



Supporting Education and Outreach Campaign: Accessible Parking

California Civil Code § 55.3 requires attorneys to submit construction-related physical access complaints and prelitigation letters to California Commission on Disability Access (CCDA) within five business days of filing. Since 2013, the Commission has received 24,160 access complaints and prelitigation letters containing 69,463 alleged construction-related access violations encountered by individuals with disabilities. Table 1 outlines the number of alleged violations received by year.

Table 1: Total Number of Alleged Construction-Related Physical Violations Received (2013–2019)

Year	Total Number of Alleged Construction-related Physical Violations
2013	8,649
2014	10,407
2015	9,643
2016	11,468
2017	10,608
2018	11,197
2019	7,507
Total:	69,463

The top ten most frequently alleged construction-related physical access violations comprised 49,388 count (or 71 percent) of the total alleged violations received by the Commission from 2013-2019. Parking violations have encompassed the majority of the top ten violations alleged over seven years as follows:

- 7,296 claims (11 percent) of parking spaces were non-compliant;
- 7,282 claims (11 percent) of parking lots did not contain minimum number of accessible parking spaces;
- 6,890 claims (10 percent) of non-compliant van access aisles or loading zones; and 5,657 claims (8 percent) of accessible parking signage were non-compliant.

Table 2 further details the top ten alleged violations received from 2013–2019.

Conclusion/Reason for Campaign

According to the Commission’s data, parking barriers are the most frequently encountered violations at a public accommodation. The Commission is proposing this outreach campaign as an opportunity to educate businesses on disability laws and policies. The goal is to address the most frequently encountered barriers which will increase statewide compliance and help the residents of California realize our vision for a state that is accessible to all. This campaign will also engage businesses with disabled communities and help them find resources to make accommodation modifications. The envisioned outcomes would also benefit businesses by increasing their customer base once access barriers have been removed.

Table 2: Top Ten Alleged Violations (2013–2019)

Rank #	Violation Description	Total Number of Violations	Percent of Total
1.	Parking: existing parking spaces are not compliant; fading/blue paint or excessive slope.	7,296	11%
2.	Parking: parking lot does not contain minimum number of accessible parking spaces.	7,282	11%
3.	Parking: loading zones/van access aisles are not compliant or non-existent.	6,890	10%
4.	Path of Travel - Exterior: path of travel is not accessible (e.g., non-compliant surfaces, excessive slope/cross-slope, etc...).	5,881	8%
5.	Parking: signage in parking lot is not compliant (e.g. parking spaces need to be designated as reserved by a sign showing the symbol of accessibility).	5,657	8%
6.	Path of Travel - Exterior: ramps, curb ramps or entrance ramps are not compliant or nonexistent.	5,196	7%
7.	Access within Public Facility: heights of surfaces such as counters, bars, and tables, for example, are non-compliant.	5,055	7%
8.	Path of Travel - Exterior: path of travel is not accessible (e.g., non-compliant surfaces, excessive slope/cross-slope, etc...).	2,132	3%
9.	Path of Travel - Exterior: directional signage or symbol are missing or not visible.	2,024	3%
10.	Toilet, Lavatory, and Bathing Facilities: entry doors are not accessible or not on an accessible route.	1,975	3%
Total:		49,388	71%