

CALIFORNIA COMMISSION ON DISABILITY ACCESS FULL COMMISSION

Meeting Minutes
March 25, 2026

1. Call to Order

Vice Chair Scott Lillibridge welcomed everyone and called the meeting of the California Commission on Disability Access (CCDA or Commission) to order at 10:05 a.m. The meeting was on Zoom, via teleconference, and held at the California Commission on Disability Access Headquarters, located at 400 R Street, Suite 312, Sacramento, California 95811.

Housekeeping

Staff Member Mahoney reviewed the meeting protocols.

Roll Call

Staff Member Mahoney called the roll and confirmed the presence of a quorum.

Commissioners Present:

Scott Lillibridge, Vice Chair

Olivia Mae Asuncion

Dr. Catherine Campisi*

Ida Clair, State Architect

Drake Dillard

Brian Holloway*

Jacqueline Jackson

Ashley Leon-Vazquez*

Dr. Luciana Profaca*

Hector Ramirez*

Sarahann Shapiro*

*Participated remotely

Commissioners Absent:

Chris Downey, Chair

Juan Alanis, Assembly Member

Rosilicie Ochoa Bogh, Senator

Rob Bonta, Attorney General

Matt Haney, Assembly Member

Melissa Hurtado, Senator

Staff Present:

April Dawson Rawlings, Executive Director

Abigail Ridge, Operations Manager

Russell Bradley, Education and Outreach Analyst

Brandon Dam, Data and Research Analyst

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Maeve Mahoney, Administrative Analyst
Roy Rodriguez, Marketing and Outreach Analyst
Elias Williams, Disability Access Technician

Also Present:

Natalie Bocanegra, Legal Counsel, California Department of General Services
Kendra J. Muller, Attorney, Disability Rights California
Jimmie Soto, Executive Director, Independent Living Center of Kern County
Viet Vo, Legislative Consultant, Office of Legislative Affairs, California Department of General Services

Pledge of Allegiance

Vice Chair Lillibridge led the Commission in the Pledge of Allegiance.

2. Approval of Meeting Minutes (October 22, 2025) – Action

Commissioner Ramirez thanked the Commission for leading the way in accessibility by leading by example by providing the technical steps on how to make this meeting accessible from a disability/cultural perspective.

Motion: Commissioner Clair moved to approve the October 22, 2025, California Commission on Disability Access Full Commission Meeting Minutes as presented. Commissioner Shapiro seconded. There was no public comment on the motion. Motion carried 8 yes, 0 no, and 2 abstain, per roll call vote as follows:

The following Commissioners voted “Yes”: Commissioners Asuncion, Campisi, Clair, Dillard, Jackson, Leon-Vazquez, Profaca, and Shapiro.

The following Commissioners abstained: Vice Chair Lillibridge and Commissioner Ramirez.

3. Comments from the Public on Issues Not on this Agenda – Discussion

No members of the public addressed the Commission.

4. CCDA Projects and Meetings – Update and Discussion

a. Project Docket and CCDA Strategic Plan

Executive Director Dawson Rawlings stated the CCDA will be working on the biannual review of the CCDA Bylaws, continuing translation of materials into threshold languages across California, updating one-pagers and toolkits to ensure that they are technically accurate with the California Building Code, working on future Commission to Community events, and working on the new strategic plan, which will be discussed later in this meeting.

b. Upcoming Meetings

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Executive Director Dawson Rawlings stated the next Education and Outreach Committee meeting will be held on April 8, 2026.

There were no questions from Commissioners and no public comment.

5. Legislative Bill Reporting – Update and Discussion

Viet Vo, Legislative Consultant, Office of Legislative Affairs (OLA), California Department of General Services (DGS), reviewed the Legislative Calendar and summarized the CCDA Legislative Status Report on the bills staff is tracking, which was included in the meeting materials.

a. Senate Bill 84: Disability access: construction-related accessibility claims: notice of violation and opportunity to correct.

This bill is similar to Assembly Bill (AB) 649. This bill is a two-year bill. It is currently in the Assembly Judiciary Committee.

b. Assembly Bill 395: Holidays.

This is a two-year bill. It is currently in the Assembly Judiciary Committee.

c. Senate Bill 470: Bagley-Keene Open Meeting Act: teleconferencing.

This bill was signed and chaptered in October of 2025.

d. Assembly Bill 649: Disability access: construction-related accessibility claim.

This bill is similar to SB 84. This bill is a two-year bill. It is currently in the Assembly Judiciary Committee.

e. Assembly Bill 766: State agencies and departments: strategic plans: diversity, equity, and inclusion.

This bill was vetoed by the Governor.

f. Assembly Bill 780: Disability access: construction-related accessibility claims: notice of violation and opportunity to correct.

This bill is identical to AB 84. It is effectively dead.

g. Assembly Bill 2190: Internet website accessibility.

This bill is currently in the Assembly Judiciary Committee.

h. Assembly Bill 2360: State agencies: government linguistics.

This bill is currently in the Assembly Governmental Organization Committee.

Discussion

Commissioner Ramirez asked about upcoming bills on AI and internet accessibility.

Mr. Vo stated AB 2190 includes AI and internet accessibility.

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Commissioner Dillard asked if AB 2190 will impact the Commission's Data Collection Portal.

Executive Director Dawson Rawlings stated the data being collected through the CCDA Data Collection Portal has included website information for the past two years. She stated AB 2190 does not affect the Commission's statutory obligations for tracking.

Public Comment

Kendra J. Muller, Attorney, Disability Rights California, asked if the Commission analyzes or prepares infrastructure to handle additional procedural items the Commission will need to include for certain bills if they are passed, such as AB 649.

Executive Director Dawson Rawlings stated comments from Commissioners or community members on bills being tracked in CCDA Legislative Status Reports are emailed to the Executive Director or to Commissioner Shapiro, Chair of the Legislative Committee. Those thoughts can then be considered in staff's future legislative bill analyses that staff provides to the OLA.

6. Presentation #1: CPS HR Consulting and CCDA 2025-2030 Strategic Goal Development – Update and Discussion

Presenters:

- Sara Randazzo, Organizational Strategy Unit Manager, CPS HR Consulting
- Christy Clay, Senior Project Consultant, CPS HR Consulting

Executive Director Dawson Rawlings stated, for the past two meeting cycles, the CCDA has been involved in a rich, community-focused discussion about the CCDA's strategic mission, vision, and goals for the next five years. She introduced the guest speakers and asked them to give their presentation.

Sara Randazzo, Organizational Strategy Unit Manager, CPS HR Consulting, reviewed the strategic planning process and asked for feedback on the five-year target for success. She stated the need to refresh and evaluate the Strengths, Weaknesses, Opportunities, and Threats (SWOT) Analysis and how it informs the Commission's focus over the next five years.

Christy Clay, Senior Project Consultant, CPS HR Consulting, provided an overview, with a slide presentation, of the progress to date, themes gathered, and emerging patterns across the system. She stated the key themes heard during Commissioner interviews, the two stakeholder summits, and the Executive Committee session were as follows:

- Fear of litigation is the primary barrier to compliance.
- The need for simple, more accessible communication and resources, such as concise single-topic fact sheets, quick reference guides, simplified language, and more toolkits in the digital space.
- Increased visibility of the CCDA and awareness of gaps.

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- Expanding reach through new partnerships.
- Mutual empathy between communities.
 - Small changes can make a big impact.

Ms. Clay reviewed the SWOT Analysis draft report, which was included in the meeting materials.

Discussion

Commissioner Ramirez thanked the CPS HR Consulting team for accurately reporting the community feedback given to date. Commissioner Ramirez stated they heard two new terms in today's presentation – "information blindness," which sounds ableist, and "representation risks."

Commissioner Ramirez stated they and friends are seeking to support businesses that display the new accessibility sign in Los Angeles County. They see challenges and take the opportunity to thank individuals for making their business accessible. Businesses share about their fear of lawsuits and not knowing where to go for help in making them be more accessible; however, some businesses say they have gone to the CCDA website for information.

Commissioner Ramirez shared about "accessibility deserts," where a business displaying the new accessibility sign is surrounded by businesses that do not. They stated there are some businesses that are afraid to post the accessibility sign and others that are trying to learn how to make their business more accessible.

Commissioner Ramirez stated concern that there is an expectation of responsibility for accessibility in businesses that is not equally expected in county buildings and other public buildings.

Ms. Clay stated she had not heard the term "accessibility desert." She stated highlighting what is going well is part of communication and education.

Presentation, continued

Ms. Clay continued the slide presentation and discussed the mission and vision. She noted that the mission statement is about what the Commission does and the vision statement is about why it does it.

Discussion

Ms. Clay asked for feedback on the mission statement.

Commissioner Shapiro suggested changing "and collaboration with stakeholders in the disability and business communities" to "and collaboration with stakeholders including those in the disability and business communities" because stakeholders are not limited to just those three groups.

Commissioner Dr. Campisi stated she was glad that "education" was added. She agreed with Commissioner Shapiro's suggested language but suggested removing "those in" so it would read "education, dialogue, and collaboration with stakeholders including the disability and business communities."

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Commissioner Dr. Profaca suggested adding “outreach” after education and before dialogue.

Commissioner Clair suggested a mission statement that is short and direct.

Ms. Clay asked Commissioners if they prefer “outreach” or “dialogue.”

Commissioner Shapiro stated she preferred the term “dialogue.” She stated, although outreach is important, it is one direction, while dialogue is two-way communication. Also, the Commission does outreach through education, dialogue, and collaboration. She suggested ending the mission statement at “stakeholders” and removing “including the disability and business communities, and all levels of government.”

Commissioner Dr. Campisi stated she liked including “outreach” in the mission statement.

Vice Chair Lillibridge stated the Commission is made up of individuals from the disability and business communities and from the Legislature. It is important to include those communities in the mission statement. He stated “collaboration” is a strong word that includes dialogue, outreach, and education.

Commissioner Dr. Profaca suggested removing “valued” before “stakeholders” because all stakeholders are valued.

Ms. Randazzo stated, after Commissioner discussion, the mission statement is “to promote disability access through education, dialogue, and collaboration with stakeholders, including the disability and business communities, and all levels of government.”

Ms. Clay asked for feedback on the vision statement.

Commissioner Clair stated “accessible” and “barrier free” have the same meaning. She suggested removing “accessible” and “opportunities” so it would read “a barrier free California = inclusive and equal participation for all.”

Commissioner Shapiro suggested a vision that is inspirational and aspirational that can be achieved. She suggested “accessible” over “barrier free.”

Commissioner Ramirez suggested keeping the word “accessible” since that is what the Commission is focused on.

Commissioner Dr. Shapiro suggested “equal opportunities” instead of “equal participation.”

Ms. Randazzo stated, after Commissioner discussion, the vision statement is “an accessible California = inclusive and equal opportunities for all.”

Presentation, continued

Ms. Randazzo continued the slide presentation and discussed the five-year target. She provided examples of other organizations’ five-year targets for context.

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Ms. Randazzo shared the current potential 2030 target: “CCDA is a centralized resource hub known for reducing misinformation and increasing Americans with Disabilities Act (ADA) accessibility awareness (or compliance) statewide.”

Discussion

Ms. Randazzo asked for feedback on the 2030 target.

Commissioner Clair suggested removing “centralized” and amending the 2030 target to “CCDA is a resource hub known for reducing misinformation and increasing accessibility awareness and ADA compliance statewide.”

Commissioner Asuncion questioned specifying the ADA, the federal minimum standards for accessibility compliance, since California goes above those standards.

Vice Chair Lillibridge suggested removing “ADA” so it reads “and increasing accessibility awareness and compliance statewide.” He suggested changing “reducing misinformation” to “providing information” to be more positive.

Ms. Randazzo stated, after Commissioner discussion, the current 2030 target is “CCDA is a resource hub known for providing information and increasing accessibility awareness and compliance statewide.”

Commissioner Shapiro questioned the words “and compliance” since the CCDA does not set rules or enforce compliance.

Commissioner Ramirez suggested “CCDA is the leading subject matter expert for the state of California and the leading resource hub that provides information on accessibility and state compliance requirements.”

Commissioner Dr. Campisi suggested “providing information to increase accessibility.” She stated, even though the CCDA cannot enforce compliance, it does more than raise awareness.

Commissioner Dr. Profaca suggested changing “known” to “recognized” and removing “statewide.”

Natalie Bocanegra, DGS Legal Counsel, stated Government Code Section 14985.6(a) addresses compliance and the CCDA and may be helpful.

Commissioner Dillard stated sometimes it is about making something clear versus making it short so people better understand what is being said.

Commissioner Clair stated the 2030 target now reads “CCDA is the leading resource hub recognized for providing information and increasing accessibility awareness and compliance.” She stated the sentence makes it sound like the resource hub is increasing accessibility awareness. She suggested changing “and increasing accessibility awareness and compliance” to “to increase accessibility awareness and compliance” or “resulting in increased accessibility awareness and compliance” so it would read either:

- “CCDA is the leading resource hub recognized for providing information to increase accessibility awareness and compliance,” or

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- “CCDA is the leading resource hub recognized for providing information resulting in increased accessibility awareness and compliance.”

Presentation, continued

Ms. Clay continued the slide presentation and discussed the potential measurements to be achieved in the 2030 target. She noted that the measurements will be considered after the 2030 target is finalized.

Ms. Clay then discussed the core values. She asked Commissioners to list up to three people who work in the industry of disability access who they most respect or admire. She then asked Commissioners to list the qualities, traits, or attributes that they most admire in these people. She asked Commissioners to submit their list of qualities, traits, or attributes to staff. These will become the CCDA’s core values.

Discussion

Commissioners shared their top qualities, traits, or attributes.

Presentation, continued

Ms. Randazzo continued the slide presentation and discussed the draft strategic pillars. She stated the pillars are made up of Specific, Measurable, Achievable, Relevant, and Time-bound (SMART) goals that will galvanize the team. She asked for feedback on the draft pillars.

Discussion

Commissioner Clair referred to Pillar 2 and suggested adding “resource” so it would read “compliance resource innovation.”

Ms. Randazzo asked everyone to fill out the survey, which closes April 2, 2026. She noted that 66 people have already responded. She stated the final version of the CCDA Strategic Plan will be presented at the June 24, 2026, meeting.

Public Comment

There was no public comment.

Lunch Break

The Commission took a one-hour lunch break.

Vice Chair Lillibridge reconvened the meeting at 1:31 p.m. and re-established quorum.

7. CCDA Executive Director Report – Discussion

Executive Director Dawson Rawlings provided a brief update on the work of the Commission since the last Commission meeting.

a. Administrative and Operational

Program Highlights

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The Executive Director attended the California Hotel and Lodging Association Hotel Trade Show in San Ramon in November 2025.

Commissioner Vacancies

The CCDA has no Commissioner vacancies.

Reappointments

Commissioner Dr. Profaca and Commissioner Shapiro were recently reappointed by the Governor and are awaiting their Senate confirmation hearings.

Staffing Updates

Roy Rodriguez, Marketing and Outreach Analyst, and Elias Williams, Disability Access Technician, have joined the Commission staff since the last full Commission meeting. The CCDA is now fully staffed.

Financial/Operational Highlights

CCDA management continues to meet with the DGS budget team monthly.

Presentations/Conferences/Meetings Attended

Executive Director Dawson Rawlings reviewed her list of conferences and meetings attended since the last Commission meeting.

b. Financial Review

Executive Director Dawson Rawlings reviewed the Second Quarter Financial Report.

- The CCDA's Total Budget Spending Authority for FY 2025-26 ending June 30, 2026, was \$1,646,000.
- The total budget authority for Personal Services for FY 2025-26 ending June 30, 2026, was \$735,000.
 - As of the end of the Second Quarter, \$317,648 was spent, including expenditures and encumbrances.
- The total budget authority for Operating Expenditures and Equipment for FY 2025-26 ending June 30, 2026, was \$911,000.
 - As of the end of the Second Quarter, \$333,592 was spent.
- The High Frequency Litigant Fund expenditures will be reported at the next Commission meeting.

c. Projects and Outreach

Program Highlights

The 2026 CCDA Commission to Community event will be held at the Bakersfield Marriott on March 26, 2026. The meeting will be facilitated by Commissioner Dillard and members of the panel will include Commissioner Clair and representatives from the Kern County community and the Kern County Center for Independent Living.

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The next Lunch and Learn Webinar Series events, hosted by the Pacific ADA Center and the CCDA, will be held on April 14, 2026, July 15, 2026, and October 7, 2026. Each of these events will have a different geographic and violation focus.

d. CCDA Biannual and Quarterly Data 2025

Executive Director Dawson Rawlings stated statutory obligations require the CCDA to post biannual and quarterly data, which is available on the website. She reviewed the CCDA Biannual and Quarterly Data Report, which was included in the meeting materials. She noted that the top 10 alleged barriers remain much the same as was reported over the past two years in the CCDA Annual Report to the Legislature.

Discussion

Commissioner Ramirez stated there is a lot in the Executive Director's Report that reflects impacts and changes in the disability community. They asked about including issues seen in the deaf and hard-of-hearing communities in future Executive Director Reports.

Executive Director Dawson Rawlings stated effective communication is covered in trainings. She stated staff will consider how to look at the patterns in lived experiences in some of the people filing the complaints and pre-litigation letters in future meetings.

Public Comment

There was no public comment.

8. CCDA Legal Portal Overview – Update and Discussion

a. Background, Civil Codes, and Government Codes

b. CCDA Legal Portal as the venue for attorney reporting

c. CCDA biannual, quarterly data, and reports to Legislature

Staff Member Ridge provided an overview, with a slide presentation, of the accessibility and legal background, CCDA mission and authority, what attorneys report, and data use. She stated the CCDA sends annual reports to the Legislature on the top 10 most common violations, high frequency litigant trends, and geographic trends.

Staff Member Dam gave a demonstration of the CCDA Legal Portal.

Discussion

Commissioner Dillard asked if the data in the portal can be searched.

Staff Member Dam stated the database includes built-in filters for searches.

Commissioner Ramirez suggested highlighting data points on CCDA social media.

Commissioner Dr. Profaca asked if there are consequences for attorneys for not complying with reporting requirements.

Staff Member Ridge stated the California State Bar has enforcement authority.

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Commissioner Shapiro asked how the CCDA's data is validated.

Staff Member Ridge stated staff has legal databases internally to verify what was submitted to the CCDA Legal Portal.

Commissioner Dr. Profaca suggested sending a friendly reminder to law firms that have not submitted their data.

Commissioner Shapiro stated it seems the code does not require submittal to the portal until the complaint has been served on the defendant.

Staff Member Ridge agreed and stated there is a five-day timeframe.

Commissioner Ramirez stated this is an area of confusion where the Commission can help provide clarity through educational materials.

Public Comment

Jimmie Soto, Executive Director, Independent Living Center of Kern County, asked if a claim filed in small claims court by a civilian needs to be submitted to the portal.

Executive Director Dawson Rawlings stated the code requires only that attorneys submit documents to the CCDA Legal Portal.

9. CCDA's Outreach – Update and Discussion

a. Upcoming CCDA Commission to Community Events

Executive Director Dawson Rawlings stated the Commission has been intentional in directing staff to ensure that the Commission is living its mission in the community. One of the ways the Commission is doing that is by sponsoring regional forums in the communities that tend to trend high on the high frequency litigant list in the CCDA Annual Report to the Legislature. She reviewed the flier for the Kern County Commission to Community in-person event that will be held on Thursday, March 26, 2026, at the Bakersfield Marriott. Speakers will include Commissioner Clair and Jimmie Soto.

Executive Director Dawson Rawlings stated future Commission to Community events are planned for San Francisco, Los Angeles, and Monterey County.

b. 2026 Lunch and Learn Webinar Series

Executive Director Dawson Rawlings stated staff continues to work with the Pacific ADA Center on the 2026 Webinar Collaboration Series. A Lunch and Learn webinar will be held in Los Angeles County on Tuesday, April 14, 2026, on observed accessibility trends. Future Lunch and Learn webinars will be held on Wednesday, July 15, 2026, and Wednesday, October 7, 2026. She noted that the Lunch and Learn Webinar Series focuses on the violation data for different regions of the state.

c. CCDA Video Series: Myth-Busting

Executive Director Dawson Rawlings stated staff will be revisiting the ten-video Accessibility Myth-Busters series to ensure they align with the Division of the State

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Architect (DSA) materials about Certified Access Specialists (CASps), common issues with ADA access, and violations of the California Building Code being seen in the data.

Discussion

Commissioner Dr. Campisi thanked staff for their attention to the issue of merchandise in retail aisles. It is a huge problem everywhere. She suggested developing a toolkit on this issue.

Commissioner Ramirez stated older adults are not always aware of their accessibility needs. He noted that the disability and older adult communities have similar accessibility issues.

Public Comment

There was no public comment.

10. Presentation #2: Independent Living Center (ILC) of Kern County – Discussion

Presenter:

- Jimmie Soto, Executive Director, ILC of Kern County

Executive Director Dawson Rawlings introduced the guest speaker and asked him to give his presentation.

Mr. Soto provided an overview, with a slide presentation, of the background, philosophy, goals, mission, vision, and core services for ILCs. He stated there are 28 ILCs in the state of California. Core programs for ILCs include independent living skills, peer support, advocacy, transition services, and assistive technology. He invited everyone to the 2026 Kern County ADA Conference on July 30th and 31st in Bakersfield.

Discussion

Commissioner Shapiro asked if the ILC has used a social-worker-style person advocacy program to get them all the resources available in their community for independent living.

Mr. Soto stated every ILC has case managers. The challenge with working with a one-stop shop is, when working with a government entity, there are issues of funding and confidentiality, and they have their own databases.

Commissioner Dillard asked if the ILC supports autism.

Mr. Soto stated the ILC supports all disabilities.

Commissioner Ramirez asked how the Commission can help facilitate trainings for people at the ILC to become health inspectors. They asked if the ILC provides linkage or connection to the Commission's and the DGA's work to empower communities to provide services that are as accessible as possible.

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Mr. Soto stated all ILCs in California have a systems change advocate who addresses access issues. He stated this would be a good person to connect with about trainings and linkages.

Public Comment

There was no public comment.

11. Next Full Commission Meeting: Wednesday, June 24, 2026 – Update and Discussion

Executive Director Dawson Rawlings stated the next full Commission meeting will be held in San Francisco on June 24, 2026.

There were no questions from Commissioners and no public comment.

12. Future Agenda Items – Discussion

Vice Chair Lillibridge asked Commissioners for suggestions for the next agenda.

Commissioner Ramirez suggested a presentation on the CCDA statutory enforcement responsibilities, opportunities, and limitations.

13. Adjourn

Vice Chair Lillibridge thanked everyone for participating and asked for a motion to adjourn the meeting.

Motion: Commissioner Shapiro moved to adjourn the March 25, 2026, California Commission on Disability Access Full Commission Meeting. Commissioner Jackson seconded. Motion carried 11 yes, 0 no, and 0 abstain, per roll call vote as follows:

The following Commissioners voted “Yes”: Commissioners Asuncion, Campisi, Clair, Dillard, Holloway, Jackson, Leon-Vazquez, Profaca, Ramirez, and Shapiro, and Vice Chair Lillibridge.

There being no further business, the meeting was adjourned at 3:53 p.m.