



# ADA Guidelines



Updated Spring 2020



# WELCOME

This ADA access guide is designed to help the visitors of San Francisco. Our overall goal is to improve and ease the travel experience for visitors with special needs. We hope that you find this guide useful and easy to use.

We highly recommend doing extra research and contacting the travel destinations prior from your arrival to San Francisco. Enjoy your visit!

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# TRANSPORTATION

### TRAVEL TIP

Some resources for transportation in San Francisco. It is highly recommended to do some extra research and calling organizations a month prior from arriving to San Francisco for any reservations.

## Paratransit Service

San Francisco Paratransit service is available to people unable to independently use regular Muni's bus/rail service.

You are eligible to use Paratransit services if you fall into one of the following categories:

- You are unable to use the fixed route system
- The fixed-route system is not accessible
- You are not able to get to or from the system



For more information about Paratransit Services and their application process please visit the following link: [San Francisco Paratransit application](#).

Call: (415) 351-7000

TTY: (415) 351-3942

Email: SFPTCertification@sfparatransit.com

## Paratransit Taxi Dispatch

San Francisco Paratransit Taxi Dispatch Companies provides ADA transportation, for more information please visit the following link: [San Francisco Paratransit](#).



For information about Taxi Dispatch Companies please visit the following link: [San Francisco Paratransit Taxi Dispatch](#).

Call: (415) 351-7052

TTY: (415) 351-3942

## Accessibility with Uber

Uber Inc. provides ADA transportation, for more information about Uber. accessibility service, visit the following link: [Accessibility at Uber](#).



## Car Rental

Following car rental companies provide ADA compliant vehicles.  
For more information about ADA compliant car rental, please select a company below.

[Alamo](#)

[Avis](#)

[Enterprise](#)

[Hertz](#)

[Zipcar](#)



## Van Rental

Following van rental companies provide ADA compliant vehicles.  
For more information about ADA compliant van rentals, please select a company below.

[Mobilityworks](#)

[Wheelers](#)

[Wheelchair Gataways](#)



## Wheelchair/Scooter Rental

Following wheelchair & scooter rental companies.  
For more information about wheelchair & scooter rentals, please select a company below.

[Allure Mobility & Medical Supply](#)

[A to Z Royal Medical Supply](#)

[Cloud of Goods](#)

[ITC Medical](#)

[Scootaround](#)



## Airport Transportation

### San Francisco International Airport

For information about San Francisco International Airport's accessibility services please visit the following link: [SFO Accessibility](#).





## Oakland International Airport

To contact Oakland International Airport's staff about ADA compliant services please visit the following link: [Contact Oakland Airport ADA Staff](#).



## Public Transportation

### Information Hotline

For planning assistance using public transit and to see latest transit information:  
Call: (511) when in SF area.  
Website: [www.511.org](http://www.511.org)



## BART (Bay Area Rapid Transit)

For more information about accessible services on BART please visit the following link: [BART Accessibility](#).

#### **Bart Tips:**

All stations are equipped with elevators, but they occasionally break down. We recommend checking elevator operations by visiting the following link: [BART Elevators](#).



## Caltrain

For more information about accessible services on Caltrain. Please visit the following link: [Caltrain Accessibility](#).

#### **Caltrain Tips:**

Designed ADA car is the second car from San Francisco end of the train. Cars are marked with a blue accessibility symbol next to the doors.



## MUNI

For more information about accessibility on Muni. For more information please visit the following link: [MUNI Access Guide](#).



### **Caltrain Tips:**

Famous cable cars are not accessible boarding but Historic Streetcar line (F) are accessible at most stops. If possible, avoid peak commuting hours (6:30a.m.–9:00a.m. and 3:30p.m.–7:00p.m.).

## **SIGHTSEEING**

These are some sightseeing locations that are ADA compliant in San Francisco.

## **Attractions**

### **TRAVEL TIP**

It is highly recommend doing some extra research and calling organizations a month prior from arriving to San Francisco for any reservations. Certain locations provide ASL interpreters with 3 weeks in advance requests and even free admission for guest accompanying ADA visitors.

## California Academy of Science

Seeing Impaired Compliant / Hearing Impaired Compliant

**LOCATION** 55 Music Concourse Drive  
San Francisco, CA 94118

**HOURS** Monday–Saturday: 9:30 a.m.–5 p.m.  
Sunday: 11a.m.–5p.m.  
Thursday NightLife (21+): 6 p.m.–10 p.m.

**NOTES** For more information about holiday hours, please visit the following link:  
[California Academy of Science Hours & Admission](#).



For more information about accessibility services,  
please visit the following link:

[California Academy of Science  
Accessibility Information.](#)

## Conservatory of Flowers

Hearing Impaired Compliant / Service Dogs Allowed

**LOCATION** 100 John F. Kennedy Drive  
San Francisco, CA 94118

**HOURS** CLOSED ON MONDAYS  
Tuesday–Sunday: 10 a.m.–4:30 p.m.

\*Closed on Thanksgiving, New Year’s Day, Christmas,  
and closed at 2 p.m. on Christmas Eve.

**NOTES** For more information about accessibility services,  
please visit the following link:  
[Conservatory of Flowers Hours & Admission.](#)

## San Francisco Zoo & Gardens

Hearing Impaired Compliant / Wheelchair Compliant / Service Dogs Allowed

**LOCATION** Sloat Blvd. & Great Highway,  
San Francisco, CA 94132

**HOURS** Daily: 10 a.m.–4 p.m.

**NOTES** For more information about accessibility services,  
please visit the following link:  
[San Francisco Zoo & Gardens Guest Services.](#)



## San Francisco Maritime Historical National Park

Seeing Impaired Compliant / Hearing Impaired Compliant / Wheelchair Compliant / Service Dogs

**LOCATION** 2905 Hyde Street,  
San Francisco, CA 94109

**HOURS** Monday–Sunday: 9:30 a.m.–5 p.m.

\*Closed on Thanksgiving, Christmas  
and New Year's Day.

**NOTES** For more information about accessibility services,  
please visit the following link:  
[San Francisco Maritime Historical National Park  
Accessibility Information.](#)



## Aquarium of the Bay

Wheelchair Compliant

**LOCATION** PIER 39 Embarcadero & Beach Street,  
San Francisco, CA 94133

**HOURS** Monday–Sunday: 10 a.m.–6 p.m.  
November 28: 10 a.m.–3 p.m.  
December 24: 10 a.m.–3 p.m.

\*Closed on Christmas Day.

**NOTES** For more information about accessibility services,  
please visit the following link:  
[Aquarium of the Bay Frequently Ask Questions.](#)





## Presidio of San Francisco

Seeing Impaired Compliant / Hearing Impaired Compliant / Wheelchair Compliant / Service Dogs / American Sign Language Interpreters

**LOCATION** 210 Lincoln Blvd.,  
San Francisco, CA 94129

**HOURS** Daily: 10 a.m.–5 p.m.

\*Closed on Thanksgiving,  
Christmas and New Year's Day.

**NOTES** For more information about accessibility services,  
call the following number: (415) 561–4958.



## Tours

### TRAVEL TIP

It is highly recommend doing some extra research and calling organizations a month prior from arriving to San Francisco for any reservations. Please contact the locations 3 weeks in advance for request of any services.

## Alcatraz Cruise

Seeing Impaired Compliant / Hearing Impaired Compliant / Wheelchair Compliant / Service Dogs

**LOCATION** Pier 33, San Francisco, CA 94111

**HOURS** Daily: 8:45 a.m.–6:30 p.m.

\*Closed on Thanksgiving,  
Christmas and New Year's Day.

**NOTES** For more information about accessibility services, please visit the following link:  
[Alcatraz Cruise Accessibility.](#)



## Red and White Fleet

Seeing Impaired Compliant / Hearing Impaired Compliant / Wheelchair Compliant / Service Dogs

**LOCATION** 43 1/2, San Francisco, CA 94133

**HOURS** Hours of Operation are constantly changing, please visit the following link for more information:  
[Red and White Fleet Departure Times.](#)

**NOTES** For more information about accessibility services, please call the following number: (415) 673-2900.



## Hornblower Cruises & Events

Wheelchair Compliant

**LOCATION** Pier 3, Hornblower Landing,  
San Francisco, CA 94111

**HOURS** To schedule a tour please visit the following link:  
[Hornblower Cruise and Events Experience.](#)

**NOTES** For more information about accessibility services, call the following number: (888) 467-6256.



## Restaurants

Travel Tips: Notable locations in Chinatown, Union Square, South of Market but since many locations in San Francisco contain slopes, please visit the following link for more information: [Hill Mapper San Francisco](#) provides diagram of the hills located in San Francisco. Please remember to make reservations and call restaurants if you need any special requests.

### TRAVEL TIP

It is highly recommend doing some extra research and calling organizations a month prior from arriving to San Francisco for any reservations. Please contact the locations 3 weeks in advance for request of any services.



For accessible restaurants in San Francisco, please visit the following link: [Yelp Accessible](#).

## Museums

### TRAVEL TIP

It is highly recommend doing some extra research and calling museums a month prior from arriving to San Francisco. Certain locations provide ASL interpreters with 3 weeks in advance requests. Certain locations provide listening devices, free wheelchair rentals, and even free admission for guest accompanying ADA visitors.

### de Young Museum

Seeing Impaired Compliant / Hearing Impaired Compliant / Wheelchair Compliant / Service Dogs / American Sign Language Interpreters

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**LOCATION** 50 Hagiwara Tea Garden Drive,  
San Francisco, CA 94118

**HOURS** CLOSED ON MONDAY  
Tuesday–Sunday: 9:30 a.m.–5:15 p.m.

\*Closed on Thanksgiving, Christmas Day.

**NOTES** For more information about accessibility services,  
please visit the following link:  
[de Young Museum Accessibility](#).



## Exploratorium

Seeing Impaired Compliant / Hearing Impaired Compliant / Wheelchair Compliant / Service Dogs /  
American Sign Language Interpreters

**LOCATION** Pier 15, The Embarcadero,  
San Francisco, CA 94111

**HOURS** Daily: 10 a.m.–5 p.m.  
Thursday Nights (18+): 6 p.m.–10 p.m.

\*Closed on Thanksgiving, Christmas Day.  
Closes at 3 p.m. for Christmas eve.

**NOTES** For more information about accessibility services,  
please visit the following link:  
[Exploratorium Accessibility for Visitors](#).



## San Francisco Museum of Modern Art

Seeing Impaired Compliant / Hearing Impaired Compliant / Wheelchair Compliant / Service Dogs / American Sign Language Interpreters

**LOCATION** 151 Third Street, San Francisco, CA 94103

**HOURS** CLOSED ON WEDNESDAY  
Friday–Tuesday: 10 a.m.–5 p.m.  
Thursday: 10 a.m.–9 p.m.

\*Closed on Thanksgiving, Christmas Day.

**NOTES** For more information about accessibility services, please visit the following link:  
[Accessibility at SFMOMA.](#)



## Museum of Ice Cream

Wheelchair Compliant

**LOCATION** 1 Grant Avenue, San Francisco, CA 94108

**HOURS** CLOSED ON TUESDAY  
Monday, Wednesday, Friday: 12:30 p.m.–6 p.m.  
Thursday: 12:30 p.m.–6:30 p.m.  
Saturday: 9:30 p.m.–8:45 p.m.  
Sunday: 9:30 p.m.–8:00 p.m.

**NOTES** For more information about Holiday Hours and tickets, please visit the following link:  
[Museum of Ice Cream San Francisco.](#)

For more information about accessibility services, please visit the following link:  
[Museum of Ice Cream FAQs.](#)





## Madame Tussauds

### Wheelchair Compliant / Service Dogs

- LOCATION** 145 Jefferson Street,  
San Francisco, California 94133
- HOURS** Monday–Thursday: 10 a.m.–7 p.m.  
Friday–Sunday: 10 a.m.–8 p.m.
- NOTES** For more information about accessibility services,  
please visit the following link:  
[Madame Tussauds Accessibility Access.](#)



## GLBT Historical Society Museum

### Hearing Impaired Compliant / Wheelchair Compliant / Service Dogs

- LOCATION** 4127 18th Street,  
San Francisco, CA 94114
- HOURS** Monday–Saturday: 11 a.m.–6 p.m.  
Sunday: 12 p.m.–5 p.m.
- \*Closed on Thanksgiving, Christmas Day.
- NOTES** For more information about accessibility services,  
call the following number: (415) 621-1107.



## Asian Art Museum of San Francisco

### Seeing Impaired Compliant / Hearing Impaired Compliant / Wheelchair Compliant / Service Dogs / American Sign Language Interpreters

- LOCATION** 200 Larkin Street,  
San Francisco, CA 94102

<b>HOURS</b>	CLOSED ON MONDAY Tuesday–Sunday: 10 a.m.–5 p.m.
	*Closed on Thanksgiving, Christmas Day, and New Year’s Day.
<b>NOTES</b>	For more information about accessibility services, please visit the following link: <a href="#">Art Museum Accessibility.</a>



## Yerba Buena Center for the Arts

Seeing Impaired Compliant / Hearing Impaired Compliant / Wheelchair Compliant / Service Dogs / American Sign Language Interpreters

<b>LOCATION</b>	701 Mission Street, San Francisco, CA 94103
<b>HOURS</b>	CLOSED ON MONDAY Friday–Wednesday: 11 a.m.–8 p.m.
	*Closed on Thanksgiving, Christmas Day, and New Year’s Day.
<b>NOTES</b>	For more information about Holiday Hours and tickets, please call (415) 978-2700.
	For more information about accessibility services, please visit the following link: <a href="#">Yerba Buena Center for the Arts Visit.</a>



## Cable Car Museum

Wheelchair Compliant

<b>LOCATION</b>	1201 Mason Street,
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San Francisco, CA 94108

**HOURS** (April–October) Daily: 10 a.m.–6 p.m.  
(November–March) Daily: 10 a.m.–5 p.m.

\*Closed on Thanksgiving,  
Christmas Day, and New Year's Day.

**NOTES** For more information about accessibility services,  
please visit the following link:  
[Cable Car Museum Visitor Information](#).



## Cartoon Art Museum

Hearing Impaired Compliant / Wheelchair Compliant / American Sign Language Interpreters

**LOCATION** 781 Beach Street,  
San Francisco, CA 94109

**HOURS** CLOSED ON WEDNESDAYS  
Thursday–Tuesday: 11 a.m.–5 p.m.

**NOTES** For more information about accessibility services,  
please visit the following link:  
[Cartoon Art Museum Visitor Information](#).



## Legion of Honor

Seeing Impaired Compliant / Hearing Impaired Compliant / Wheelchair Compliant / Service Dogs /  
American Sign Language Interpreters

**LOCATION** 100 34th Avenue,  
San Francisco, CA 94121

**HOURS** CLOSED ON MONDAY  
Tuesday–Sunday: 9:30 a.m.–5:15 p.m.

\*Closed on Thanksgiving, Christmas Day.

**NOTES** For more information about accessibility services, please visit the following link:  
[Legion of Honor Accessibility](#).



## Museum of African Diaspora

### Wheelchair Compliant

**LOCATION** 685 Mission Street,  
San Francisco, CA 94105

**HOURS** CLOSED ON MONDAY & TUESDAY  
Wednesday–Saturday: 11 a.m.–6 p.m.  
Sunday: 12 a.m.–5 p.m.

\*Closed on New Year’s Eve & Day,  
Independence Day, Labor Day,  
Thanksgiving Day, and Black Friday.

**NOTES** For more information about accessibility services,  
call the following number: (415) 358-7200.



## Musee Mecanique

### Wheelchair Compliant

**LOCATION** 2 Pier 45, Fisherman’s Wharf,  
San Francisco, CA 94133

<b>HOURS</b>	Monday–Friday: 10 a.m.–7 p.m. Saturday and Sunday: 10 a.m.–8 p.m. Holidays: 10 a.m.–8 p.m.
<b>NOTES</b>	or more information about accessibility services, please call (415) 346-2000.



## Shopping

### TRAVEL TIP

Notable Locations to visit Union Square, Chinatown, Fisherman Wharf but since these locations are traditional storefronts, there is no exact information system that you could contact for ADA access information. Please note that these locations have different slopes and grade. Please plan accordingly for you visit.

## Westfield San Francisco Center

Seeing Impaired Compliant / Hearing Impaired Compliant / Wheelchair Compliant / Service Dogs

<b>LOCATION</b>	865 Market Street, San Francisco CA 94103
<b>HOURS</b>	Monday–Saturday: 10 a.m.–8:30 p.m. Sunday: 11 a.m.–7 p.m.  *Closed on Thanksgiving Day and Christmas Day.
<b>NOTES</b>	For more information about accessibility services, please call (415)229-7814.





## Embarcadero Center

### Wheelchair Compliant / Service Dogs

**LOCATION** Embarcadero Center,  
San Francisco CA, 94111

**HOURS** Monday–Friday: 10 a.m.–7 p.m.  
Saturday: 10 a.m.–6 p.m.  
Sunday: 12 a.m.–5 p.m.

**NOTES** For more information about accessibility services,  
please call (415) 772-0700.



## Pier 39

### Seeing Impaired Compliant / Hearing Impaired Compliant / Wheelchair Compliant / Service Dogs / American Sign Language Interpreters

**LOCATION** Pier 39 San Francisco, CA 94119

**HOURS** D Monday–Thursday: 10 a.m.–8 p.m.  
Friday–Sunday: 11 a.m.–10 p.m.

For more information about Holiday Hours and tickets,  
please visit the following link:  
Museum of Ice Cream San Francisco – is this right?

**NOTES** For more information about accessibility services,  
please visit the following link: [About Pier 39](#).



## Ferry Building Marketplace

### Seeing Impaired Compliant / Hearing Impaired Compliant / Wheelchair Compliant / Service Dogs / American Sign Language Interpreters

**LOCATION** One Ferry Building,  
San Francisco, CA 94111

## San Francisco ADA Guidelines



**HOURS** Monday–Friday: 10 a.m.–7 p.m.  
Saturday: 8 a.m.–6 p.m.  
Sunday: 11 a.m.–5 p.m.

\*Closed on Thanksgiving Day,  
Christmas Day, and New Year’s Day.

**NOTES** For more information about accessibility services,  
please visit the following link:  
[Visiting the Ferry Building](#).



## Ghirardelli Square

### Wheelchair Compliant / Service Dogs

**LOCATION** 900 North Point Street,  
San Francisco CA 94109

**HOURS** Monday–Sunday: 11 a.m.–9 p.m.

\*Closed on Thanksgiving Day,  
Christmas Day, and New Year’s Day.

**NOTES** For more information about accessibility services,  
call the following number: (415) 775-5500.



## Japantown

### Wheelchair Compliant / Service Dogs

**LOCATION** 1765 Sutter Street,  
2F, San Francisco CA 94115

**HOURS** Monday–Sunday: 10 a.m.–8 p.m.

**NOTES** For more information about accessibility services,  
call the following number: (415) 440-1171.



## Performing Arts

### TRAVEL TIP

Locations that offer ASL interpreters & Listening Devices are available only to certain events, double check if these services are offered before purchasing the tickets.

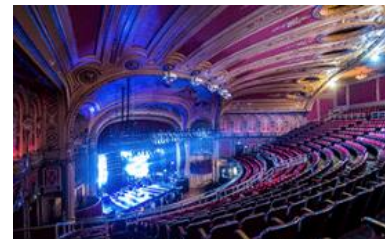
## The Warfield Theater

### Wheelchair Compliant

**LOCATION** 982 Market Street,  
San Francisco, CA 94102

**HOURS** Please visit the following link:  
[The Warfield Tickets.](#)

**NOTES** For more information about accessibility services,  
call the following number: (415) 447-4908.



## San Francisco War Memorial & Performing Arts Center

### Seeing Impaired Compliant / Wheelchair Compliant / Service Dogs

**LOCATION** 301 Van Ness Avenue,  
San Francisco, CA 94102

**HOURS** Please visit the following link:  
[San Francisco War Memorial Events.](#)

**NOTES** For more information about accessibility services,  
please visit the following link:  
[San Francisco War Memorial Access & Assistance.](#)



## American Conservatory Theater

Seeing Impaired Compliant / Hearing Impaired Compliant / Wheelchair Compliant / Service Dogs / American Sign Language Interpreters

**LOCATION** 415 Geary Street, San Francisco, CA 94102

**HOURS** Please visit the following link:  
[American Conservatory Theater Events](#).

**NOTES** For more information about accessibility services, call the following number: (415) 834-3200.



## Yerba Buena Center for the Arts Theater

Seeing Impaired Compliant / Hearing Impaired Compliant / Wheelchair Compliant / Service Dogs / American Sign Language Interpreters

**LOCATION** 700 Howard St.,  
San Francisco, CA 94103

**HOURS** Please visit the following link: [YBCA Calendar](#).

**NOTES** For more information about accessibility services, call the following number: (415) 978-2787.



## Curran Theatre

### Service Dogs / American Sign Language Interpreters

**LOCATION** 445 Geary St.,  
San Francisco, CA 94102

**HOURS** Please visit the following link:  
[Curran events of the month.](#)

**NOTES** For more information about accessibility services,  
call the following number: (415) 358-1220.



## SERVICES & ORGANIZATIONS

These are some services & organizations that could help you perfect your stay.

### Services

Some services that could help improve your trip in the City. Highly recommend doing some extra research and calling organization prior from arriving to San Francisco.

## Attendant Referral

San Francisco Human Service Agency: [Aging and Disability Resource Centers.](#)  
Institute on Aging: [Aging and Disability Resource Centers.](#)





## Captioning Services

City and County of San Francisco:

[Communication Access Real-Time Translation \(CART\)/ Captioning Providers.](#)



## Lift Repair & Vehicle Modifications

Mobility Works: [Wheelchair Van Service Repair.](#)

Lifestyle Mobility: [Wheelchair Van Service California.](#)



## Medical Services

SFO Medical Clinic: [Medical Services.](#)

AITC Immunization & Travel Clinic: [Services.](#)

Traveler Medical Group: [Services.](#)



## Oxygen & Medical Supplies

Allure Mobility & Medical Supply: [Medical Supplies.](#)

ITC Medical Supplies: [Oxygen & Medical Supplies.](#)

Able Medical Supplies: [Medical Supplies.](#)



## Sign Language Interpreters

Bay Area Communication Access: [Requesting an Interpreter.](#)

Partners in communication: [Requesting an Interpreter.](#)

Languages Unlimited: [ASL Interpreter in San Francisco.](#)

HiredHands: [Requesting an Interpreter.](#)

LTC Language Solutions: [Interpretation Services.](#)



## Wheelchair & Scooter Repair

Allure Mobility & Medical Supply: [Repairs](#).

CityWheelchairs: [Wheelchair Service](#).



## Service Animal Support

SF Animal Care & Control: [Service and Support Animals](#).



## Organizations

Some organization that could help improve your trip in the City. Highly recommend doing some extra research and calling organization prior from arriving to San Francisco.

 <p><a href="#">LightHouse for the Blind and Visually Impaired</a></p>	 <p><a href="#">Support for Families of Children with Disabilities</a></p>
 <p><a href="#">United Cerebral Palsy of the Golden Gate</a></p>	 <p><a href="#">Hearing and Speech Center of Northern California</a></p>
 <p><a href="#">Pomeroy Recreation &amp; Rehabilitation Center</a></p>	 <p><a href="#">Bay Area Outreach Recreation Program</a></p>
	<p><a href="#">Aging and Disability Resource Center</a></p>