAHAT
Kailangang kumpirmahin ng mga may-ari ng gusaling komersyal na ang mga negosyong naglilingkod sa publiko ay may pangunahing pasukan na naa-access ng mga taong may kapansanan.
Umpisahan ngayon: sfdbi.org/ABE

確保大家公認舊金山熱情好客
公共服務企業的商業業主需要確認主要入口均可供殘疾人無障礙使用。
立即採取行動: sfdbi.org/ABE

ENSURE SAN FRANCISCO IS WELCOMING TO ALL

Commercial property owners of public-serving businesses need to confirm that the primary entrances are accessible to people with disabilities. **Begin today: sfdbi.org/ABE**

Photo by Chona Kasinger for Disabled And Here.

2022 Status Update – Stakeholder Outreach

In coordination with the Office of Small Business

Citywide groups

- Building Owners & Managers Assn
- SF Chamber of Commerce
- Chinese Chamber of Commerce
- District merchants

Government

- CCSF
- SFUSD
- Housing Authority

Neighborhood groups

- Focusing on concentrations of non-compliant properties



2022 Status Update – New Webpage

SFDBI.org/ABE


Online forms and document submission; no staff involved

Empowers owners

- Select right process
- Enter their property info
- Leverage OSB and outside resources

English Español 中文 Filipino

Accessible Business Entrance (ABE) program



Make your business entrance accessible

The Accessible Business Entrance (ABE) program ensures that San Francisco businesses welcome everybody.

Commercial property owners of public-serving businesses need to confirm that the primary entrances are accessible to people with disabilities.

Submit your checklist by June 30, 2022.

[Begin now](#)

Follow the ABE process

Get your entrance inspected

You must submit a checklist by June 30, 2022.

If you are not requesting a waiver and you have not made your primary entrance accessible, you must [hire a Certified Access Specialist \(CASp\) to evaluate your entrance.](#)

(You can also tell us if you will apply for technical infeasibility or unreasonable hardship.)

2022 Status Update - Compliance

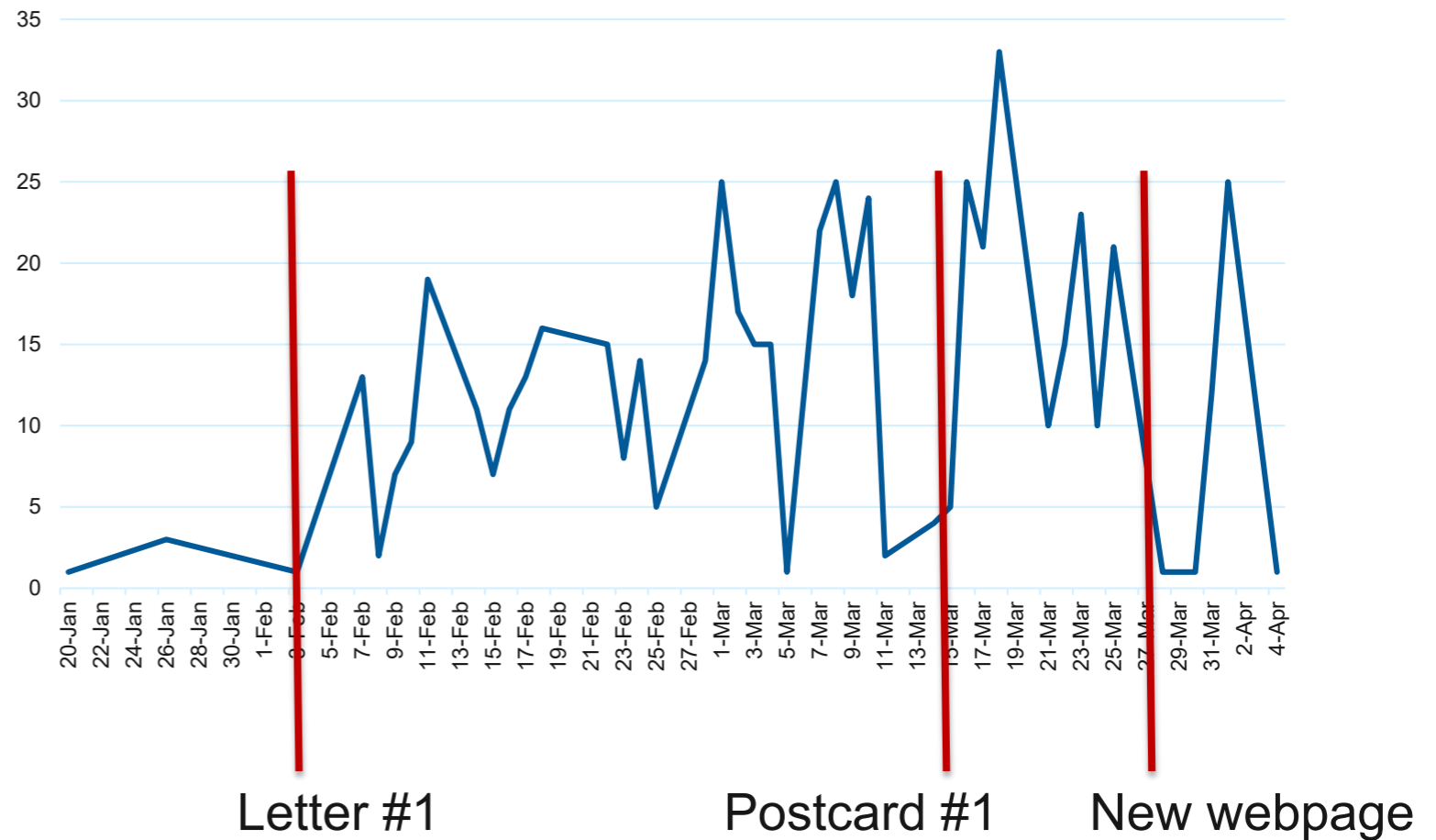
Progress Since Jan 1

540 responses

Remaining Non-Compliant Properties

10,816 addresses

2022 ABE Compliance Response



Next Steps towards June 30 deadline

- Monthly direct mail through June
- Ongoing stakeholder outreach, expanding to neighborhood groups based on concentrations of non-compliant properties
- Data-based webpage revisions to ease customer compliance



THANK YOU