



Item 9a: Public Inquiries Received by CCDA

January – September 2020

Public Records Act (PRA) Requests:

The California Commission on Disability Access (CCDA) received a total of four PRA requests in 2020: one from Long Beach Citywide Accessibility Coordinator, one from The State Bar of California Investigator, one from a Stanford journalism student, one from a bay area news reporter, and one from the Office of Chief Trial Counsel Investigator¹.

Public Inquiries:

From January 1, 2020 through September 30, 2020, CCDA received a total of 131 inquiries from the public in various forms (email and phone call).

Table 1: Number of Inquiries Received by Month

Month	Number of Inquiries Received	Month	Number of Inquiries Received
January	22	July	21
February	16	August	23
March	5	September	11
April	13	October	-
May	12	November	-
June	8	December	-
Total:	76	Total:	55

¹ CCDA received one case file request of Title II lawsuits from Long Beach Citywide Accessibility Coordinator, one Demand Letter request from the State Bar of California, one database request for Case Resolution Reports received from 2016-2019 from a Stanford student, one request for case resolution reports against the city of San Jose since 2016 from a bay area news reporter, one case file request of complaints submitted by a particular law firm from the Office of Chief Trial Counsel. CCDA was able to complete all requests.

The majority of the inquiries are received by phone (67%), followed by email (33%) and mail (0%).

Table 2: Inquiries Received by Type

Type of Inquiry	Number of Inquiries Received	Percentage of Total (%)
Phone Call	88	67%
Email	43	33%
Piece of Mail	0	0%
Total:	131	100%

CCDA further organized the 131 inquiries received by nature of the inquiry:

1. 44 percent of the inquiries received were questions related to building codes and requirements.
2. 32 percent of the inquiries received were questions related to enforcement, legal consultations or advocacy.
3. 24 percent of the inquiries received were questions related to disability program access.

Table 3: Nature of Inquiries Received

Nature of Inquiries	Number of Inquiries	Percentage of Total (%)
Enforcement or Legal Advocacy	42	32%
Building Codes or Requirements	58	44%
Disability Program Access	31	24%
Total:	131	100%

The following list outlines the public inquiries received in 2020 by category and instance.

Building Codes or Requirements Inquiries

- What are responsibilities as a landlord to maintain ADA compliance for renters. How to make sure property is compliant.
- Codes for Gender Neutral Signs - Handout for Disability Access Requirements.
- She is a small business owner and she wants to know who to contact to make her business accessible. More specifically, if it is okay to not provide accessible bathroom.
- Handicap seating in bar.
- Number of handicap spots needed for compliance.
- A County Behavioral Health building is not handicap accessible.
- SB-1186 requires a \$4 fee from all California building owners and tenants with buildings open to the public. Why does a business who operates on the internet have to pay the \$4.00 permit fee?
- Signage and Grandfathering
- An individual called to find out the design specifications for dining tables.
- This individual wants to know design specification for a parking lot at his business. More specifically, if it needs to have color code or marking to show some sort of incline.
- There is this street vendor setting up shops on the sidewalk, obstructing the sidewalk and dumping grease everywhere. How they can remediate the issue.
- Casp.
- Requirements for door handles.
- This individual was looking for resources because his business is moving to a new location built in the 1980s and the lessor of the building told the business owner it is his responsibility to make ADA modifications & added this responsibility to the lease agreement.
- They want to create a public path of travel from their mobile home to the sidewalk but were forbidden by the land managers. They want to know if 1. if it is violation of the fair housing act and 2. if there is something, they can do to enforce ADA compliance.
- A gentleman wanted to know he can request an accessibility inspection for his restaurant.
- The acting Building Official for SANDAG who is beginning construction on a 5-Tier open parking garage to service the Mid-Coast Transit Light Rail project is seeking opinion regarding their analysis.
- Would like coders and specifications for a bathroom to be compliant.
- Technical questions regarding codes for path of travel and ADA compliance for an old theme park he is inspecting.
- Questions regarding a privately-owned multifamily apartment complex, under contract with a government agency to provide public housing. In order to be eligible for CTCAC tax credits, is there any further or more detailed clarification

as to the extent of application of current CBC ch.11B standards to existing buildings and units.

- A gentleman had specific questions regarding accessible parking spots requirements for condos if some of the spots are reserved spots. He said he has spoken to a lawyer and an architect but needed more clarification. He is from Pasadena, CA.
- Person is working on making sure their company is compliant with the city and state's needs. Wants to know if we reach out to them when our system shows they're due for an inspection and if they are up to date.
- Person wants to purchase the most current California ADA Code Book and wants to know which version to buy. Wants to know if a new version is coming out.
- Follow up from yesterday, asking for resources to ensure her business is compliant. She just got sued and believes her business is ADA compliant.
- Requested the latest Accessibility Checklist for state leased buildings and facilities.
- She stated that her apartment building is not accessible, and they will not fix issues she arises because the apartment states that violations have been remediated and that there is no access issues. She says that they are still not compliant.
- If we are only replacing finishes in a public space, do we need to bring the entire space up to current ADA code requirements if they are deficient? Can a wall-mounted lavatory in a public restroom project into the clear floor space for the door in a single user restroom? A 5' dia. turn circle is provided within the restroom.
- Restaurant want to do outdoor dining accessibly. Wants to know what requirements are.
- A business that just got sued and he wants to know what his client should do next to become ADA compliant. He has already received the CASp report.
- He wants to make sure that the clubhouse he is renovating at a residential apartment is ADA compliant.
- There are no sidewalks in 90 percent of the park. Recently the management installed speed bumps throughout the park. This makes it difficult if not prohibitive to move around the park in a wheelchair or mobility scooter and creates a hazard for those who have physical problems with walking. As there are no sidewalks in the residential part of the park.
- A local building inspector from a small city in CA's Central Coast region called because cities in the area are starting to move dining outside onto parklets and he wanted to know what the requirements are.
- He found the section in the CA Code Regulations for mobile dental offices and he read it off to me. It said mobile dental offices do need a wheelchair ramp, but he wants clarity about if there are other options that will suffice.

- She is improving restrooms in bathrooms for tenants and would like to know what the requirements are for signage.
- Wants to know what the requirements are for Open Air Seating during COVID-19. He also wants to know how the CBC, ADA, Title 2, and Title 3 are distinguished and applicable. Asked to be on our email list.
- Could you please send official exact requirements/measurements for ADA restrooms, so we can show it to our contractor to be done exactly as it is required?
- As an architect for over 40 years I am keenly aware of the accessibility rules. There are some grocery stores that have modified the circulation patterns in some misguided response to the Corona Virus. In these instances, they are restricting entrance to one opening and exiting from another which seriously lengthens the path of travel between the accessible parking space and the point of egress or exit from the establishment. For reference a grocery store in Oceanside CA.
- Could you please send official exact requirements/measurements for ADA restrooms, so we can show it to our contractor to be done exactly as it is required.
- She had questions about whether markings on sidewalks for people who are blind should be painted yellow. She is from San Diego.
- A local contractor called seeking information on regulations specific to accessible housing. He shared his local building department could not answer the questions about removable garbage disposals, which is why he called CCDA.
- They are working on a new construction in California and have questions about ADA compliant entrances, specifically if regulations dictate which entrances must be ADA compliant. There is also an email that was sent regarding this question as well.
- Inquiring if the toilet room grab bar being in the door maneuvering clearance for a forward approach. They also sent an email with a diagram of their proposed plans.

Enforcement or Legal Advocacy Inquiries

- CASp Specialist is not doing his job correctly.
- An individual called asking about which entity in California enforces the ADA regulations for card readers in businesses.
- Person is requesting that we assist Northwest Napa's by encouraging NVTA to reconsider their callous decision regarding public transportation for the disabled community in Northwest Napa.
- Would like to know how to process a complaint without Legal.
- ADA questions: credit union

- This individual felt discriminated by her landlord. They are not accommodating to her needs, so she wants to file a complaint.
- Person experienced horrible discrimination with their mom in her wheelchair at a small business in downtown Los Angeles yesterday afternoon. Wants to know appropriate agency to file complaint.
- Wants to know if there is there anything, they need to do to get a new bill in California for open captions. If they need to use " Who Are My Representatives."
- A student from a community college called to find out about how to report a broken elevator on campus.
- Wants to report a complaint on their television network provider.
- Wanted to know how to submit online for the resolution reports.
- Would like a specialist to come and give recommendations to her restaurant.
- Looking to make sure her house is ADA Accessible.
- Wanted to know if California Commission on Disability Access has the capacity to perform the services of ADA desk assessment/audits designed to assist local public agencies assess local agency risk and determine compliance with ADA Coordinator, ADA Policy Statement, Grievance/Complaint Procedures, Transition Plan, and Self-Evaluation requirements contained in Section 504 and ADA.
- The individual is under the assumption Air BnB's aren't required to be accessible, and I explained to her this is likely misinformation and to contact the referral above for the California-specific requirements
- Requested instructions for how to submit complaints pursuant to Civ. Code Sec. 55.32(b)(1).
- An individual called from Chico to file a discrimination complaint against a local dental office.
- Assistance in reporting a rehab center for not being structurally accessible.
- Wants to know what she can do since her mom's house was raided by US Marshals.
- His daughter is being denied reasonable accommodation for her disability at her university. Classes shifted on-line because of covid-19 but her disability and vision prevent her from looking at a computer screen. She needs proper accommodation specific to her needs.
- A gentleman requested a word doc and pdf of the accessibility checklist for state-leased buildings and facilities.
- Wants to know why his county doesn't have CASp certified employees doing accessibility plan reviews and field inspections.
- A gentleman was having trouble submitting a document through the CCDA online portal.
- Wants to know what languages other than English, if any, does our organization provide services or assistance in. Best ways to communicate with people who have limited English proficiency.

- This individual is mad about a company service he had to deal with. They refused to provide reasonable accommodations. He needs advocacy assistance as well.
- Oxnard Housing Association due to a handicapped parking.
- There are many lines to get into the markets and stores because of the COVID 19 virus. Nobody is taking into consideration ADA individuals.
- She wants to know how path of travel works, if her business needs to provide path of travel. whose responsibility it is to maintain accessibility features.
- A woman stated her son who has a disability is applying to colleges and she wants to make sure he has a fair chance of acceptance into the schools.
- She received a case filing that was filed this year. She sold her business over a year ago and wants to know if she will be held liable.
- Seeking a law firm to represent them in San Diego.
- Would like to file a complaint due to a parking lot.
- Does he need to fix his business if it is closed. He said to his knowledge it is no longer considered a public accommodation, so his client doesn't have to make the necessary remediation.
- This lady wants to know how does design standards apply to West Point's Graduation ceremony. She saw the President slipping off the state and the ramp doesn't look accessible to her.
- A gentleman has concerns of restaurants that are re-opening but are expanding into parking lots and sidewalk. He wants to make sure restaurants are ADA accessible compliant as they social distance their dining.
- A person who is disabled is trying to get her divorce record online. She divorced in 2005 in Los Angeles county.
- Her recycling business got sued.
- Student from Louisiana researching how other states are enforcing the ADA and ADA concerns being reported. She would like to speak to someone in CA about this.
- Wanted to know if closed captioning is mandatory for ADA compliant presentations. His organization needs to be ADA compliant for presentations.
- She has a disability that prevents her from wearing a face mask. She is from El Dorado County and many places are not letting her into their business since she will not wear a mask.
- Her employer, a school district in LA, was not providing her tools that she needed to effectively work during the pandemic. She said she filed a complaint with the Department of Fair Employment and Housing and is working with Disability Rights California (DRC) for this issue. She also asked me if she goes to a store, if employees are legally required to assist her due to her visual disability. If assistance is required under the ADA.
- Her grandmother is being released from the hospital and transferred to a rehab facility. The grandmother is deaf and cannot read lips because masks are

covering mouths. They are not allowing any guests because of the pandemic but she needs her husband to be there so he can do sign language and translate for her. She would like help in requesting to allow her husband to be an exception to the no guests rule.

- Restaurant getting sued for handicap parking. Wants to know if restaurant owner or building owner responsible and what can she do.
- Her townhouse doesn't have enough handicap parking, wants to talk to someone about her rights.
- Inquiring whether CCDA is required to receive copies of website accessibility complaints. She has been receiving copies of website accessibility complaints filed against California businesses.
- Exempt from wearing mask because of disability but was not able to access a business because of mandatory mask rule.
- A gentleman emailed a legislative commissioner to inform him of an opportunity lost to allow for an accessible ramp for the La Jolla Children's Pool. He asked for letters supporting his appeal to the CA Coastal Commission.
- She has a disability that always requires her body to be cool and her apartment does not have adequate cooling. She installed an AC unit but management has told her to take it down. She is going to write a letter to them.
- Wanted to let us know there are lots of homeless camps in SF blocking sidewalks and public walkways. They are causing ADA problems because wheelchairs do not have room to pass through.
- She is calling from a law firm. She said they received a request for a mask accommodation and are looking for requirements/rules/resources.
- His wife is in the hospital and is experiencing harassment. He said he already tried talking to the hospital about the issues, but he has not been resolved and he is frustrated. He spoke no English.
- Case Manager inquired about the permit process for their client that owns a restaurant and is being sued for ADA violations. The complaint is in a state court.
- Woman is a dietician with an immunocompromised condition. Her question is what her rights regarding are having to see the employer's medical doctor, when she does not feel safe and is afraid of contracting COVID-19. Secondly, what are her rights regarding receiving all communication regarding the employer's request in writing, if the employer refuses and will only give these directives verbally?
- Person is in Texas; however, the project that they are funding is in California. He would like to know if there is an agency in California that monitors ADA compliance for businesses.
- Attorney has a question for CCDA regarding the lease disclosure requirements under Civil Code Section 1938. If a lease contains the required CASp disclosure under Civil Code Section 1938, does an assignment of the lease by the tenant to a new tenant need to contain the CASp disclosure?

- There are issues of people who are requesting mask accommodations and they are being denied a due process. She said there are at least 3 people who submitted these kinds of complaints to the judge and all of them were denied. She feels that the courthouse is targeting ADA related cases. She said there are major issues at the courthouse and ADA coordinator. She wants to elevate this issue as high as possible. She is calling from Nevada County.
- She submitted a complaint to the DOJ and she wants to know if the complaint was processed.
- The City of San Francisco closed the only road to the top of Twin Peaks where THE VIEW is and no cars can drive up cutting off access to anyone who can't hike straight up a steep hill. Is that legal?

Disability Program Access Inquiries

- This individual wants to know if there are any money in her aunt's disability benefit card to pay for her funeral.
- Disability emergency awareness.
- Short-term disability.
- IEP for her child is not being addressed by her school district.
- How to apply for state disability insurance.
- She would like more information on laws that business must abide by.
- The individual was looking for resources about disability access and support services in California.
- Would like to get resources non-profit denying veterans' resources.
- A woman wanted to know how she can apply for disability or if she can apply for unemployment.
- Gentleman would like to just talk and go into other topics. he has called a few times in the past for other reasons.
- Person wanted information about assistance or programs for her senior mother-in-law who needs either at home care or needs to be sheltered in a senior home, but they are low income and need assistance.
- He needs interpreter service and is deaf. He also has other complex issues that needed help with homeless, domestic abuse, social security etc. He is requesting CCDA to provide him interpreter service.
- Woman's nephew was laid off from his job due to COVID-19 and she wants to know what options he has. He also has a mental disability.
- A person wanted to know how he can apply for Disability Insurance and if he qualifies.
- Man wanted to know if he received his disability card.
- Nurse in Tulare County looking for short-term lodging at a hotel. Asked if DGS has a resource to direct the nurse to for more information.

- His children are disabled and have almost been kidnapped from him. He has already alerted the police, county sheriff, and Governor Newsom's office.
- Man received a letter in the mail saying he is a victim of a crime and that he is eligible for benefits. It was not clear where the letter came from. He called the phone number on the letter and they told him he needs to submit his medical records, they also told him they should call us (this is how he got our number). He said if he does qualify for financial benefits, he would like to receive them because he needs it. He doesn't know what he qualifies for, but he said he just wants money.
- Stated she emailed us back in February with useful information, but she does not have access to the email and if we can resend her information on finding housing that has wheelchair access.
- She wanted to sign up to receive disability benefits.
- He is still waiting on his disability payment and was told he would receive it within 3 days the last time he spoke to someone and it is now past 3 days. He wants to know who he can elevate this to.
- Needs resources to help her address a transitional housing facility that is prohibiting her service dog from living with her, even though she has a medical provider letter of recommendation and a registration certificate for her service dog.
- Her insurance stopped and she no longer has access to medical supplies, and she is asking for help. She wants to know if there are any organizations that can help her get the medical supplies.
- She is on disability and is on the free phone program. Her pin on her phone is not working and needs help.
- She is on disability and social security and would like a COVID mask mailed to her house
- Man's apartment is falling apart, and they can't afford to live there, and his family is disabled. He is seeking help. He is from Pomona.
- Man is from a service association and his patients have issues accessing internet/computer because of Parkinson's disease. Wants to know how he can help them and if there are training/resources for this.
- Needs housing. She has a disability and has reached out to Orange County Services, but they refused to make arrangements for her. She needs housing with specific amenities for her disability.
- Individual called to ask about the status of his disability check.
- Employment opportunity for disabled person. I am attending college currently full time/accounting major seeking part time position in auditing field.
- We are looking to see if you all would like to sponsor a proclamation request for Tar Syndrome Awareness month in the month of September 2020.