

Agenda Item 8: CCDA Legal Portal Overview



Submit a Complaint



Submit an Amended
Complaint



Submit a Case
Resolution Report



Ask a Question

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.

Today's Roadmap

- 1. Introduction & Context**
- 2. Accessibility & Legal Background**
- 3. CCDA Mission & Authority**
- 4. Legal Portal Explanation**
- 5. What Attorneys Report**
- 6. Data Use & Transition to Demonstration**
- 7. Staff Portal Demonstration**
- 8. Closing**

Importance of Accessibility

- **1 in 4 U.S. adults have a disability**
- **Equal access is a civil right**
- **Accessibility benefits everyone, not just people with disabilities**

What the ADA Covers

- **Title I: Employment**
- **Title II: State and local government**
- **Title III: Public accommodations (focus of CCDA)**
- **Title IV: Telecommunications**
- **Title V: Miscellaneous**

California Civil Rights Laws

- **Unruh Civil Rights Act (1959): guarantees access to public accommodations**
- **ADA (1990): Federal Law**
- **Since 1992: ADA violations also equal Unruh Civil Rights Act violations in California**
- **California Building Code – Title 24: public accommodations must comply with accessibility standards**

Why CCDA Was Created

- **Persistent barriers remained despite the ADA and related state laws**
- **Individuals with disabilities have continued to encounter barriers in accessing public accommodations**
- **At the same time, businesses have faced legal challenges related to compliance with accessibility standards**
- **Legislature created CCDA to educate, not enforce, to improve accessibility throughout California**

CCDA's Mission and Purpose

- **Mission:**

“Promote disability access in California through dialogue and collaboration with stakeholders including, but not limited to, the disability and business communities as well as all levels of government.”

- **Authorized by state law (Government Codes 14985 - 14985.11) to:**
 - **Act as an information resource**
 - **Aggregate violation data**
 - **Report to the Legislature**
 - **Develop educational tools**

CCDA's Four Foundation Pillars

1. 17-Member Commission

2. Data Aggregation

3. Legislative Reporting

4. Education & Tools

Legal Foundation of CCDA Legal Portal

**Civil Code 55.32
requires attorney
reporting to
CCDA:**

- **Construction-related accessibility claims**
- **Web accessibility claims**

**Government
Code 14985
CCDA tracks:**

- **Type of Violation**
- **Location of Violation (public accommodation)**
- **Location (Zip Code)**
- **Resolution (settlements, judgments, dismissals)**

CCDA Legal Portal



Submit a Complaint



Submit an Amended
Complaint



Submit a Case
Resolution Report



Ask a Question

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.

What Attorneys Must Report

- **Location of Violation**
 - **City / ZIP code**
 - **Type of business**
 - **Public accommodation category**
- **Type of Violation**
 - **One complaint may include multiple violations**
- **Number of Violations**
- **High-Frequency Litigant (HFL)**

What Happens to the Data

CCDA aggregates the information and data is compiled:

- **Quarterly**
- **Biannually**
- **Annually**

Legislative Reporting

Annual Reports to the Legislature

- **Top 10 most common violations**
- **High frequency litigant (HFL) trends**
- **Geographic trends (Top ZIP Codes)**

Drives awareness and targeted outreach

CCDA Annual Reports

2022 ANNUAL REPORT TO THE LEGISLATURE

January 31, 2023

California Commission on Disability Access



2023 ANNUAL REPORT TO THE LEGISLATURE

California Commission on Disability Access



January 31, 2024



2024 ANNUAL REPORT TO THE LEGISLATURE

California Commission on Disability Access

March 31, 2025



From Data to Action

- **Using Data to Inform Outreach**
- **CCDA tracks:**
 - **Common Violations**
 - **Top ZIP codes for complaints**
 - **High Frequency Litigation (HFL)**
- **Goal: Use data to inform and educate**
 - **Data → Education → Impact**

CCDA's Accessible Parking Campaign

- Launched in response to data
 - Most common violation: Accessible parking violations
- Campaign launch:
 - Clear guidance on obligations
 - Sample diagrams
- Available on CCDA's website



A Guide to Accessible Parking for the Construction Industry

* CBC 2022 Edition



* Publication: 05-15-2024, This document is based on the California Building Code 2022 edition and will not be updated unless there are relevant changes to the code.



Guide to Accessible Parking: Business Owners and Operators

* CBC 2022 Edition

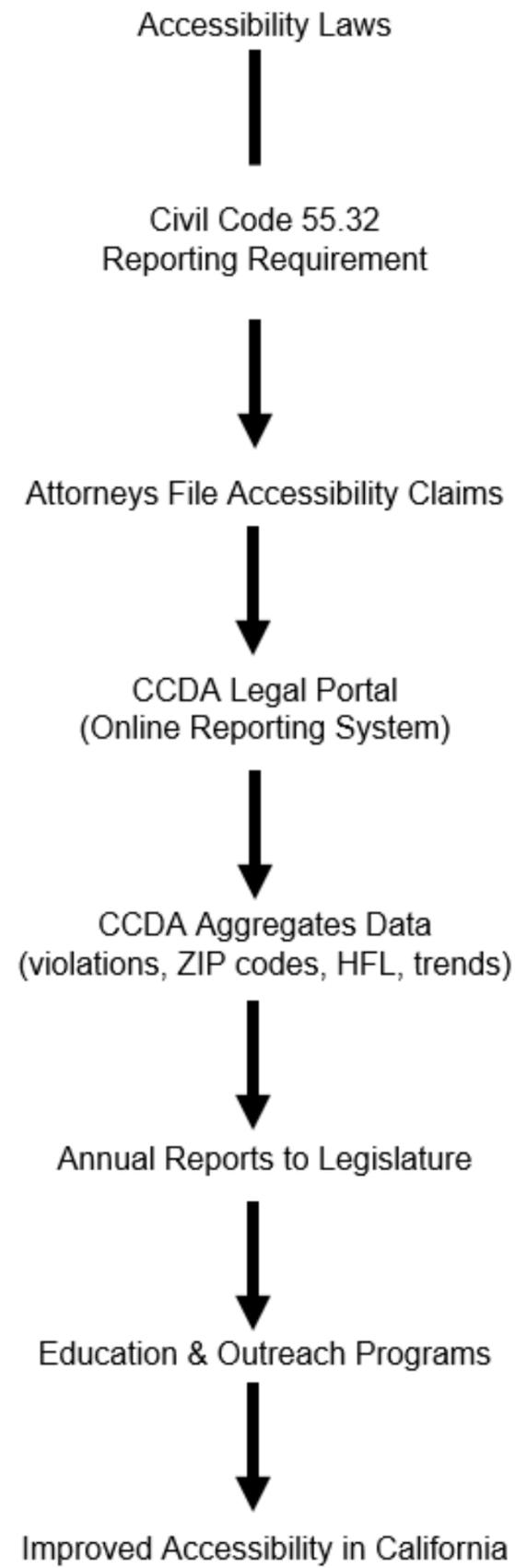


* Publication: 05-15-2024, This document is based on the California Building Code 2022 edition and will not be updated unless there are relevant changes to the code.

DGS CALIFORNIA DEPARTMENT OF
GENERAL SERVICES



CCDA Legal Portal Demonstration



Closing

- **CCDA Legal Portal**
 - Implements the reporting requirements of **Civil Code Section 55.32**
 - Standardizes accessibility litigation reporting
 - Allows statewide data aggregation
 - Helps guide education and outreach initiatives
- **Ultimately, the portal helps CCDA connect data to inform and educate**
 - **Data → Education → Impact (Accessibility improvements across California)**

Stay Connected to CCDA!

Hit the "Like" button on Facebook and click "Subscribe" on YouTube to stay updated on the latest posts, resources, and previous meeting recordings.

Facebook: [California Commission on Disability Access](https://www.facebook.com/people/California-Commission-on-Disability-Access/61556699360536/)

[https://www.facebook.com/people/California-Commission-on-Disability-Access/61556699360536 /](https://www.facebook.com/people/California-Commission-on-Disability-Access/61556699360536/)

YouTube: [@AccessCCDA](https://www.youtube.com/channel/UC2mibNoatuKCbdiQwF_tnpQ)

https://www.youtube.com/channel/UC2mibNoatuKCbdiQwF_tnpQ

**Department of General Services
California Commission on Disability Access
400 R Street, Suite 310
Sacramento, CA 95811**

Email: ccda@dgs.ca.gov

Phone: (916) 319-9974

Website: <https://www.dgs.ca.gov/CCDA>

**Stay
Connected
with the
California
Commission
on Disability
Access**

Abigail Ridge
CCDA Operations Manager

Email: Abigail.Ridge@dgs.ca.gov

Phone: (916) 319-9975

Website: <https://www.dgs.ca.gov/CCDA>

**Stay
Connected
with the
California
Commission
on Disability
Access**