



**CCDA**

California Commission  
on Disability Access

# 2022 ANNUAL REPORT TO THE LEGISLATURE

January 31, 2023

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**California Commission on Disability Access**



CALIFORNIA DEPARTMENT OF  
**GENERAL SERVICES**



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**Any questions regarding the following report can be directed to the California Commission on Disability Access (CCDA).**



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## A Letter From CCDA Chair Commissioner Chris Downey

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Dear Legislature:

In 2022, CCDA continued to provide a venue to bring together stakeholders from the business, disability, and government communities to promote accessibility across California. Mid-year CCDA resumed in person meetings with a hybrid format. This allowed us to facilitate robust conversations and deepen relationships without sacrificing safety or accessibility as navigating the “new normal” continues to take shape for everyone.

This past year brought many changes to CCDA. We said goodbye to our longtime Executive Director, Angela Jemmott, and welcomed the new Executive Director, April Dawson. We also bid farewell to longtime commissioners Doug Wiele and Michael Paravagna. We thank them for their years of service.

As we look to the future, CCDA is committed to providing data-driven resources to our stakeholders. Our list of the Top 10 Alleged Disability Access Violations and legal portal data continues to track trends in disability access litigation so we can target our programming effectively. Our goal is to do more to provide small businesses, particularly those led by non-English speaking and immigrant community members, with resources and tools to build their capacity to serve customers with disabilities and meet accessibility compliance standards.

Thank you again for your interest in the work of the CCDA.

Sincerely,

Chair Downey



## A Letter From CCDA Executive Director April Marie Dawson

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Dear Legislators:

Thank you for taking the time to review CCDA's 2022 Annual Report. I am so proud of the work CCDA embarked on in 2022 to promote accessibility across California.

CCDA continues to provide valuable education and outreach to the business community so that people with disabilities can fully access the facilities and activities they enjoy doing.

As a wheelchair user, I understand the challenges of navigating the built environment as a person with a physical disability and the disappointment one experiences when encountering an inaccessible situation.

When I was appointed Executive Director in August, I was thrilled to take my personal and professional experience in disability access and lead an organization that engages in dialogue and collaboration with such a diverse array of stakeholders.

I look forward to what is ahead and leading the CCDA for many years to come.

Best,

Executive Director April Marie Dawson

## Introduction

### Mission

The mission of the California Commission on Disability Access (CCDA) is to promote disability access in California through dialogue and collaboration with stakeholders including, but not limited to, the disability and business community and all levels of government.

In order to achieve this mission, the CCDA is authorized by California Government Code Sections 14985-14985.11 to act as an information resource; to research and prepare advisory reports of findings to the Legislature on issues related to disability access, compliance inspections and continuing education; to increase coordination between stakeholders; to make recommendations to promote compliance with federal, and state laws and regulations; and, to provide uniform information about programmatic and architectural disability access requirements to the stakeholders.



### Vision

The Commission, together with key partners, adopted a vision statement to reflect the ideal future state when the Commission's mission is accomplished:

**An Accessible, Barrier-Free California**

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**Inclusive and Equal Opportunities and Participation for All Californians!**





## History

In 2008, the California State Legislature concluded that in many instances, persons with disabilities continued to be denied full and equal access to public facilities even though that right was provided under state and federal law. The Legislature further concluded that businesses in California have the responsibility to provide full and equal access to public facilities as required in laws and regulations, but that compliance may be impeded, in some instances, by conflicting state and federal regulations, resulting in unnecessary litigation.

[Senate Bill 1608](#) (Corbett, Chapter 549, Statutes of 2008) established the California Commission on Disability Access (Commission) with a vision toward developing recommendations to the Legislature. These recommendations would help enable persons with disabilities to exercise their right to full and equal access to public facilities while facilitating business compliance with applicable laws, building standards and regulations to avoid unnecessary litigation.

In September 2012, [Senate Bill 1186](#) (Steinberg, Chapter 383, Statutes of 2012) revised and recast the Commission's duties by making it a priority to develop and disseminate educational materials and information to promote and facilitate disability access compliance. [Senate Bill 1186](#) also established annual reporting of prelitigation letters and complaints to the Legislature by the Commission.

In October 2015, [Assembly Bill 1521](#) (Committee on Judiciary, Chapter 755, Statutes of 2015) was signed into law as an urgency measure and required the Commission to collect, study, and report on case outcomes.

In September 2016, [Senate Bill 1406](#) (Mendoza, Chapter 892, Statutes of 2016) added review and reporting on prelitigation letters and complaints served on educational entities to the Commission's existing obligation to review those served on public accommodations. Also, [Assembly Bill 54](#) (Olsen, Chapter 872, Statutes of 2016) was enacted, giving the Commission the authority to establish a standard report format for receiving complaints and prelitigation letters.

On July 1, 2017, the Commission became incorporated with the Department of General Services (DGS), resulting in the Commission's initial governing statutes, Government Code 8299 – 8299.11, being replaced by Government Code 14985 – 14985.11 ([Assembly Bill 111, Committee on Budget, Chapter 19, Statutes of 2017](#)).

## Reporting Requirements

This report outlines the Commission’s ongoing efforts to implement [Government Code Sections 14985.5 and 14985.6](#). In general, these sections mandate the Commission to provide information to businesses on compliance with disability access requirements; recommend programs to enable persons with disabilities to obtain full and equal access to public facilities; provide information to the Legislature on access issues and compliance; develop and disseminate educational materials and information to promote and facilitate disability access compliance.

### This report also provides tabulated data, including:

- The various types of construction-related physical access violations alleged in pre-litigation letters and complaints
- The number of complaints alleged for each type of violation
- A list of the 10 most frequent types of accessibility violations alleged
- The numbers of alleged violations for each listed type
- The number of complaints received that were filed in state or federal court
- Filing frequencies and location frequencies
- The ZIP codes of complaints received
- The percentage of attorney, plaintiff, and defendant filings
- The resolution reached on complaints submitted



### CCDA Staff

Executive Director – April Dawson

Operations Manager – Phil McPhaul

Administrative and Legislative Analyst – Abigail Ridge

Marketing and Outreach Analyst – Presley Strother

Data and Research Analyst – Stephanie Groce

## Why This Report Matters

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The purpose of this report is to illustrate trends in alleged disability access violation court filings, so that CCDA can better target our education and outreach efforts. The Top 10 Alleged Disability Access Violations published in this report provides a valuable resource for businesses as they assess how to achieve and maintain disability access compliance.

## Complaints and Pre-litigation Letter Data Collection

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### Data Overview

[California Civil Code Section 55.32](#) requires attorneys to submit construction-related disability access complaints and pre-litigation letters to the Commission within five business days of a court filing. In 2022, the Commission received approximately 2,957 physical barrier state and federal complaints. This total represented a 23% decrease from 2021, during which the Commission received 3,835.

*Table 1* outlines the total number of complaints and pre-litigation letters submitted to the Commission over the past six years. See Appendix A for further information on complaints and pre-litigation letters received by CCDA.

**Table 1: Complaints and Pre-litigation Letters Received by Year (2017-2022)**

Year	Complaints (State & Federal)	Prelitigation Letters	Total
2022	2,957	10	2,967
2021	3,835	15	3,850
2020	3,621	12	3,633
2019	3,522	30	3,552
2018	4,221	50	4,271
2017	2,365	1,461	3,826
<b>Total:</b>	<b>20,521</b>	<b>1,578</b>	<b>22,099</b>

## Court Filing Trends

In 2022, the Commission received 788 federal court case filings. This is a 75% decrease in the total number of federal case filings submitted when compared to 2021. This contrasts with the number of submissions of 2022 state court case filings. The Commission received 2,958 submissions of state case filings. This is an increase of 229% when compared to state case filings submitted in 2021. There was a trend from 2020 to 2021 of small decreases in federal case filings submitted and small increases in state case filings submitted in previous years that proceeded with this reversal in 2022.

In prior years, federal complaints made up the majority of submissions. That trend reversed drastically, with state filings making up the majority of submitted complaints in 2022. While previous years saw a slight rise in state filings preceding this change, the number of state-filed complaints submitted in 2022 shows that some law firms who previously filed the majority of their cases in the Federal court system chose to file in the California superior court system.

For a more detailed analysis of the outcome of these filings, refer to the Case Resolution Reports section. *Table 2* outlines the number of federal and state filings received by the Commission from 2020 through 2022, including the corresponding percentages of the total.

**Table 2: 2020-2022 Filings Received by Commission (Federal vs. State)**

Type of Filing Received	2020 Total	2020 Percent	2021 Total	2021 Percent	2022 Total	2022 Percent
Federal	3,210	89%	3,176	83%	788	27%
State	411	11%	659	17%	2,170	73%
<b>Total:</b>	<b>3,621</b>	<b>100%</b>	<b>3835</b>	<b>100%</b>	<b>2,958</b>	<b>100%</b>

## Alleged Construction-Related Physical Access Violations

Approximately 6,981 alleged construction-related access violations were collected from the 2,958 complaints and pre-litigation letters received by the Commission in 2022. CCDA saw a 19% decrease in reported alleged violations to the CCDA compared to the approximate 8,596 received in 2021.

*Table 3* outlines the total number of alleged construction-related access violations received by the Commission between 2017-2022.

**Table 3: Total Number of Alleged Construction-Related Physical Violations Received (2017-2022)**

Year	Number of Alleged Construction-Related Physical Violations
2022	6,981
2021	8,596
2020	9,533
2019	7,507
2018	11,197
2017	10,608
<b>Total:</b>	<b>54,422</b>

**Alleged Non-Construction-Related Physical Access Violations**

In 2022, the one website violation received alleged that a video on the website did not have closed captioning. This is opposed to how there were five alleged website violations in 2021 that included the following alleged inaccessible features: inaccessible online exams, inaccessible online learning modules, and a scheduling website that did not comply with accessibility standards for blind users. This represents an 80% decrease in reported alleged website violations from 2021. [Assembly Bill 2917: Disability Access: Internet Websites, Parking Lots, and Exterior Paths of Travel](#) (Fong, Chapter 897, Statutes of 2022) requires law firms sending a demand letter or serving a complaint alleging that a website is not accessible to send those to the CCDA. It is possible Assembly Bill 2917 could affect the number of alleged inaccessible websites and related violations that will be submitted to CCDA in the future.

Additionally, in 2022, there was one submitted instance of someone being denied access due to their service animal when no alleged violations in that category were reported in 2021. Finally, 14 instances of program inaccessibility were due to company policies recorded in 2022. This represents a 42% decrease from the 24 instances of Program Access (Company Policy) reported in 2021.

*Table 4* outlines the total number of alleged Non-Construction-Related Physical Violations Received in 2022.

**Table 4: Total Number of Alleged Non-Construction-Related Physical Violations Received (2022)**

<b>Non-Construction-Related Violation</b>	<b>Number of Instances</b>
Website Violation	1
Mobile Application Violation	0
Service Animal Violation	1
Program Access (Rideshare, Hand-control, Rental Bike Service)	0
Program Access (Company Policy)	14
<b>Total:</b>	<b>16</b>

**Highlights of the Top Five Alleged Construction-Related Physical Access Violation**

In 2022, the total number of reported alleged construction-related access violations was approximately 6,981. This sum represented a 19% decrease from 8,596 in 2021. The Commission observed that in 2022, within the top five of all alleged construction-related access violations claims received, there were a few alleged violations relating to inaccessible exterior paths of travel.

The highest-yielding alleged violation was non-compliant existing parking spaces (e.g., excessive slopes/cross-slopes, improper dimensions, striping, etc.). This violation accounted for over 1,400 claims (See Appendix B). This figure represented a 3% increase from 2021 (1,386 claims), when the same alleged violation held the second-ranked position. The first-ranked position in 2021, “Access to Goods, Support, Services, and Equipment: Surface heights and space requirements for counters, tables, bars, or seating,” moved to the third-ranked position in 2022, with 850 claims reported. This is a 52% decrease from the 1,779 claims reported in 2021.

It should also be noted that the Commission received over 800 alleged inaccessible violations related to toilets, lavatories and bathing facilities in 2022. Additionally, the eleventh most received alleged violation specifically relates to non-compliant counter heights or improper plumbing placement, with 198 reported alleged instances. While none of the alleged inaccessible violations related to toilets, lavatories and bathing facilities appear in the top ten violations for 2022, the CCDA is taking note of this category as a potential source of concern.

## Top 10 Most Frequent Defendants with Alleged Violations

CCDA identified several notable changes among the defendant businesses between 2021 and 2022. The top three defendant businesses with alleged violations were franchise gas stations (Service Establishments). Furthermore, as seen in 2021, Service Establishments and Establishments Serving Food and Drink comprised the top ten most frequent defendants in 2022.

Notably, unlike in 2021, no franchise hotel chain (Places of Lodging) appears in the top ten businesses outlined in *Table 5*. This continues the trend from 2021, where there was only one franchise hotel chain (Places of Lodging) within the top ten, as opposed to 2020, where three ranked positions included a Franchise Hotel Chain (Places of Lodging). It is possible that the absence of Places of Lodging in the top 10 most frequent defendants could change in the future as the public feels more comfortable traveling again as the COVID-19 pandemic ends.

**Table 5: Top 10 Most Frequent Defendants with Alleged Violations (2022)**

Rank	General Description of Business and Place of Public Accommodation Category	Number of Filings Received
1	Franchise Gas Station (Service Establishment)	39
2	Franchise Gas Station (Service Establishment)	30
3	Franchise Gas Station (Service Establishment)	30
4	Franchise Fast Food Restaurant (Establishment Serving Food or Drink)	28
5	Franchise Coffee Café (Establishments Serving Food or Drink)	20
6	Franchise Gas Station (Service Establishment)	20
7	Franchise Gas Station (Service Establishment)	14
8	Franchise Fast Food Restaurant (Establishment Serving Food or Drink)	13
9	Franchise Mailing Store (Service Establishment)	11
10	Franchise Car Parts and Accessories Store (Sales or Rental Establishment)	11
<b>Total:</b>		216

## Top 10 ZIP Codes of Complaints Received

In 2022, the Commission reviewed the top ten ZIP codes in which alleged access violations occurred. The top 10 ZIP codes are outlined in *Table 6*, along with their corresponding local neighborhoods.

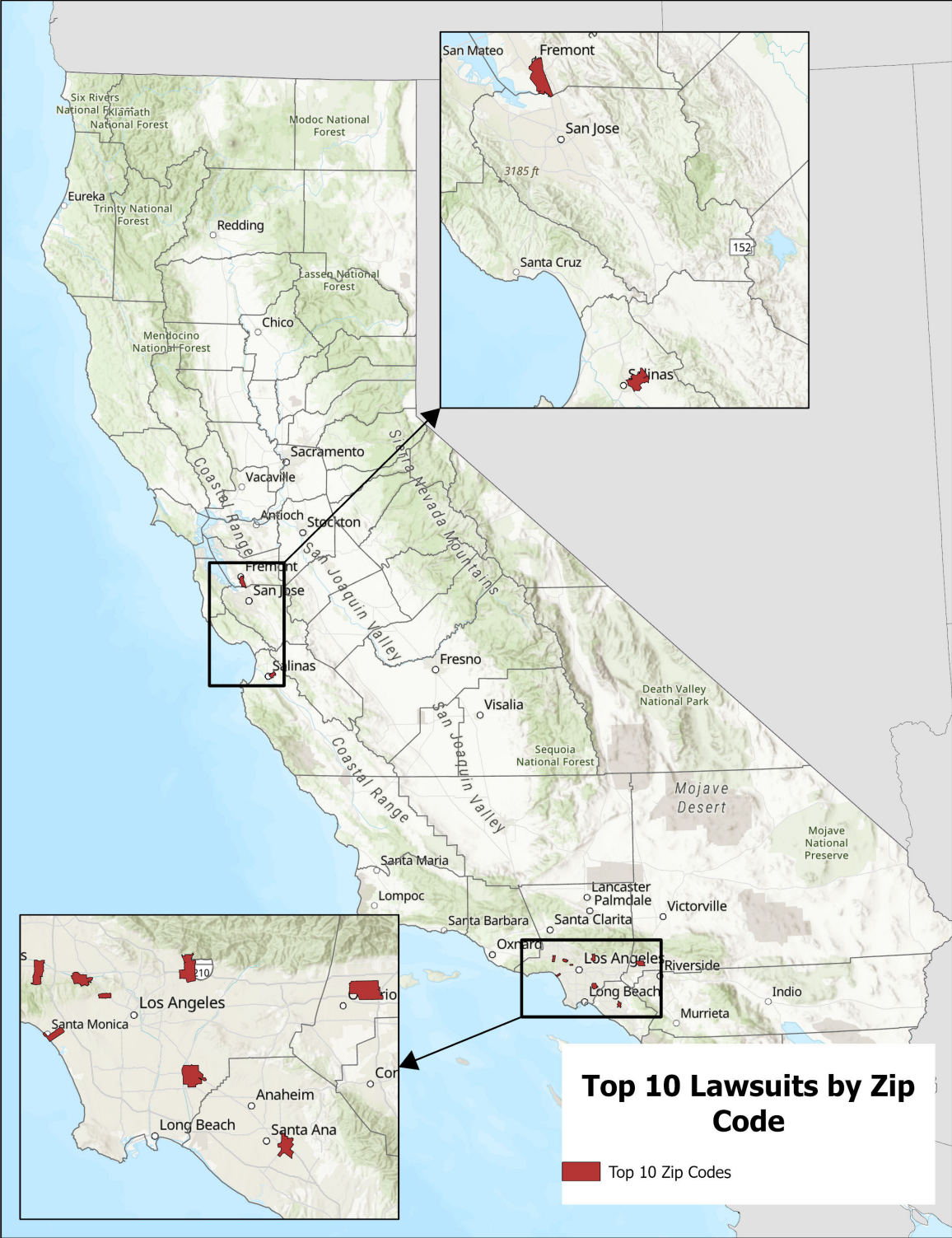
**Table 6: Top 10 ZIP Codes of Complaints Received (2022)**

Ranking	ZIP Code	City (Region)	Corresponding Local Neighborhoods (Districts)
1	91604	Studio City	Studio City
2	91107	Pasadena	Pasadena
3	93905	Salinas	Sunset  East Salinas Quadrant
4	90650	Norwalk	Norwalk
5	92780	Tustin	Tustin
6	94538	Fremont	Baylands
7	91730	Rancho Cucamonga	Rancho Cucamonga
8	90028	Los Angeles	Los Angeles
9	90405	Santa Monica	Sunset Park
10	91316	Encino	Encino



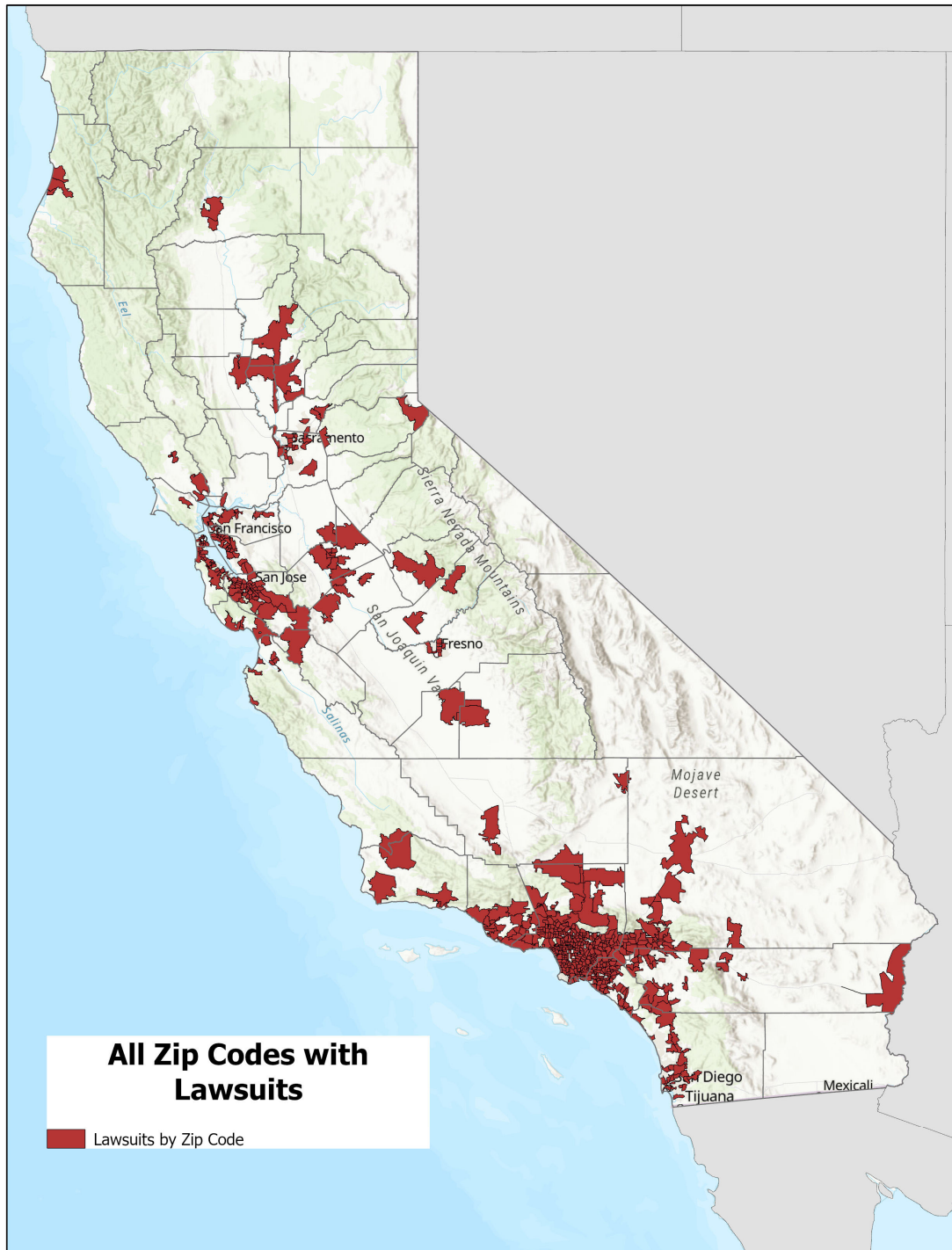
The map located below, *Inset 1*, depicts the *Top 10 Lawsuits by ZIP Codes in California* where lawsuits for alleged ADA construction-related violations occurred.

**Inset 1: Map of Top 10 Lawsuits by ZIP Code in California - 2022**



The map for *Inset 2* represents all ZIP codes where lawsuits occurred. The most frequently repeated ZIP code for complaints received was 91604, located in the Southern California city of Studio City. The third and sixth-ranked ZIP codes were in Northern California, while all others in the top ten were in Southern California. This represents a change from 2021, when the top ten ranked ZIP codes were located solely in the Bay Area region of Northern California.

### **Inset 2: Map of Number of Lawsuits by ZIP Code - 2022**



## Volume of State and Federal Complaints Received from Law Firms

There were approximately 2,967 state and federal complaints, including pre-litigation letters received by the Commission in 2022. An estimated 2,662 complaints (89.72%) were filed by five law firms that make up the top five submitters of complaints to the CCDA Legal Portal in 2022. Three of the top five law firms filing state and federal complaints were based in Southern California. One of the top 5 law firms filing state and federal complaints was located in the Bay Area, while the fifth firm was located out of state.

The percentage of filings for the top ten law firms is outlined in *Table 7*.

**Table 7: Volume Ranking of State and Federal Filings by Top 10 Law Firms (2022)**

<b>Law Firm (Rank Based on Numbers of Submissions)</b>	<b>Percentage of 2022 Filings Received by that Law Firm</b>
<b>Law Firm (1st)</b>	42.70%
<b>Law Firm (2nd)</b>	29.86%
<b>Law Firm (3rd)</b>	7.65%
<b>Law Firm (4th)</b>	5.53%
<b>Law Firm (5th)</b>	3.98%
<b>Law Firm (6th)</b>	2.09%
<b>Law Firm (7th)</b>	1.99%
<b>Law Firm (8th)</b>	1.58%
<b>Law Firm (9th)</b>	1.35%
<b>Law Firm (10th)</b>	0.57%
<b>Volume of Submissions From All Other Law Firms</b>	2.70%
<b>Total</b>	<b>100.00%</b>

## Case Resolution Reports

### Data Overview

In 2022, the Commission received approximately 4,582 case resolution reports (CRRs). This total represents a 97% increase from 2021, during which 2,324 reports were received. *Table 8* provides further information.

**Table 8: Case Resolution Reports Received by Type of Court Filing (2017-2022)**

Type of Complaint	2022	2021	2020	2019	2018	2017
Federal	2,917	1,979	954	1,397	1,403	1,308
State	1,587	275	341	276	413	468
Not Stated	4	7	15	12	16	22
Not Processed	74	63	N/A	10	57	N/A
<b>Total:</b>	<b>4,582</b>	<b>2,324</b>	<b>1,310</b>	<b>1,695</b>	<b>1,889</b>	<b>1,870</b>

### Manner of Case Resolution Types

The Commission routinely examines three case resolution categories: settlements, judgments, and dismissals.

In 2022, the Commission received 4,070 case resolution reports stating the case was settled. Settlement made up 90.3% of all the case resolution reports received in 2022 when CRRs reporting settlement and settlement/dismissals are combined. This is compared to 2021, when there were 1,899 case resolution reports for complaints reported as settled. This represents a 114% increase in reported settlements from 2021.

Additionally, in 2022, there were 2,256 dismissals, as reported by case resolution reports. Dismissals were recorded in 50% of submissions when CRRs reporting dismissal and settlement/dismissal were combined. The CRRs reporting dismissals in 2022 is a 108% increase from the 1,083 reported dismissals from 2021.

Lastly, CRRs reporting judgments were identified as being 3% of all CRRs received in 2022. While judgments made up 5% of all CRRs received in 2021, 160 judgments were reported by CRRs in 2022 when judgments and judgment/settlement were combined. This is compared to the 113 reported last year. While 42% more judgments were reported in 2022, the overall amount of CRRs received that were settled or dismissed in 2022 also increased. The high percentage of settlements compared to the low rate of judgments may indicate that most plaintiffs and defendants chose to resolve their disputes prior to reaching an official court judgment.

*Table 9* illustrates the total number of settlements, dismissals, and judgments.

**Table 9: Percentage of Case Resolution Reports by Type (2022)**

<b>Manner of Resolution</b>	<b>Instances</b>	<b>Percentage</b>
Only Settlement	2,090	46.4%
Settlement, Dismissal	1,980	43.9%
Only Dismissal	276	6.1%
Only Judgment	157	3.5%
Judgment, Settlement	3	0.1%
<b>Total:</b>	<b>4,560</b>	<b>100.0%</b>

### **Construction-Related Access Barrier Remediation**

In 2022, CCDA identified 6,981 disability access violations that were allegedly from the 2,967 complaints and pre-litigation letters received by the Commission. As seen in *Appendix E: Case Resolution Report Questions and Recommendations (2021-2022)*, there were 1,685 CRRs reporting that the plaintiff received injunctive relief, a 17% decrease from the 2,024 reported in 2021. Interestingly, the number of plaintiffs reported not receiving injunctive relief in 2022 was 2,791 compared to the 237 reported in 2021, a 1078% increase.

### **Supplemental Case Resolution Report Information**

In 2019, the Commission considered that a possible explanation for low request percentage rates regarding stays in proceedings and early evaluation conferences was based on the difficulties in fulfilling the mandated requirements corresponding to [California Civil Code Section 55.54](#). Under this provision, defendants are only eligible for an early evaluation conference if they obtain a Certified Access Specialist (CASp) report prior to their lawsuit, they are a small business, or their facility contains new construction. Furthermore, regardless of eligibility, the defendant would still need to provide evidence demonstrating remediation of the alleged violation(s) within a designated time frame.

In 2021, 24 defendants requested an early evaluation conference, whereas, in 2022, 20 defendants utilized the option. This represents a 17% decrease in affirmative requests. 2022 also included 57 defendants requesting a site inspection by a CASp, which was a 3% decrease from the 59 defendants who made the same request in 2021.

Furthermore, CCDA noted that 4,419 individuals did not request to utilize a CASp site inspection service, in contrast to the 2,202 individuals in 2021. It should be noted that while 4,419 is a 100% increase from 2,202 individuals in 2021, 4,419 represents 99% of CRRs received in 2022, and 2,202 represented 97% of CRRs received in 2021, so the numbers are comparable in the context of the data from their respective years. For more details, refer to *Appendix E*.



## Data Conclusions

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The Commission's Data Analysis and Research division also completed a notable milestone. In partnership with ETS' Service Now team and a hired consultant, CCDA was able to complete data migration for complaints and case resolution reports from 2012 to 2018 into the CCDA's Historic Legal Portal.

Additionally, the Commission continued work on the Accessible Parking Campaign, addressing the need for toolkits for accessible parking in response to how many alleged parking violations are reported to the CCDA. This work will continue into 2022 as part of efforts to create awareness of barriers to accessibility when it comes to parking and exterior paths of travel.

The Commission's Data Analysis and Research division has noted the following trends: In 2021, the top ten ZIP codes for businesses referenced in complaints submitted to the CCDA were in northern California. In 2022, there were ZIP codes from both northern California and southern California in the top ten ZIP codes. Additionally, the ZIP codes from southern California made up the majority of the top ten ZIP codes in 2022, with northern ZIP codes only representing two of the top ten.

Finally, in 2022, designated accessible parking alleged construction-related access violations continues to be highly featured in complaints submitted to the CCDA. This is a trend that has carried on from past years and continues to direct the focus of CCDA's work on producing future materials.

## How the Data Shapes Our Work

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The data we collect drives the work of CCDA. We utilize data to identify trends in disability access compliance litigation. These trends inform where to best invest our resources. In 2021, CCDA learned that our Top Ten Violations list was made up mostly of alleged accessible parking violations. We launched our Accessible Parking Campaign to provide information and resources to businesses and the construction industry on the topic of accessible parking. In 2022, we convened two stakeholder groups comprised of business owners and operators and construction industry professionals. The stakeholder groups began work on two toolkits (one targeted to business owners and operators, the other targeted to construction industry professionals). Our goal is to complete and disseminate the toolkits by mid-2023.

## Commission and Subcommittee Breakdown

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### Overview

The CCDA delegated a specific scope to subcommittees to accomplish its mandates and to help determine how the Commission will use data for projects.

Each committee member brings their unique voice and background to the table while keeping Title III of the Americans with Disabilities Act (ADA), architectural barrier removal, and the built environment at the forefront of their minds and discussions.



Members of the CCDA were selected as specified by the provision of Government Code section 14985.1. The CCDA membership is as follows:

- Two (2) public members were appointed by the Senate Committee on Rules, with one appointee from the business community and one from the disability community.
- Two (2) public members were appointed by the Speaker of the Assembly, with one appointee from the business community and one from the disability community.
- Seven (7) public members were appointed by the Governor, with the consent of the Senate. Four (4) of the appointees must be from the disability community, and three (3) of the appointees must be from the business community.
- The State Architect, or their representative, as a nonvoting ex officio member.
- The Attorney General, or their representative, as a nonvoting ex officio member.
- Two members of the Senate, appointed by the Senate Committee on Rules as nonvoting ex officio members.
- One member shall be from the majority party, and one member shall be from the minority party.
- Two members of the Assembly, appointed by the Speaker of the Assembly, as nonvoting ex officio members.
- One member shall be from the majority party, and one member shall be from the minority party.



The goal of the CCDA is to select public members who shall participate in and contribute to the activities of the CCDA commission committees and subcommittees to ensure the timely delivery of committee deliverables.

**CCDA Commissioners**

Name & Photo	Appointment Type (Governor, Speaker of the Assembly, Senate Committee on Rules)	Commission Role	Term Dates (Start – End)
<p>Drake Dillard</p> 	<p><b>Governor</b> Business Community</p>	<p>Committee Member of Checklist Committee</p>	<p>2022 - 2025</p>
<p>Chris Downey</p> 	<p><b>Governor</b> Disability Community</p>	<p>Chair of Commission  Chair of Executive Committee</p>	<p>2021 - 2024</p>
<p>Dr. Souraya Sue ElHessen</p> 	<p><b>Governor</b> Disability Community</p>	<p>Chair of Education and Outreach Committee  Committee Member of Executive Committee</p>	<p>2022 - 2025</p>




**CCDA Commissioners Continued**

<p>Brian Holloway</p> 	<p><b>Senate Committee on Rules</b> Business Community</p>	<p>Chair of Checklist Committee  Committee Member of Executive Committee</p>	<p>2020 - 2023</p>
<p>Jacqueline Jackson</p> 	<p><b>Governor Disability Community</b></p>	<p>Committee Member of Legislative Committee</p>	<p>2022 - 2025</p>
<p>Guy Leemhuis</p> 	<p><b>Senate Committee on Rules</b> Disability Community</p>	<p>Immediate Past Chair  Committee Member of Executive Committee</p>	<p>2021 - 2024</p>

**CCDA Commissioners Continued**




<p>Ashley Leon-Vazquez</p> 	<p><b>Speaker of the Assembly</b> Business Community</p>	<p>Committee Member of Education and Outreach Committee</p>	<p>2021 - 2024</p>
<p>Scott Lillibridge</p> 	<p><b>Governor</b> Business Community</p>	<p>Chair of Legislative Committee  Committee Member of Executive Committee</p>	<p>2021 - 2024</p>
<p>Michael Paravagna</p> 	<p><b>Governor</b> Disability Community</p>	<p>Committee Member of Legislative Committee  Committee Member of Education and Outreach Committee</p>	<p>2020 - 2023</p>

## CCDA Commissioners Continued

<p>Héctor Ramírez</p> 	<p><b>Speaker of the Assembly</b> Disability Community</p>	<p>Committee Member of Education and Outreach Committee</p>	<p>2022 – 2023**</p>
<p>Douglas Wiele</p> 	<p><b>Governor</b> Business Community CBPA Representative</p>	<p>Vice Chair of CCDA  Committee Member of Executive Committee</p>	<p>2020 - 2023</p>

\*\* Finishing the remaining term for a commissioner who had stepped down, pending reappointment.

**CCDA Ex-officio Members**

<b>Name &amp; Photo</b>	<b>Office</b>
<p data-bbox="245 317 367 348">Ida Clair</p>  A portrait of Ida Clair, a woman with dark hair, wearing a maroon top and a gold necklace, smiling against a light-colored wall.	<p data-bbox="721 535 1203 600"><b>State Architect</b> The Division of the State Architect</p>
<p data-bbox="180 892 428 924">Anthony Seferian</p>  A portrait of Anthony Seferian, a man in a dark suit and blue striped tie, standing in front of a bookshelf.	<p data-bbox="532 1083 1393 1182"><b>Deputy Attorney General</b> Commissioner Representing California Attorney General Rob Bonta</p>
<p data-bbox="131 1451 480 1516">Assembly Member Brian Maienschein</p>  A portrait of Assembly Member Brian Maienschein, a man in a grey suit and patterned tie, smiling in front of green foliage.	<p data-bbox="841 1656 1084 1722"><b>District 77**</b> Democratic Party</p>

**CCDA Ex-officio Members Continued**

<p>Assembly Member Janet Nguyen</p>  A portrait of Assembly Member Janet Nguyen, a woman with dark hair, wearing a dark blazer over a red top, standing in front of an American flag and a bookshelf.	<p><b>District 72**</b> Republican Party</p>
<p>Senator Brian Jones</p>  A portrait of Senator Brian Jones, a man with short brown hair, wearing a dark suit, white shirt, and red tie, standing in front of an American flag and a Texas state flag.	<p><b>District 38**</b> Republican Party</p>
<p>Senator Melissa Hurtado</p>  A portrait of Senator Melissa Hurtado, a woman with dark hair, wearing a teal top, standing outdoors with her arms crossed, leaning against a white pillar.	<p><b>District 14**</b> Democratic Party</p>

\*\* Districts prior to redistricting.

## CCDA Subcommittees

### Executive Committee

#### Purpose

The *Executive Committee* was created to discuss and act on operational and management level topics regarding the Commission. The *Executive Committee* is composed of the CCDA Chair, Vice Chair, Immediate-Past Chair, and the current Chair from each subcommittee.

#### Members

Commissioner Chris Downey – Chair

Commissioner Doug Wiele – Vice-Chair

Commissioner Guy Leemhuis – Past-Immediate Chair

Commissioner Brian Holloway – Chair of Checklist Committee

Commissioner Dr. Souraya Sue ElHessen – Chair of Education and Outreach Committee

Commissioner Scott Lillibridge – Chair of Legislative Committee

### Legislative Committee

#### Purpose

The *Legislative Committee* was created to discuss disability-related legislation and policy matters.

#### Members

Commissioner Scott Lillibridge – Chair of Legislative Committee

Commissioner Jacqueline Jackson

Commissioner Michael Paravagna

## CCDA Subcommittees Continued

### Checklist Committee

#### Purpose

The *Checklist Committee* was created to work technical documents and special projects related to the Commission.

#### Members

Commissioner Brian Holloway – Chair of Checklist Committee

Commissioner Drake Dillard

Brandon Estes – California Building Standards Commission

Bill Zellmer – Sutter Health, Certified Access Specialist (CASp)

Richard Halloran – City of San Francisco

Ike Nnaji – Certified Access Specialist (CASp)

Mehdi Shadyab – City of San Diego, Certified Access Specialist (CASp)

### Education and Outreach Committee

#### Purpose

The *Education and Outreach Committee* was created to discuss and advise on education and outreach topics for the business and disability communities.

#### Members

Commissioner Dr. Souraya Sue ElHessen – Chair of Education and Outreach Committee

Commissioner Ashley Leon-Vazquez

Commissioner Michael Paravagna

Arnie Lerner – FAIA, CASp

Stephen Simon – City of Los Angeles, Department on Disability

Zeenat Hassan – Disability Rights California

## Commission Tributes

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### **Angela Jemmott**

In February 2022, CCDA's Executive Director Angela Jemmott was appointed the position of Bureau Chief with the Bureau of Real Estate Appraisers by Governor Gavin Newsom. Executive Director Jemmott played a significant role in CCDA's continued effort to achieve a barrier-free California.

Ms. Jemmott's tenure with the CCDA began in 2011, and she eventually progressed to the role of Executive Director, commencing in 2015. Throughout her time with CCDA, Executive Director Jemmott and her team assembled CCDA's Legal Portal, multiple disability access toolkits, checklists, and data-driven disability access construction-related research and analysis. Some of the Commission's more noteworthy accomplishments during this period were the *California Consumer Toolkit for the Restaurant Industry*, *Myths and Misconceptions: Accessibility Compliance for Businesses*, *Accessibility Construction Inspection Checklist*, and in response to the 2020 Coronavirus (COVID-19) pandemic, *Open-Air Dining and Curbside Pickup*.

The CCDA appreciates Executive Director Jemmott's leadership and contributions throughout her tenure with the Commission and wishes her the best in her new endeavor.

### **Guy Leemhuis**

The California Commission on Disability Access (CCDA) honors Commissioner Guy Leemhuis for his leadership and years of service with the Commission. Guy Leemhuis has remained committed to the Commission and his community. Throughout his career as an attorney, Guy represented hundreds of individuals with disabilities and continues to remain a vocal advocate throughout his term. Guy educates his colleagues on how to promote better access for people with disabilities in California. Commissioner Leemhuis continues to serve as the CCDA Intermediate Past Chair.

### **Michael Paravagna**

The California Commission on Disability Access (CCDA) honors Commissioner Michael Paravagna for his years of service and unceasing devotion to the Commission to ensure a barrier-free California. Michael has been a beacon of knowledge throughout his tenure. Most recently, Michael served as Interim Executive Director to keep the Commission moving forward. Michael leads steadfast efforts to facilitate dialogue at all levels of government between stakeholders, the business community, and individuals with disabilities. Michael's lifelong dedication to issues surrounding disability and accessibility is admirable and embodies the essence of the CCDA. Michael Paravagna departed from the CCDA at the end of 2022.

### **Doug Wiele**

The California Commission on Disability Access (CCDA) honors Commissioner Doug Wiele for his commitment and years of service with the Commission. Doug serves on the Commission as the California Business Properties Association (CBPA) appointee. The CBPA played an integral role in the inception of the Commission, and Doug kept their collaborative efforts on the forefront during his years of public service. Doug uses this collaborative and innovative approach to produce and develop projects that focus on inclusion while repurposing vacant spaces for community use. Doug Wiele departed from the CCDA at the end of 2022.



## Commissioners Making An Impact — A Year in Review

### Overview

Throughout the year, the CCDA Commissioners make an impact in their communities. The CCDA is having an impact across California, whether it is through Commissioners developing relationships with community partners or bringing their expertise and experiences to the table in projects. Each of the projects highlighted below will be utilized by community members with disabilities, whether to access medical care, take pride in their community, or attend a school or an art show.

### Commissioner Chris Downey

The architectural career of Commissioner Chris Downey has been dedicated to creating more effective and enriching built environments for the blind and visually impaired. Commissioner Downey uses his unique perspective as a seasoned architect without sight when working on projects. Commissioner Downey had the honor of working on the Ernest E. Tschannen Eye Institute Building on the UC Davis Health Sacramento campus to incorporate the space's unique needs fully. The institute opened its doors in December 2022 and is dedicated to advancing world-class eye care and offering hope for sight restoration through advanced technology, pioneering research and leading eye care clinicians. One of the institution's notable nuances is high-contrast colors and textures to assist patients make the built environment accessible to all.



### Commissioner Brian Holloway

Commissioner Brian Holloway is the President of Holloway Land Company, a Sacramento-based land development and entitlement consulting firm. Throughout Commissioner Holloway's tenure he has worked with the varying dynamics of the built environment. In his latest endeavor, Commissioner Holloway is collaborating with partners to secure land for on-site parking associated with the new



*Sacramento Music House & Performing Arts Center*, located near the Sacramento State University campus. *Sacramento Music House & Performing Arts Center* will provide an area for community engagement. When completed, the project will be Sacramento's only similarly sized venue with its own on-site parking. Commissioner Holloway's goal is to make parking more inclusive.

## Commissioner Drake Dillard

Commissioner Drake Dillard's architectural career has revolved around the fundamental concepts of inclusion and representation. He and his team at Perkins & Will have recently created *Destination Crenshaw*. This project embodies these concepts and is the largest art and cultural celebration of African American contribution to world culture. *Destination Crenshaw* was created to enhance a 1.3-mile stretch of the Crenshaw rail line with an outdoor museum highlighting and celebrating the area's history and culture. The project has recruited the help of the neighborhood's Black community, as well as various community partners and organizers. Commissioner Dillard is using *Destination Crenshaw* to showcase his architectural skills while maintaining an inclusive built environment for all. The design of *Destination Crenshaw* was inspired by the African Giant Star Grass and was driven by a unifying theme: Grow Where You're Planted. The theme is structured around the type of grass that was used as bedding on ships by slave traders. African Giant Star Grass can thrive in harsh conditions. Using the grass throughout the project's design serves to symbolize African American history, global dispersal patterns, and black resilience in the face of violence and racism. The Black community in Los Angeles, like the African Giant Star Grass, has unbreakable roots that have flourished and spread. Commissioner Dillard is committed to creating an inclusive built environment for all as part of *Destination Crenshaw*.



*Destination Crenshaw* is expected to be completed the Summer of 2023.

## Commissioner Ida Clair

As California's State Architect, Commissioner Ida Clair is responsible for providing accessibility guidance in California while also ensuring the sustainability of the state's built environment. Commissioner Clair was recently recognized for her work in the Getting to Zero Over Time Cohort. The Getting to Zero Over Time Cohort took an innovative approach to assisting school districts throughout California in developing a roadmap to achieve net-zero energy and zero-carbon across all sectors. For her work, Commissioner Clair received the Pioneer Award at the 2022 Sustainable Facilities Forum.



## Projects in Progress and CCDA's Path Forward

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### CCDA's New Executive Director

The California Commission on Disability Access (CCDA) would like to take this time to welcome our newly appointed Executive Director, April Marie Dawson. Executive Director Dawson was sworn in on August 22, 2022.

April comes to us from the Resources for Independent Living (RIL), where she previously served as Executive Director. RIL is a social justice organization dedicated to advancing the socioeconomic independence of people with disabilities through peer-supported, consumer-directed independent living services and advocacy. Prior to RIL, April led nonprofits in the San Francisco Bay area and the state of Oregon.

In addition to her Executive Director duties, she has served in leadership roles on the Sacramento County Continuum of Care Advisory Board, the Sacramento Regional Transit Mobility Advisory Committee, the Mayors' Climate Commission, and the California Committee on the Employment of People with Disabilities.

Executive Director Dawson is a graduate of the California State University Sonoma. She was born with Spina Bifida and is a wheelchair user.

#### Quote:

"I am honored to be appointed as the Executive Director of the California Commission on Disability Access. I look forward to engaging with the business and disability communities to increase access for all."



#### **Path Forward:**

April Dawson's goal as Executive Director is to continue to strengthen the CCDA's relationships with stakeholders and community partners throughout California. Executive Director Dawson will serve as a liaison between the business and disability communities, focusing CCDA's discussions on accessibility of the built environment. Executive Director Dawson plans to meet with business owners, legislators, and stakeholders during her time with the CCDA to encourage dialogue and collaboration at all levels.



## Legal Portal

The CCDA Legal Portal was created as a vehicle for attorneys to submit complaints, pre-litigation letters and case resolution reports. In 2019, the Data & Research team began a data migration project which entailed the entry of a backlog of historical data beginning with the year 2012. This data included alleged construction-related physical access violation legal cases and case resolutions that California law firms are mandated to report to CCDA. The last portion of this data was entered into the portal in December 2022. This was a noteworthy achievement because countless cases and case resolutions were personally entered by CCDA staff in addition to a mass upload performed by a contracted vendor.

In 2022, [Assembly Bill 2917: Disability Access: Internet Websites, Parking Lots, and Exterior Paths of Travel](#) (Fong; Chapter 897, Statutes of 2022) was passed and mandated CCDA to include attorney-submitted website accessibility violations data along with construction-related physical access violations. With this addition, CCDA has expanded its legal portal to accept and analyze website accessibility violations.



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](mailto:CCDA@dgs.ca.gov).

### Path Forward:

The CCDA will work continuously to improve the functionality of the CCDA Legal Portal in accordance with Civil Code sections to increase attorney compliance for the collection of accurate and representative data. Additionally, pursuant to new legislative mandates, the CCDA will incorporate website violations in its collection of construction-related violations. The CCDA will take a dual approach – key code remediation and improving user interactions. The CCDA will collaborate with our community partners, the California State Bar Association, and DGS affiliates to implement these enhancements and updates to the CCDA Legal Portal in 2023. Furthermore, the CCDA will continue to provide to law firms and attorneys with educational and training opportunities about the CCDA Legal Portal, as well as outreach to raise awareness of the inclusion in reporting of website violations.

## **Accessible Parking Campaign**

The goal of the Accessible Parking Campaign is an effort to create toolkits to provide guidance to California businesses and contractors regarding accessibility standards. This campaign was started in response to CCDA's Top Ten Alleged Americans with Disabilities Act (ADA) Construction Violations.

CCDA created two work groups to develop the toolkit. The Business Owners & Operators work group, led by CCDA commissioners, consisted of ADA Coordinators and business professionals from around the state. The Construction Industry group was comprised of contractor professionals and individuals associated with the regulation of the construction industry.

The groups met bi-monthly throughout 2022 to discuss what accessibility information California businesses need to know based on CCDA's top ten alleged ADA construction violations. As a result of their efforts, two draft toolkits were created. One toolkit is geared to address the needs of California businesses, and the other is designed to assist Construction professionals.

### **Path Forward:**

Both work groups have been working hard to complete a toolkit that is representative of and useful for individuals in their respective sectors. The toolkits are currently under review. The Commission will vote on final approval by mid-2023, which will start the distribution phase. The distribution logistics, marketing plan, and outreach of the two toolkits will be the priority for 2023. Both work groups will continue to meet throughout the year to discuss optimal outreach strategies to ensure the toolkits reach their target audiences.

## Listening Forums

Prior to the COVID-19 pandemic, the CCDA hosted a number of *Listening Forums* to discuss and address the various complexities of issues that Californians with disabilities and businesses face, such as DMV place card holders for accessible parking. The *Listening Forums* were put on hold due to the COVID-19 pandemic; however, the CCDA intends to restart them in 2023.

Stakeholder and community engagement is a vital part of CCDA's mission. The Commission is to act as a bridge of communication between the business and disability communities. The CCDA will hold a number of community events, known as *CCDA Listening Forums*, across California in order to continue to better serve and represent the state's diverse population. These *Listening Forums* will serve as a forum for discussion about gaps in business access, challenges in services being provided, how the CCDA can help, and how to move forward together to address concerns.



### Path Forward:

The CCDA will hold four forums in different parts of the state in 2023. we are hosting them in different regions of California in order to gauge the issues with access in different parts of the state. The CCDA will use the statewide data gathered from the *Listening Forums* to synthesize in a final forum to review the feedback gathered, trends, and the CCDA's current work.

To allow for inclusive participation, the *Listening Forums* will be held in a hybrid in-person and virtual format. The CCDA will invite members of the disability community, business community, governmental entities, and the general public to share thoughts and ideas through facilitator led discussions.

The *Listening Forums* will be fully accessible to people with disabilities and those who speak languages other than English.

## **Assembly Bill 2917 Disability Access: Internet Websites, Parking Lots, and Exterior Paths of Travel.**

[Assembly Bill 2917: Disability Access: Internet Websites, Parking Lots, and Exterior Paths of Travel](#) (Fong; Chapter 897, Statutes of 2022) expands CCDA's role in two ways. First, pursuant to Civil Code Section 55.32, CCDA's reporting function and data collection to the California State Legislature, Assembly Bill 2917 includes website violations as Construction-Related Accessibility Claims. As a result, attorneys are required to submit to the CCDA any complaints, pre-litigation demand letters, and case resolution reports alleging that a website is not accessible. Currently, attorneys use the *CCDA Legal Portal* to submit construction-related accessibility claims. In accordance with the passage of Assembly Bill 2917, the CCDA has been working to upgrade the *CCDA Legal Portal* to include website accessibility as a reporting option for attorneys.

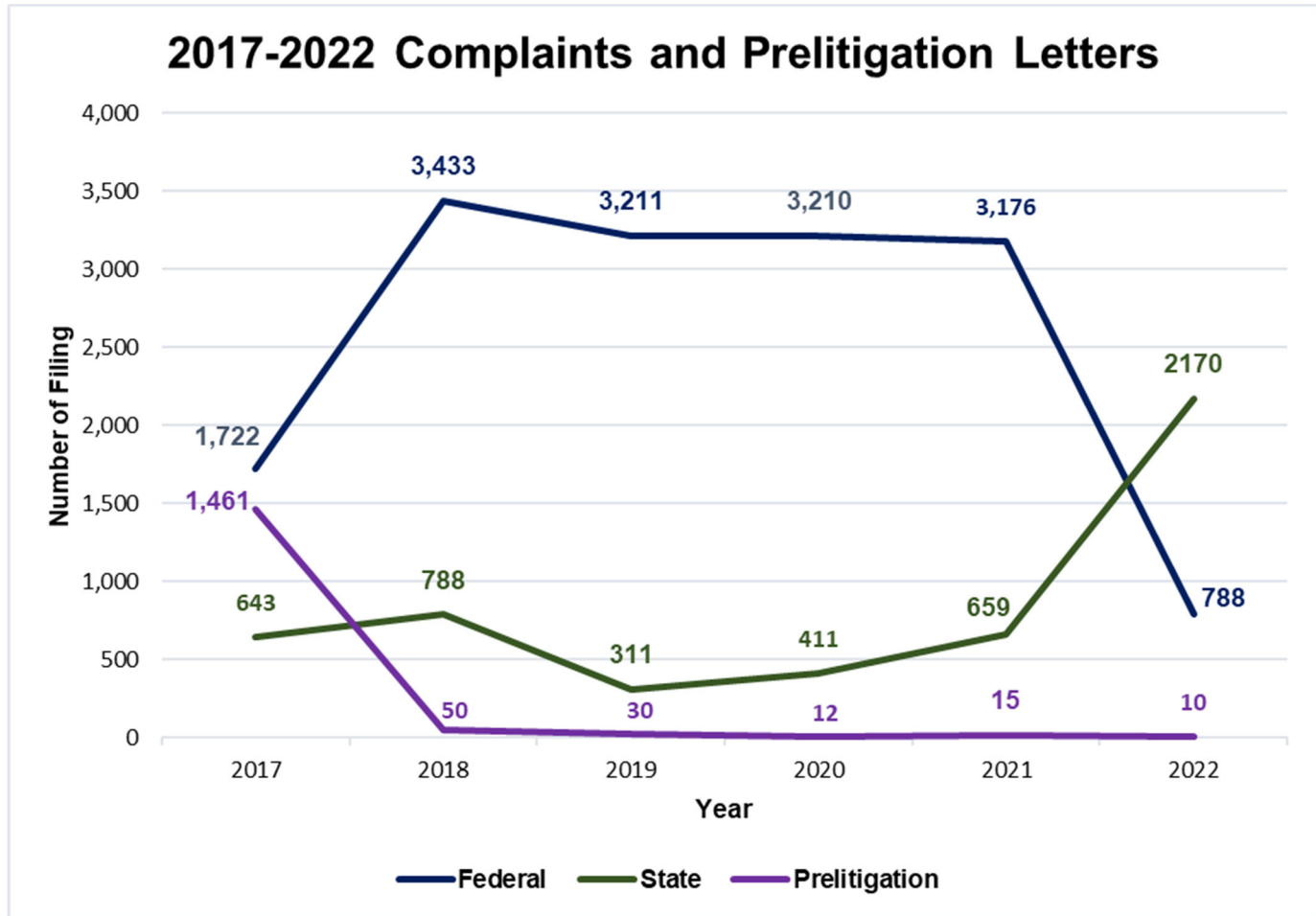
Secondly, Assembly Bill 2917 expands CCDA's role pursuant to Government Code Section 14985.6, the dissemination and development of educational materials and modules by the Commission. The CCDA must create two types of toolkits and/or educational materials. One toolkit focuses on construction-related accessibility violations in parking lots and exterior paths of travel. This included creating a separate checklist for businesses in those areas to identify the most common construction-related accessibility violations. This is not a checklist that owners can use to determine whether they are ADA compliant; rather, it is a type of listing that a business can utilize as an educational tool. The second toolkit and/or education material addresses a business's obligations for website accessibility compliance, including understanding its obligations and facilitating compliance from a business's perspective.

### **Path Forward:**

Throughout 2023, the CCDA will work to address the mandates outlined in Assembly Bill 2917 by developing various toolkits and educational materials, updating the CCDA Legal Portal on a regular basis, and engaging in outreach and partnerships with community partners.

## Appendices

### Appendix A: 2017-2022 Case Files & Prelitigation Letters Received by Commission



Type of Filing	Year of 2017	Year of 2018	Year of 2019	Year of 2020	Year of 2021	Year of 2022
<b>Federal</b>	1,722	3,433	3,211	3,210	3,176	788
<b>State</b>	643	788	311	411	659	2,170
<b>Prelitigation</b>	1,461	50	30	12	15	10



## Appendix B: 2022 Top 10 Alleged Violations

Rank	Violation Description	Total Number of Violations	Percent of Total
1	<b>Parking:</b> Existing spaces are non-compliant (e.g., excessive slopes/cross-slopes, improper dimensions, striping, etc.).	1,423	20%
2	<b>Path of Travel Exterior:</b> Routes to and from public right of way are not accessible	870	12%
3	<b>Access to Goods, Support, Services, and Equipment:</b> Surface heights and space requirements for counters, tables, bars, or seating are not compliant.	850	12%
4	<b>Path of Travel Exterior:</b> Vertical Transitions are not Compliant	731	10%
5	<b>Path of Travel Exterior:</b> Accessible path of travel is too far away or segregated from the main public entry	359	5%
6	<b>Parking:</b> Van-accessible and/or loading zones are non-compliant or non-existent.	346	5%
7	<b>Path of Travel Interior:</b> Path of travel is not accessible	328	5%
8	<b>Parking:</b> Designated accessible directional and/or parking signage is missing or non-compliant.	286	4%
9	<b>Path of Travel Exterior:</b> Doors are not Accessible	213	3%
10	<b>Parking:</b> Insufficient number of designated accessible spaces.	207	3%
<b>Total:</b>		5,613	80%

## Appendix C: Place of Public Accommodation Categories

### “Place of Public Accommodation.”

According to the 2019 California Building Code, Title 24, Part 2, Volume 1 of 2, Chapter 2 (Section 202; Definitions), a place of public accommodation is a facility operated by a private entity whose operations affect commerce and fall within at least one of the following categories:

1. **Places of Lodging:** Except for an establishment located within a facility that contains not more than five rooms for rent or hire and that is occupied by the proprietor of the establishment as the residence of the proprietor. For purposes of this code, a facility is a “place of lodging” if it is
  - A) An inn, hotel or motel; or
  - B) A facility that
    - i. Provides guest rooms for sleeping for stays that primarily are short-term in nature (generally 30 days or less) where the occupant does not have the right to return to a specific room or unit after the conclusion of his or her stay; and
    - ii. Provides guest rooms under conditions and with amenities similar to a hotel, motel, or inn, including the following:
      1. On- or off-site management and reservations service.
      2. Rooms available on a walk-up or call-in basis.
      3. Availability of housekeeping or linen service; and
      4. Acceptance of reservations for a guest room type without guaranteeing a particular unit or room until check-in, and without a prior lease or security deposit.
2. **Establishments Serving Food or Drink:** A restaurant, bar, or other establishment serving food or drink.
3. **Places of Exhibition or Entertainment:** A motion picture house, theater, concert hall, stadium, or other place of exhibition or entertainment.
4. **Places of Public Gathering:** An auditorium, convention center, lecture hall, or other place of public gathering.
5. **Sales or Rental Establishments:** A bakery, grocery store, clothing store, hardware store, shopping center, or other sales or rental establishment.
6. **Service Establishments:** A laundromat, dry cleaner, bank, barber shop, beauty shop, travel service, shoe repair service, funeral parlor, gas station, office of an accountant or lawyer, pharmacy, insurance office, professional office of a health care provider, hospital, or other service establishment.
7. **Public Transportation:** A terminal, depot, or other station used for specified public transportation.
8. **Places of Public Display or Collection:** A museum, library, gallery, or other place of public display or collection.
9. **Places of Recreation:** A park, zoo, amusement park, or other place of recreation.

## Appendix C: Place of Public Accommodation Categories Continued

10. **Places of Education:** A nursery, elementary, secondary, undergraduate, or postgraduate private school, or other place of education.
11. **Social Service Center Establishments:** A day care center, senior citizen center, homeless shelter, food bank, adoption agency, or other social service center establishment.
12. **Places of Exercise or Recreation:** A gymnasium, health spa, bowling alley, golf course, or other place of exercise or recreation.
13. **Facility associated with the Regents of the University of California, the Trustees of the California State University and the California State University, the office of the Chancellor of the California Community Colleges, a K–12 school district, or any Local education agency;**
14. **Other (please specify):** cannabis dispensaries (not recognized federally) and any businesses that do not fall under the other categories provided.
15. **A Religious Facility**
16. **An Office Building**
17. **A Public Curb or Sidewalk**
18. **Website:** Covers websites that are not accessible (i.e., lack of screen reader support or image alt-text, no large print, unmodifiable websites for non-readable text, etc.)

**Appendix D: Complaints and Prolitigation Letters Received by Places of Public Accommodation (2019-2022)**

<b>Place of Public Accommodation Category</b>	<b>2022 Total</b>	<b>2022 Percent</b>	<b>2021 Total</b>	<b>2021 Percent</b>	<b>2020 Total</b>	<b>2020 Percent</b>	<b>2019 Total</b>	<b>2019 Percent</b>
Sales or Rental Establishments	970	32.3%	1,042	26.5%	1,358	35.7%	1,261	35.0%
Establishments Serving Food or Drink	1,282	42.7%	1,899	48.3%	1,317	35.7%	1,180	32.7%
Service Establishments	530	17.6%	746	19%	602	16.3%	748	20.7%
Places of Lodging	188	6.3%	208	5.3%	294	8.0%	259	7.2%
Other <sup>[1]</sup>	3	.1%	5	0.1%	23	0.6%	52	1.4%
Public Transportation Terminals, Depots, or Stations	2	.1%	1	0.0%	7	0.2%	20	0.6%
Place of Exhibition or Entertainment	6	.2%	7	0.2%	9	0.2%	17	0.5%
Places of Exercise or Recreation	8	.3%	7	0.2%	2	0.1%	16	0.4%
Places of Recreation	2	.1%	5	0.1%	6	0.2%	9	0.4%
An Office Building	2	.1%	7	0.2%	31	0.8%	6	0.2%

**Appendix D: Complaints and Prelitigation Letters Received by Places of Public Accommodation (2019-2022) Continued**

<b>Place of Public Accommodation Category</b>	<b>2022 Total</b>	<b>2022 Percent</b>	<b>2021 Total</b>	<b>2021 Percent</b>	<b>2020 Total</b>	<b>2020 Percent</b>	<b>2019 Total</b>	<b>2019 Percent</b>
Places of Education (Non-Title II)	1	0.0%	1	0.0%	4	0.1%	3	0.1%
Places of Education (Title II)	0	0.0%	0	0.0%	0	0.0%	3	0.1%
Social Service Center Establishments	0	0.0%	0	0.0%	2	0.1%	1	0.0%
Places of Public Gathering	2	0.1%	3	0.1%	10	0.3%	1	0.0%
Places of Public Display or Collection	1	0.0%	0	0.0%	1	0.0%	1	0.0%
Public Curb or Sidewalk	6	0.2%	3	0.1%	18	0.5%	1	0.0%
Religious Facility	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Websites <sup>[2]</sup>	1	0.0%	N/A	N/A	N/A	N/A	N/A	N/A
Facility related to Regents of the University of CA, Trustees of CA State University & CA State University, office of Chancellor of the CA Community Colleges, K-12 school district, and local education agency.	1	0.0%	N/A	N/A	N/A	N/A	N/A	N/A
<b>Total:</b>	<b>3,005</b>	<b>100%</b>	3,935	100%	3,685	100%	3,606	100%

## Appendix E: Case Resolution Report Questions and Responses (2021-2022)

### 2022 Case Resolution Report Responses

Questions	Yes	Percent Yes	No	Percent No
Defendant requested an early evaluation conference	21	1%	4,485	99%
Defendant requested a site inspection by a Certified Access Specialist	59	1%	4,447	99%
Plaintiff received injunctive relief	1,710	38%	2,796	62%
Another favorable result was achieved	4,041	90%	433	10%
Plaintiff received damages or monetary settlement	3,225	72%	1,267	28%

## Appendix E: Case Resolution Report Questions and Responses (2021-2022) Continued

### 2021 Case Resolution Report Responses

Questions	Yes	Percent Yes	No	Percent No
Defendant requested an early evaluation conference	24	1%	2,237	99%
Defendant requested a site inspection by a Certified Access Specialist	59	3%	2,202	97%
Plaintiff received injunctive relief	2,024	90%	237	103%
Another favorable result was achieved	420	20%	1,707	80%
Plaintiff received damages or monetary settlement	825	38%	1,319	62%

## Appendix F: Summary of Five-Year Strategic Goals

### 2020-2024 Goals

Goal	Purpose
<p><b>1.</b> Increase disability access awareness.</p>	<p>Many members of the disability community are not readily identifiable, and disability types come in all forms—visible and nonvisible. As California’s diverse population continues to grow and change, a greater percentage of society will need barrier-free built environments. Accessibility compliance is sometimes considered unnecessary and applicable to a small minority of entities. Business owners, nonprofits, and other organizations are often unaware of applicable state and federal compliance requirements— or if they are aware, they may be unsure of what compliance looks like. This goal seeks to raise awareness of access issues and the availability of tools to support accessibility in the built environment.</p>
<p><b>2.</b> Continue to provide training programs and toolkits for targeted stakeholders.</p>	<p>This goal seeks to address the need for providers of places of public accommodation to learn about access issues, including available resources and support to make disability access modifications.</p>
<p><b>3.</b> Identify and promote revenue streams to fund physical access compliance.</p>	<p>There are limited resources available to offset the financial cost of access compliance issues. This goal speaks to the need to identify available programs that support efforts to mitigate accommodation costs and incentivize access compliance.</p>
<p><b>4.</b> Maintain data on the status of access compliance.</p>	<p>Information on the status of access compliance will help stakeholders be more aware of ADA requirements and what compliance looks like. There are questions as to what information exists on compliance successes and where opportunities exist to create greater access, not to mention outcomes from state and federal accessibility lawsuits. This goal aims to provide relevant information and data on the status of access compliance throughout California.</p>



## Appendix G: Summary of 2022-2023 Two-Year Strategic Goals

Goal	Purpose
<p>Full Migration of Historical Data into CCDAs New Digital Records Portal</p>	<p>CCDA has maintained a manual database collecting alleged Title III case filings violations in state and Federal Court. The migration of the 2013 - 2019 Title III Historical records into the portal will create a robust tool for CCDAs and its stakeholders.</p> <p>Completing the full migration of over 29,000 records will provide a complete picture of our research findings to internal and external stakeholders in real-time.</p>
<p>CCDA launched an Accessible Parking Campaign.</p>	<p>CCDA launched the Accessible Parking Campaign to address the number one alleged disability access violation in California—violations concerning accessible parking. The focus of the Accessible Parking Campaign is to formulate and establish toolkits that will eventually be distributed to stakeholders and businesses across California.</p> <p>The toolkit will serve as an informational resource for California businesses and construction specialists to utilize for accessible parking.</p> <p>This will be accomplished through a dual approach:            Providing information to help with the initial construction of a business.            Providing information to help businesses understand the complexities when determining their responsibility as a place of accommodation.</p>

## References

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### Table 6: Top 10 ZIP Codes of Complaints Received (2022)

ZIP Code: 91604 (Studio City) [Studio City, CA – United States ZIP Codes.org](https://www.zipcodes.org/zip/91604)

ZIP Code: 91107 (Pasadena) [Pasadena, CA – United States ZIP Codes.org](https://www.zipcodes.org/zip/91107)

ZIP Code: 93905 (Salinas) [Salinas, CA – United States ZIP Codes.org](https://www.zipcodes.org/zip/93905)

ZIP Code: 96050 (Norwalk) [Norwalk, CA – United States ZIP Codes.org](https://www.zipcodes.org/zip/96050)

ZIP Code: 92780 (Tustin) [Tustin, CA – United States ZIP Codes.org](https://www.zipcodes.org/zip/92780)

ZIP Code: 94538 (Fremont) [Fremont, CA – United States ZIP Codes.org](https://www.zipcodes.org/zip/94538)

ZIP Code: 91730 (Rancho Cucamonga) [Rancho Cucamonga, CA – United States ZIP Codes.org](https://www.zipcodes.org/zip/91730)

ZIP Code: 90028 (Los Angeles) [Los Angeles, CA – United States ZIP Codes.org](https://www.zipcodes.org/zip/90028)

ZIP Code: 90405 (Santa Monica) [Santa Monica, CA – United States ZIP Codes.org](https://www.zipcodes.org/zip/90405)

ZIP Code: 91316 (Encino) [Encino, CA – United States ZIP Codes.org](https://www.zipcodes.org/zip/91316)

Inset 1: Map of Top 10 Lawsuits by ZIP Code in California - 2022

Designed by Department of General Services-Enterprise Technology Solutions

Inset 2: Map of Number of Lawsuits by ZIP Code in California - 2022

Designed by Department of General Services- Enterprise Technology Solutions

## References Continued

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"UC Davis Health Opens Doors to New State-of-the-Art Eye Care Facility in Sacramento." *News*, 12 June 2022, <https://health.ucdavis.edu/news/headlines/uc-davis-health-opens-doors-to-new-state-of-the-art-eye-care-facility-in-sacramento/2022/12>.



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