



Public Inquires Received by CCDA

April – October 2019

Public Records Act (PRA) Requests:

The California Commission on Disability Access (CCDA) received a total of six PRA requests from law firms and the public to obtain copies of case files received, data from CCDA Annual Reports, and a Statewide Business Accessibility Compliance Report¹.

Public Inquiries:

From April 1, 2019 through October 18, 2019, CCDA received a total of 155 inquiries from the public in various forms (email, phone call and mail).

Table 1: Number of Inquiries Received by Month

Month	Number of Inquiries Received
April	28
May	20
June	24
July	25
August	24
September	25
October	9
Total:	155

¹ CCDA received three case file requests from law firms, two CCDA Annual Report data requests from the public, and a Statewide Business Accessibility Compliance Report from an individual representing educational entities. For case file requests, CCDA found no records of the receiving the referenced case files. CCDA was not able to provide a Statewide Business Accessibility Compliance report because it is not an information studied or collected by the Commission.

The majority of the inquiries are received by phone (65%), followed by email (34%) and mail (1%).

Table 2: Inquiries Received by Type

Type of Inquiry	Number of Inquiries Received	Percentage of Total (%)
Phone Call	101	65%
Email	52	34%
Piece of Mail	2	1%
Total:	155	100%

CCDA further organized the 155 inquiries received by nature of the inquiry:

1. 44 percent of the inquiries received were questions related to building codes and requirements.
2. 33 percent of the inquiries received were questions related to enforcement, legal consultations or advocacy.
3. 23 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 (%)
Building Codes or Requirements ²	69	44%
Enforcement ³	51	33%
Disability Program Access	35	23%
Total:	155	100%

² CCDA received 3 building codes inquiries related to a government-owned building, which also includes community colleges, Universities of California, California State Universities, K-12.

³ CCDA received 10 inquiries related to filing a complaint against a government-owned building or property.

Examples of building codes or requirements questions include:

- “What is the design requirements and specification for...?”
- “Is my business/facility exempted from compliance?”
- “How do I apply for financial hardships? Or what is the valuation threshold for alterations?”
- “Are there any specialists or licensed professionals that perform accessibility inspection for my business?”

Examples of enforcement or legal advocacy questions include:

- “How do I file a civil rights complaint against this business?”
- “How do I have this business fix an identified access barrier?”

Examples of disability program access questions include:

- “How do I apply for disability insurance?”
- “How do I report a misuse of disabled parking placard?”
- “Where may I find an assistance device (e.g. wheelchair, walkers, etc...)?”
- “I have questions about service animals and support animals”