



CCDA ServiceNow Platform

July 15, 2020

By Bob Summers

The Portal

DGS



CCDA

California Commission
on Disability Access

Login

User name

Password

Remember me [Forgot Password](#)

Login

[DGS staff must click here to log in](#)

[Create an Account](#)

Welcome to the CCDA Portal

Log in to Submit Case Files, and Resolution Reports

Registration

DGS

Login



CCDA

California Commission
on Disability Access



Law Firm Registration



User Registration

Law Firm Registration

Name of the Law Firm	<input type="text"/>
State Bar Number	<input type="text" value="Eg: 1234567 (Enter N/A if Not Applicable)"/>
First Name	<input type="text"/>
Last Name	<input type="text"/>
Job Title	<input type="text" value="Enter Job Title"/>
Street Address	<input type="text"/>
City	<input type="text"/>
State	<input type="text" value="Eg: CA"/>
Zip Code	<input type="text" value="Enter 5 Digit Zip Code"/>
Business Phone Number	<input type="text" value="Enter 10 digit Phone Number (Eg: ###-###-####)"/>
Business Email	<input type="text" value="Eg: example@email.com"/>



CCDA

California Commission on Disability Access



Submit a Complaint



Submit an Amended
Complaint



Submit a Case
Resolution Report

Note: For optimal user experience, it is recommended to use this website with Google Chrome. If you have any questions or experience technical difficulties, please contact CCDA: (916)319-9974 or CCDA@dgs.ca.gov.

[Home](#) > [Submit a Complaint](#)

Submit a Complaint

California Commission On Disability Access Case Submit a Complaint

[Civil Code section 55.32](#) requires an attorney who provides a demand letter or sends or serves a Civil Complaint related to construction-related accessibility claims under the Americans with Disabilities Act, the Unruh Act and/or the California Disabled Persons Act to submit this form to the Commission. [Civ.C. 55.3\(a\), 55.32\(a\), \(b\)](#). This form must be submitted whether the defendant is a business establishment, a place of public accommodation, or a public education entity. Id.; [Civ.C. 54.27\(i\)\(3\)](#).

Required information

The source of this informa...

Case Title (For pre-litigati...

Is this alleged constructio...

* The source of this information is (Select one and supply corresponding date):

* Case Title (For pre-litigation letter enter plaintiffs name vs business name)

* Is this alleged construction-related violation (Select one):

* Date Sent/Filed/Served to the defendant:

* Date Received by CCDA:

* If a Complaint, is this a follow-up to a Pre-Litigation Letter?

* Complaint Filed in:

* Complaint Filed as (Select all that applies or not applicable):

* Plaintiff Seeks:

* Describe in detail the alleged violation(s) encountered by plaintiff:

* Is the Defendant(s) the (Select all that applies or not applicable):



[Home](#) > [Submit an Amended Complaint](#)

Submit an Amended Complaint

California Commission On Disability Access Case Amend a Complaint

[Civil Code section 55.32](#) requires an attorney who provides a demand letter or sends or serves a Civil Complaint related to construction-related accessibility claims under the Americans with Disabilities Act, the Unruh Act and/or the California Disabled Persons Act to submit this form to the Commission. [Civ.C. 55.3\(a\), 55.32\(a\), \(b\)](#). This form must be submitted whether the defendant is a business establishment, a place of public accommodation, or a public education entity. Id.; [Civ.C. 54.27\(i\)\(3\)](#).

Submit

Required information

Is this alleged constructio...

If a Complaint, is this a foll...

Date of alleged violation:

* Complaint Case

Complaint Filed in:

Case Title

Federal Court (Select One):

* Is this alleged construction-related violation (Select one):

Federal Court Case Number:

Date Sent/Filed/Served to the defendant:

State Court (Select One):

Date Received by CCDA:

State Court Case Number:

* If a Complaint, is this a follow-up to a Pre-Litigation

* Complaint Filed as (Select all that applies or not applicable):



[Home](#) > [Submit a Case Resolution Report](#)

Submit a Case Resolution Report

California Commission On Disability Access Case Resolution reporting

[Civil Code 55.32](#) requires an attorney who provides a demand letter, sends or serves a civil complaint related to construction-related accessibility claim under the Americans with Disabilities Act, the Unruh Act and/or the California Disabled Persons Act to also notify the Commission within five business days of judgment, settlement, or dismissal of the claim or claims alleged in the complaint through this form.

Staff will review the submission(s) and contact you for additional information if necessary. If a court of competent jurisdiction seals your court documents, you may submit a request to exempt copies of those sealed documents in CCDA's possession from the Public Records Act in accordance with [Government Code section 6254](#).

Submit

Required information

Complaint Case

Plaintiff's Legal Counsel N...

Early Evaluation conference?

* Complaint Case

State Court (Select One):

Case Title:

State Court Case Number:

Date Received by CCDA:

Date complaint was filed with the defendants'/date of pre-litigation:

Complaint Filed In:

* Plaintiff's Legal Counsel Name:

Federal Court (Select One):

Plaintiff's Legal Counsel State Bar Number:



CCDA

California Commission on Disability Access



Submit Historic Case
Amendment



Submit Historic Resolution
Reports



Submit Amendment for Historic Cases (2012-2018)

California Commission On Disability Access Case Amend a Complaint for Historic Case

[Civil Code section 55.32](#) requires an attorney who provides a demand letter or sends or serves a Civil Complaint related to construction-related accessibility claims under the Americans with Disabilities Act, the Unruh Act and/or the California Disabled Persons Act to submit this form to the Commission. [Civ.C. 55.3\(a\)](#), [55.32\(a\)](#), [\(b\)](#). This form must be submitted whether the defendant is a business establishment, a place of public accommodation, or a public education entity. Id.; [Civ.C. 54.27\(i\)\(3\)](#).

* Master Key

Case Title

Is this alleged construction-related violation (Select one):

Date Sent/Filed/Served to the defendant:

Date Received by CCDA

If a Complaint, is this a follow-up to a Pre-Litigation Letter?

Name of Attorney

Complaint filed In (Select all that apply):

Federal Court (Select One):

Federal Court Case Number:

State Court (Select One):

State Court Case Number:

Complaint Filed as (Select all that apply):

Please describe Complaint Filed as:



Submit Historic Resolution Reports (2012-2018)

California Commission On Disability Access Case Resolution reporting

[Civil Code 55.32](#) requires an attorney who provides a demand letter, sends or serves a civil complaint related to construction-related accessibility claim under the Americans with Disabilities Act, the Unruh Act and/or the California Disabled Persons Act to also notify the Commission within five business days of judgment, settlement, or dismissal of the claim or claims alleged in the complaint through this form.

Staff will review the submission(s) and contact you for additional information if necessary. If a court of competent jurisdiction seals your court documents, you may submit a request to exempt copies of those sealed documents in CCDA's possession from the Public Records Act in accordance with [Government Code section 6254](#).

* Master Key

Date complaint was filed with the court/date of pre-litigation:

Case Title:

Plaintiff's Legal Counsel Name:

Date Received by CCDA :

Plaintiff's Legal Counsel State Bar Number:

Complaint Filed In:

Federal Court (Select One):

The data is reflective of the information submitted by the law firms through CCDA's online submission portal in real-time. Please check frequently for updates.

Year Received

All

1873

Number of Complaints Filed

1612

Filed in Federal Court

258

Filed in State Court

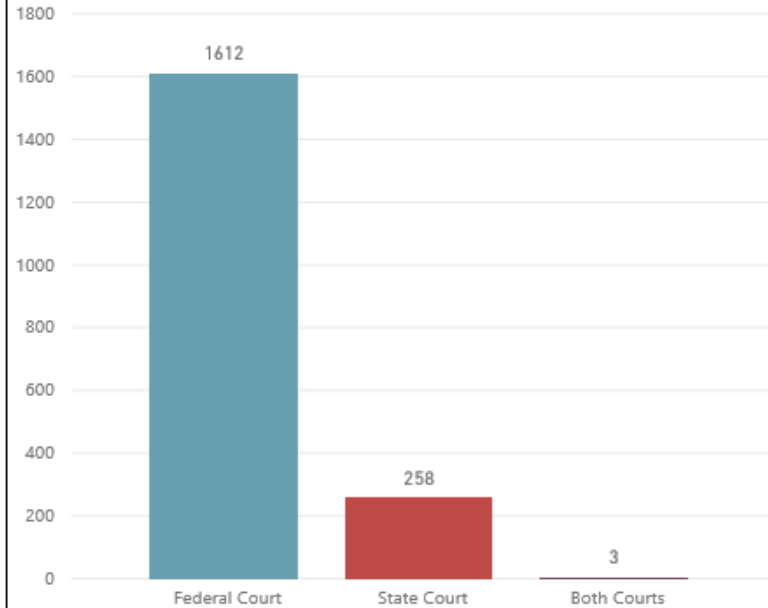
3

Filed in Both Court

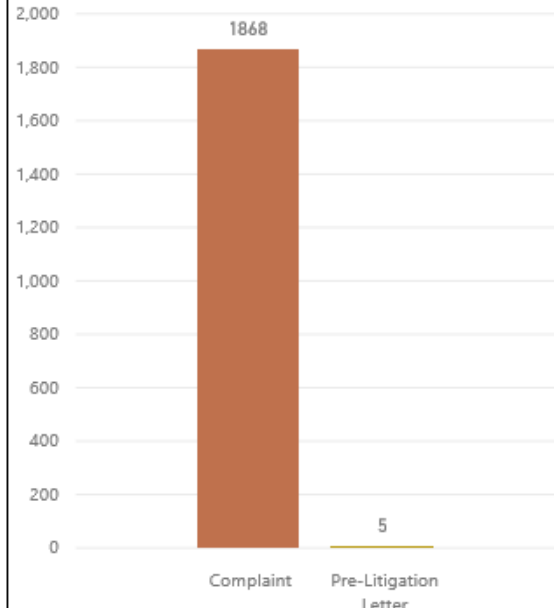
98

Is High Frequency

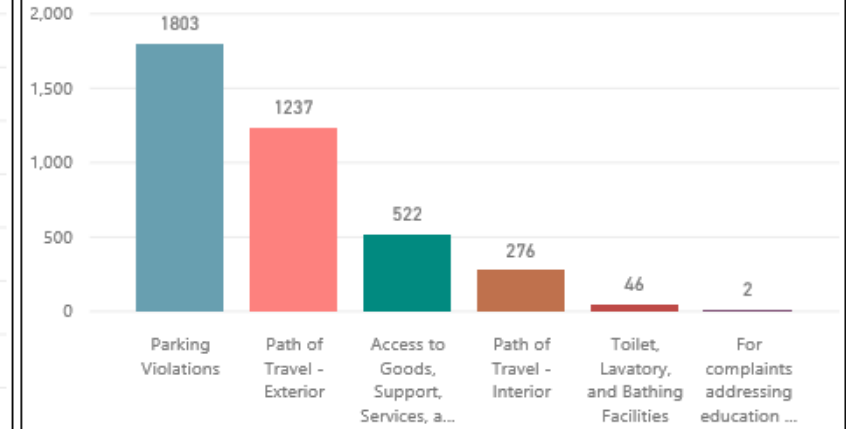
Filings Received by Commission (federal vs. state)



Complaints and Prelitigation Letters Received b...



Top Alleged Violation Categories



Filings Received by Commission (federal vs. state)

Year	2019		2020		Total	
	Total	Percent	Total	Percent	Total	Percent
Both Courts			3	0.17%	3	0.16%
Federal Court	105	78.36%	1507	86.66%	1612	86.07%
State Court	29	21.64%	229	13.17%	258	13.77%
Total	134	100.00%	1739	100.00%	1873	100.00%

Complaints and Prelitigation Letters Received by Year

Year	Complaint	Pre-Litigation Letter	Total
2020	1734	5	1739
2019	134		134
Total	1868	5	1873

Top Alleged Violation Categories

Alleged Violation Categories	Percentage of the Total Violations	Number of Alleged Violation
Parking Violations	46.40%	1803
Path of Travel - Exterior	31.83%	1237
Access to Goods, Support, Services, and Equipment	13.43%	522
Path of Travel - Interior	7.10%	276
Toilet, Lavatory, and Bathing Facilities	1.18%	46
For complaints addressing education entities and	0.05%	2
Total	100.00%	3886

CCDA Cases Top Eight Zip Codes of Complaints Received

The data is reflective of the information submitted by the law firms through CCDA's online submission portal in real-time. Please check frequently for updates.

Year Received

All

90262
30
Number of Complaints

91311
29
Number of Complaints

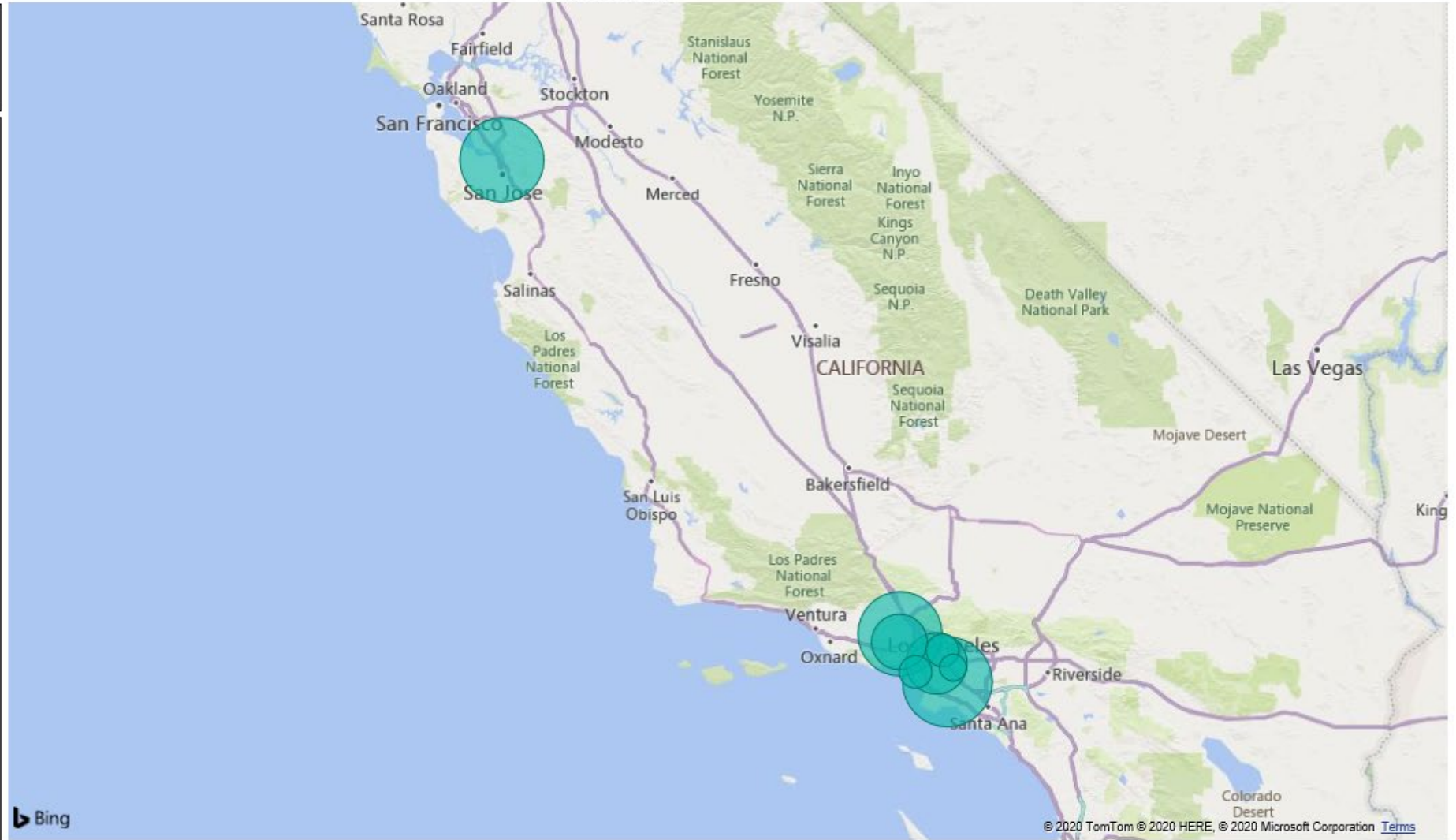
95035
29
Number of Complaints

90006
25
Number of Complaints

91303
24
Number of Complaints

90291
20
Number of Complaints

91205
20



The data is reflective of the information submitted by the law firms through CCDA's online submission portal in real-time. Please check frequently for updates.

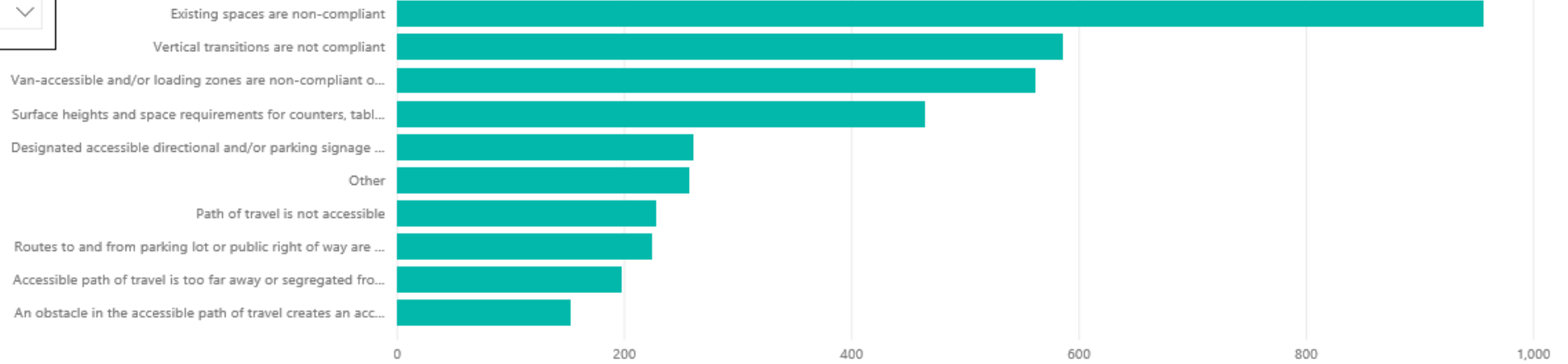
Type in data or select from the drop down to filter the report	Complaint Case	Case Title	Business Name Defendant (s)	Business Address
Year Received by CCDA	CMPL0002198 - Stohl v. Accor Hotel and Resorts (Maryland) LLC	Stohl v. Accor Hotel and Resorts (Maryland) LLC et et	Accor Hotels and Resort (Maryland) LLC d	223 Twin Dolphin Drive
Name of the Law Firm	CMPL0001203 - Soldan/Ryan v. Charlie Phan & Duon Ho	Soldan/Ryan v. Charlie Phan & Duon Ho	Katella Center	7520 Katella Avenue
Business Name Defendant(s)	CMPL0002829 - Rutherford v. Han & Brothers	Rutherford v. Han & Brothers	Outback Steakhouse	12400 Amargosa Road
City of Alleged Violation	CMPL0002830 - Rutherford v. BLM	Rutherford v. BLM	IHOP Store #931	14794 LaPaz Drive
Source of Information	CMPL0002828 - Rutherford v BASELINE CAPITAL VENTURE, LLC,	Rutherford v BASELINE CAPITAL VENTURE, LLC,	Comfort Inn	13500 Baseline Avenue
Is Plaintiff(s) High Frequency Lit.	CMPL0002711 - Richard Johnson v. Estrellita Mexican Bistro-Cntn,	Richard Johnson v. Estrellita Mexican Bistro-Cntn,	Estrellita Mexican Bistro-Cntn dba Estre	971 N. San Antonio Rd.
Place of Public Accommodation	CMPL0001317 - Richard Johnson v. Chef Chu's Inc., et al.	Richard Johnson v. Chef Chu's Inc., et al.	Chef Chu's, Inc. dba Chef Chu's	1067 N. San Antonio Rd.
Zip Code of Defendant(s)				
Complaint Filed In				

The data is reflective of the information submitted by the law firms through CCDA's online submission portal in real-time. Please check frequently for updates.

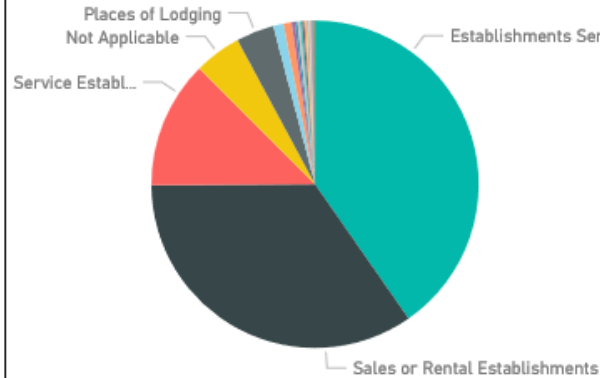
Year Received

All

Top Ten Violation Submitted



Alleged Violation Occurrence by Place of Public Accommodation



Alleged Violation Occurrence by Place of Public Accommodation

Place of Public Accommodation Category	Percentage of Alleged Violations Received
Establishments Serving Food or Drink	40.31%
Sales or Rental Establishments	34.60%
Service Establishments	12.60%
Not Applicable	4.64%
Places of Lodging	3.74%
An office building	1.01%
Other	0.80%
Places of Exhibition or Entertainment: motion picture	0.32%
Total	100.00%

Questions?