

Biannual:

State and Federal Complaints and Pre-Litigation Letters Submitted between July through December 2025

Type of Submission	Number of Pre-Litigation Letters and Complaints in July - December 2025	Percent
State Court	1,714	74.39%
Federal Court	211	9.16%
Both Courts	0	0.00%
Neither	379	16.45%
Total	2,304	100%

Complaints and Pre-Litigation Letters Submitted between July through December 2025

Type of Submission	Number of Pre-Litigation Letters and Complaints in July - December 2025	Percent
Complaints	1,925	83.55%
Pre-Litigation Letters	379	16.45%
Total	2,304	100%

Top 10 Alleged Barriers Selected from July to December 2025

Rank	Violation Description	Total Number of Violation
1	Parking: Existing spaces are non-compliant (e.g., excessive slopes/cross-slopes, improper dimensions, striping, etc.).	668
2	Access to Goods, Support, Services, and Equipment: Surface heights and space requirements for counters, tables, bars, or seating are not compliant.	631
3	Path of Travel - Exterior: Routes to and from parking lot or public right of way are not accessible (e.g., non-compliant surfaces, excessive slope/cross-slope, lack of detectable warnings, not protected from traffic, etc.).	583
4	Website: Content not appropriately/logically marked on website. (e.g., semantic markups not used, tables not used for tabular data, only visual/auditory cues, content restricted to portrait/landscape, etc.)	571
5	Website: Navigation order is not logical on website. (e.g., navigation order of links, form elements, etc. is not logical and intuitive, etc.)	571
6	Parking: Designated accessible directional and/or parking signage is missing or non-compliant.	560
7	Website: Text alternatives were not provided for non-text content on website. (e.g., alt text for images and form buttons were not provided, text labels for form inputs were not provided, etc.)	556
8	Website: Hyperlinks not meaningful on website. (e.g., link's purpose can't be inferred by link text, not clear links with same text go different places, external hyperlink doesn't say it leaves page, etc.)	553
9	Path of Travel - Exterior: Doors are not accessible (e.g. the thresholds, handles, pulls, latches, locks, or clearances are non-compliant).	405
10	Path of Travel - Interior: Objects projecting into accessible path of travel (e.g., a rack, display, or boxes placed in the aisle).	357
Total:		5,455

Quarterly:

3rd Quarter – July through September

State and Federal Complaints and Pre-Litigation Letters Submitted between July through September 2025

Type of Submission	Number of Pre-Litigation Letters and Complaints in July - September 2025	Percent
State Court	852	71.96%
Federal Court	94	7.94%
Both Courts	0	0.00%
Neither	238	20.10%
Total	1,184	100%

Complaints and Pre-Litigation Letters Submitted between July through September 2025

Type of Submission	Number of Pre-Litigation Letters and Complaints in July - September 2025	Percent
Complaints	946	79.90%
Pre-Litigation Letters	238	20.10%
Total	1,184	100%

4th Quarter – October through December

State and Federal Complaints and Pre-Litigation Letters Submitted between October through December 2025

Type of Submission	Number of Pre-Litigation Letters and Complaints in October - December 2025	Percent
State Court	862	76.96%
Federal Court	117	10.45%
Both Courts	0	0.00%
Neither	141	12.59%
Total	1,120	100%

Complaints and Pre-Litigation Letters Submitted between October through December 2025

Type of Submission	Number of Pre-Litigation Letters and Complaints in October - December 2025	Percent
Complaints	979	87.41%
Pre-Litigation Letters	141	12.59%
Total	1,120	100%