

**CALIFORNIA COMMISSION ON DISABILITY ACCESS
RESEARCH AND ANALYSIS DATA COLLECTION PROJECT
COMMITTEE
MEETING MINUTES**

October 18, 2017

1. CALL TO ORDER

Chair Laurie Cohen Yoo welcomed everyone and called the meeting of the Research and Analysis Data Collection Project Committee of the California Commission on Disability Access (CCDA or Commission) to order at approximately 1:30 p.m. at the Westfield Corporation, 2049 Century Park East, 41st Floor, Los Angeles, 90067.

The off-site meeting locations for teleconference were Derby, McGuinness, and Goldsmith, LLP, 200 Lakeside Drive, Suite A, Oakland, 94612; and the Department of Rehabilitation, 721 Capitol Mall, Room 244, Sacramento, 95814.

ROLL CALL

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

Commissioners Present:

Laurie Cohen Yoo, Chair
Chris Downey (via teleconference)
Celia McGuinness (via teleconference)

Staff Present:

Angela Jemmott, Executive Director
Dharon Grayson, AGPA
Rhonda Valdry, Staff Services Manager
Matthew Wang, Staff Services Analyst

Also Present:

No members of the public addressed the Committee.

2. APPROVAL OF MEETING MINUTES (JUNE 28, 2017) – ACTION

MOTION: Commissioner McGuinness moved to approve the June 28, 2017, California Commission on Disability Access Research and Analysis Data Collection Project Committee Meeting Minutes as presented. Chair Yoo seconded. Motion carried unanimously.

3. COMMENTS FROM THE PUBLIC ON ISSUES NOT ON THIS AGENDA

No members of the public addressed the Committee.

**4. INTERNAL ENTERPRISE TECHNOLOGY SOLUTIONS DATABASE
AUTOMATION PROJECT – UPDATE AND DISCUSSION**

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Executive Director Jemmott stated this project involves two parts: scanning the physical case files and automating the receipt of case files in the future. Staff has the task of scanning several file cabinets filled with cases and inputting the data into updated documentation. She referred to the CCDA Electronic Disability Access Case Filing As-Is Business Process document, which was provided in the meeting packet, that shows the steps staff are responsible for to complete manually-collected data, including inputting validation codes. Since attorneys currently submit cases in the format of their choice, the review process is intensive and sometimes requires staff to contact the attorneys' offices for missing records.

Executive Director Jemmott referred to the CCDA Electronic Disability Access Case Filing To-Be Business Process document, which was provided in the meeting packet, that contains the suggested format for online case submission to enable attorneys to log in, input additional case information, and upload their documents into a web interface database. The database would then notify staff of new filings so that staff can update the correct key codes and autogenerate reports for potential public viewing.

Questions and Discussion

Commissioner McGuinness asked why registration is necessary and if users can log in to the same account to submit information on a new case. Executive Director Jemmott stated authentication ensures that the database will receive accurate data for real-time reporting. Logged-in users will be able to update old cases and submit new ones, but they will only be able to access their own accounts' data. It is up to attorneys' offices to manage permissions for their accounts.

Commissioner McGuinness asked who will have the ability to generate reports. Executive Director Jemmott stated the website will generate reports automatically. This allows for the possibility of real-time, filterable reports.

Commissioner McGuinness recommended that the Committee discuss appropriate, easily-accessible reports once reports and statistics are able to be generated by inquiry in the next meeting.

Chair Yoo pointed out that including certain data suggests that it is relevant and important.

Executive Director Jemmott stated statute only requires attorneys to report the cases. Since the CCDA has no form for case filings, staff currently inputs data based on their interpretation of the information they have received. She asked Committee members to consider how much additional information a form could request, in order to reduce error and ensure consistent and correct data, without creating a burden for attorneys.

Chair Yoo asked about the latest draft of the data collection template. Executive Director Jemmott recalled the changes that have to be made to the template and asked for comments and concerns. Commissioner McGuinness suggested putting finalizing the template on the agenda for the next meeting.

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Commissioner McGuinness asked about email case identifier numbers. Matthew Wang, staff member, stated each case submission would have a unique identifying number that would be emailed to the attorney. This allows the attorney or staff to refer back to a specific case.

Commissioner McGuinness asked if staff are still assigning codes to complaints. Chair Yoo stated attorneys can more accurately identify codes than staff can. Executive Director Jemmott stated she would add this to the case input suggestions.

Chair Yoo stated the people submitting cases are most likely legal secretaries. A more automated and simple process is easier for them. She asked if there is a timeline for automating everything. Executive Director Jemmott stated the scanning issues should be resolved more quickly than the database creation, which will not be implemented until 2018. It will take time to alert the legal community about this change.

5. RESEARCH PROJECT STUDY: "TOP TEN DATA" – UPDATE AND DISCUSSION

a. Reflection of the Top Ten Data

b. Research Study for Business Owners of Disability Access Parking

Executive Director Jemmott stated, while looking at other state solutions to issues involving the DMV Disabled Parking Placard Program in preparation for the July Listening Forum, staff located a 29-question survey in Texas targeted to business owners regarding accessible parking at business facilities. She suggested putting out a similar survey in California.

Questions and Discussion

Chair Yoo asked how the Texas survey relates to the Top Ten. Executive Director Jemmott stated the CCDA data collection has proven that the top three lawsuit violations have remained parking issues, but the data does not inform what businesses know or feel about parking. She stated a survey could help businesses by learning about their level of knowledge on parking issues and assessing their feelings on how available accessible parking is in their businesses. This type of questionnaire could be a launching pad for legislation and educational tools.

Chair Yoo suggested giving this to the Education and Outreach (E&O) Committee to send information to businesses saying this is the most frequent issue in complaints and litigation, ask businesses if they are aware, and list the major requirements related to parking. The E&O Committee can also point them to resources and ask them to complete a survey, which can include asking if this information was helpful, if they were aware of this information previously, and if they know who to call. Chair Yoo stated her concern about how to get this information out to all businesses and how to motivate businesses to respond for a sufficient response rate and reasonable sampling.

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Commissioner McGuinness agreed that this is a question of education. The data shows at least ignorance if not disregard of the parking requirements. She stated there is no need to ask businesses if they are aware and suggested moving straight to education.

Commissioner Downey agreed with giving this to the E&O Committee. They can explore the avenues and mechanism for doing it. Education would help business owners to be proactive and anticipate parking issues; it is also a way to ask if they know what a Certified Access Specialist (CASp) is and if they have engaged a CASp.

Commissioner McGuinness stated surveying every business in California sounds expensive; the Legislature has not given the CCDA funding to pursue that. She suggested that a massive outreach on that scale go to the Full Commission to decide if it is the best use of the CCDA's money and time.

Commissioner Downey suggested using the E&O Committee's online network. Executive Director Jemmott agreed. She suggested data and projects are to be discussed within Committees and the E&O Committee is the vehicle to produce it. She stated the creation of the survey questions can be the product of the Research Committee in light of the data collection and the Top Ten.

Chair Yoo stated the need to learn who is in the E&O Committee's network.

Commissioner McGuinness stated her concern that new business owners or businesses where English is a second language may not be a part of chamber of commerce type organizations that are part of the E&O Committee network. She questioned if a survey on parking is the best use of the Commission's time. She stated she was more interested in the survey going to state entities to better understand the areas where education may be necessary. She stated accessible parking should be intrinsic to what a business needs to know to operate under the law; the regulations have been in place since 1982. Survey questions asking businesses why they have not complied may encourage dishonest answers.

Chair Yoo stated the CCDA will be unable to survey every detail of statutory requirements, but will need to carefully assess the information it would like to get from business owners or state entities and to what end – for research or for education.

Commissioner Downey stated it can be both – well-crafted questions educate. He suggested informing businesses or state entities that parking issues have been identified as a major problem. The value is putting the information before them. It is a reminder, even if they choose to ignore it. Making the case of the number of complaints that have been filed for parking issues gives more reason for them to take it seriously and do something about it. A survey would show the Legislature that the CCDA has identified these things and is reaching out to California businesses to ensure that they are aware of their responsibilities. He stated the need to begin with educating businesses that they are places of public accommodation.

Executive Director Jemmott stated she will send the Texas survey to members of the Committee for reference.

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6. FUTURE AGENDA ITEMS

Chair Yoo asked staff to present the survey idea to the E&O Committee to get their thoughts on the outreach component.

Chair Yoo asked to include discussions on the survey and the response from the E&O Committee at the next Research Committee meeting.

7. ADJOURN

Chair Yoo adjourned the meeting at approximately 3:00 p.m.