

ANNUAL REPORT

TO THE STATE LEGISLATURE

2025



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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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Table of Contents

A Letter From CCDA Chair Commissioner Chris Downey	1
A Letter From CCDA Executive Director April Dawson Rawlings	2
Introduction	3 - 5
Mission	3
Vision	3
History	4
Why This Report Matters	6
Reporting Requirements	6
CCDA Staff	6
Complaints and Prelitigation Letter Data Collection	7 - 18
Data Overview - Complaints and Prelitigation Letters	7
Table 1: Complaints and Prelitigation Letters Received by Year (2023-2025)	7
Federal and State Court Filing Trends	8
Table 2: 2023-2025 Filings Received by Commission (Federal vs. State)	8
Alleged Construction-Related Physical Access Violations	9
Table 3: Total Number of Alleged Construction-Related Physical Violations Received (2020-2025)	9
Top 10 Alleged Construction-Related Physical Access Violations	10
Table 4: Top 10 Alleged Physical Access Barriers (2025)	11
Alleged Non-Construction-Related Physical Access Violations	12
Table 5: Total Number of Alleged Non-Construction-Related Physical Violations Received (2025)	12
Inaccessible Website Violations Received	13
Table 6: Top Website Barriers Submitted (2025)	13
Top Frequent Businesses Featured in Complaints and Prelitigation Letters	14
Table 7: Top Defendants' Businesses	14

Top ZIP Codes	15
Table 8: Top ZIP Codes (2025)	15
Inset 1: Map of Top ZIP Codes by Number of Submissions to the CCDA Legal Portal - 2025	16
Inset 2: Map of Number of Submissions to the CCDA Legal Portal by ZIP Code - 2025	17
Volume of State and Federal Complaints Received from Law Firms	18
Table 9: Volume of Submissions by Top 10 Law Firms (2025)	18
Case Resolution Reports	19 - 21
Data Overview - Case Resolution Reports	19
Table 10: Case Resolution Reports Received by Type of Court Filing (2020-2025)	19
Manner of Resolutions Reported for Cases	20
Table 11: Percentage of Resolutions Reported for Cases (2025)	20
Case Resolution Report Questions and Responses	21
Table 12: Case Resolution Report Responses (2025)	21
Data Conclusions	22
How the Data Shapes Our Work	22
Commission and Subcommittee Breakdown	23 - 31
Overview	23
CCDA Commissioners	24
CCDA Ex-officio Members	28
CCDA Subcommittees	30
Commission Tributes	32 - 33
In Memoriam: Deputy Director of the Office of Legislative Affairs Matt Bender	32
2025 Vice Chair Commissioner Brian Holloway	32
35 th Anniversary of the Americans with Disabilities Act	33

Commissioners Making An Impact — A Year in Review	34 - 37
Overview	34
Commissioner Olivia Asuncion	34
Commissioner Dr. Catherine Campisi	35
Chair Commissioner Chris Downey	35
CCDA Commission to Community and Listening Forum Moderators	36
Commissioner Dr. Luciana Profaca	36
Commissioner Scott Lillibridge	37
Projects in Progress and CCDA's Path Forward	38 - 52
Overview	38
Legal Portal	38
Accessible Parking Campaign	39
CCDA's Commission to Community and Listening Forum Events	41
CCDA's Social Media and Outreach	43
Web Accessibility	46
Disability Access and Education Revolving Fund	47
2025 Pacific ADA Center Webinar Collaboration Series	49
Revising Prior Publications	50
DGS Strategic Goals 2024-2025	51
CCDA Outreach Efforts	53 - 57
Overview	53
CCDA's Social Media and YouTube	53
2025 CCDA and Pacific ADA Center Lunch and Learn Webinar Collaboration Series	53
Events Attended by CCDA	54
Sacramento Mayor Disability Leader Roundtable	54
Pacific ADA Center's 2025 Virtual Conference Beyond Compliance: Equity, Access, and the ADA	54

California Energy Commission Panel	54
Disability Rights California Berkeley Office Grand Opening	55
Kern County ADA Conference	55
CCDA and San Francisco Office on Disability and Accessibility	56
California Association for Local Economic Development Webinar	56
County of Ventura Government and Disability Summit	56
Map of Events Attended by CCDA in 2025	57

Appendices **58 - 64**

Appendix A: 2020-2025 Case Files and Prelitigation Letters Received by the Commission	58
Appendix B: Place of Public Accommodation Categories	59
Appendix C: Complaints and Prelitigation Letters Received by Places of Public Accommodation (2022-2025)	61
Appendix C: Complaints and Prelitigation Letters Received by Places of Public Accommodation (2022-2025)	62
Appendix D: Summary of Five-Year Strategic Goals	63
Appendix E: Summary of 2024-2025 Two-Year Strategic Goals	64

References **65**

A Letter From CCDA Chair Commissioner Chris Downey

Dear Legislators:

2025 marked a year of growth for CCDA. We embarked on a strategic planning process, where we gathered a diverse group of stakeholders to discuss CCDA's impact in communities across California, and ways to increase connections. Next year, we will deepen this work and examine our mission, vision and values, and how those align with our program objectives.

CCDA also welcomed a new commissioner, Olivia Asuncion, who brings her technical expertise and passion for designing accessible spaces to our meetings. Thank you for taking the time to review our data and program highlights from 2025 and we look forward to continuing to be a resource to the Legislature, business and disability communities on the topic of business accessibility for Californians with disabilities.

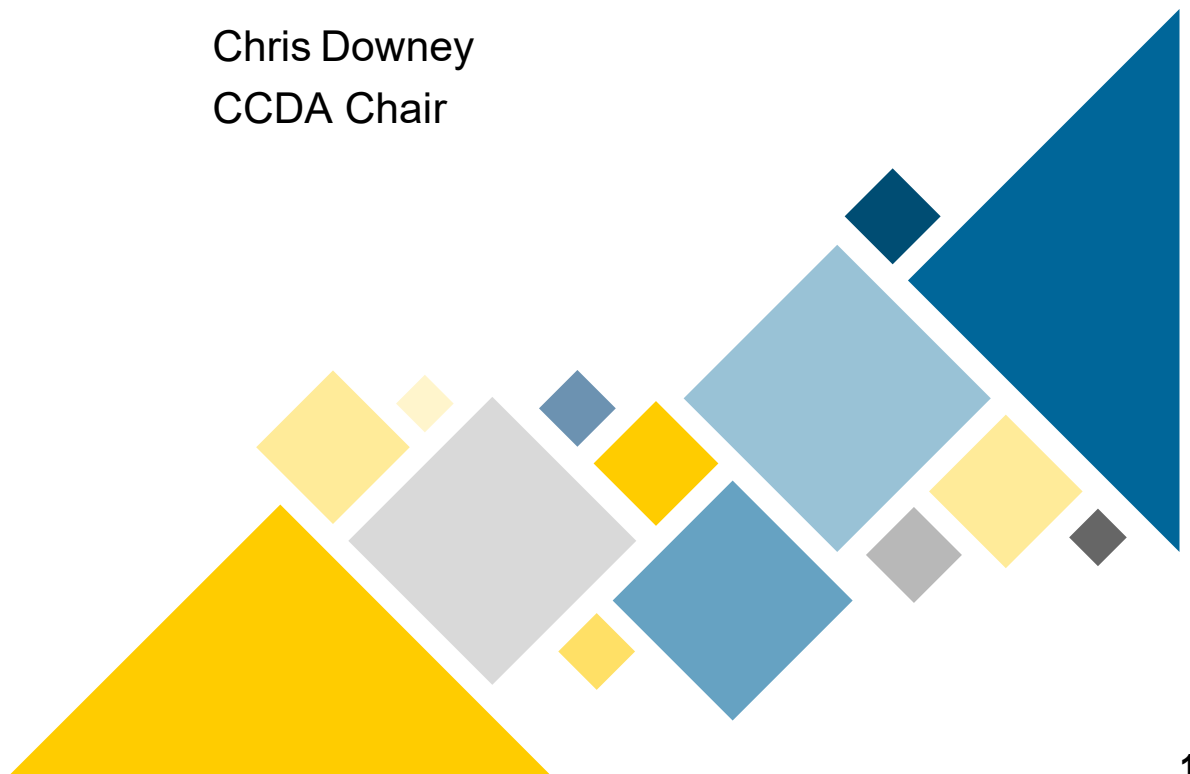
Sincerely,

Chris Downey

Chris Downey
CCDA Chair



CCDA Chair Commissioner
Chris Downey



A Letter From CCDA Executive Director

April Dawson Rawlings



*CCDA Executive Director
April Dawson Rawlings*

Dear Legislators:

Thank you for taking the time to review CCDA's 2025 Annual Report. CCDA continued to live our mission of increasing disability access across California through our Commission to Community Initiative. This initiative paired community engagement, sharing of best practices, and training to our stakeholders across California.

Our listening forums in Burlingame and Sacramento brought together chambers of commerce, disability organizations, and customers to brainstorm ways to improve accessibility to businesses in those areas. Our participation in the Kern County Americans with Disabilities Act (ADA) Conference and Ventura County Government and Disability Summit highlighted ways that local governments can partner with the disability and business communities to improve accessibility. Our accessible parking and disaster preparedness webinars in partnership with the Pacific ADA Center provided valuable information to business owners on compliance and including customers with disabilities in disaster resilience planning. Our analysis of census data in areas of the state with high-frequency litigation trends will help us determine where to best utilize our resources in places that need them the most. We look forward to building on the success of this year to increase disability access to businesses for all Californians.

Sincerely,

April Dawson Rawlings

April Dawson Rawlings
CCDA Executive Director

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**

=

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

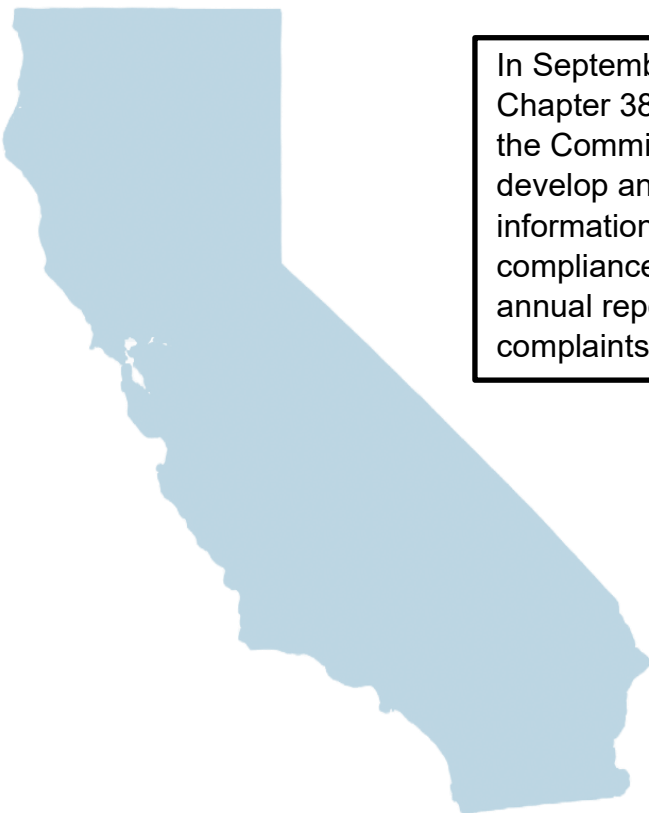


History

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.

History

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 Sections 8299 – 8299.11, being replaced by Government Code Sections 14985 – 14985.11 ([Assembly Bill 111, Committee on Budget, Chapter 19, Statutes of 2017](#)).

In 2022, [Assembly Bill 2917](#) (Fong, Chapter 897, Statutes of 2022) expanded the Commission's existing requirement for reviewing and reporting construction-related physical access violations served on places of public accommodations to include prelitigation letters and complaints about website accessibility violations. Furthermore, Assembly Bill 2917 expanded the Commission's priority to develop and disseminate educational materials and information relating to a business's obligations for website accessibility compliance, such as how to facilitate compliance from a business perspective.



Why This Report Matters

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; and 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 prelitigation 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 Rawlings

Operations Manager – Abigail Ridge

Administrative Analyst – Maeve Mahoney

Data and Research Analyst – Brandon Dam

Education and Outreach Analyst – Russell Bradley

Marketing and Outreach Analyst – Roy Rodriguez

Complaints and Prelitigation Letter Data Collection

Data Overview — Complaints and Prelitigation Letters

[California Civil Code Section 55.32](#) requires attorneys to submit construction-related disability access complaints and prelitigation letters received by entities in California to the CCDA within five business days of a court filing. While complaints are the plaintiff's attorney's plea to the court, prelitigation letters are sent with demands to resolve the dispute prior to litigation. These filings may involve allegations of construction-related access barriers or website accessibility violations affecting places of public accommodation. A single filing may also contain multiple alleged violations arising from the same property or website.

In 2025, CCDA received 3,710 state and federal complaints. This represented an increase in submissions of state and federal complaints to the CCDA Legal Portal from 3,513 submissions in 2024.

Meanwhile, CCDA received 645 prelitigation submissions in 2025. This illustrates a decrease in submissions of prelitigation letters from the prior year.

Table 1 outlines the total number of complaints and prelitigation letters submitted to CCDA over the past three years. See *Appendix A* for further information on complaints and prelitigation letters received by CCDA from 2020 to 2025.

Table 1: Complaints and Prelitigation Letters Received by Year (2023-2025)

Year	Complaints (State & Federal)	Prelitigation Letters	Total
2025	3,710	645	4,355
2024	3,513	806	4,319
2023	4,066	555	4,621
Total:	11,289	2,006	13,295

Federal and State Court Filing Trends

In 2025, CCDA received 419 federal court case filings and 3,291 state court case filings. The trend seen in previous years of state court filings making up most of the complaints submitted to the CCDA Legal Portal continued this year. Prior to 2022, federal court case filings made up most of the submissions, as seen in the graph and table for *Appendix A*.

Table 2 illustrates the number of federal and state court filings submitted from 2023 to 2025. For more information on the outcome of these filings, refer to the *Case Resolution Reports* section.

Table 2: 2023-2025 Filings Received by Commission (Federal vs. State)

Type of Filing Received	2025 Total	2025 Percent	2024 Total	2024 Percent	2023 Total	2023 Percent
Federal	419	11%	422	12%	362	9%
State	3,291	89%	3,091	88%	3,704	91%
Total:	3,710	100%	3,513	100%	4,066	100%

Alleged Construction-Related Physical Access Violations

CCDA received 11,741 alleged construction-related physical access violations from the 4,355 complaints and prelitigation letters in 2025. The number of alleged construction-related violations represented an increase compared to the 10,994 received in 2024. In 2025, there was an average of 2.7 alleged barrier-related dropdowns selected per complaint and prelitigation letter submitted. A single filing may also contain multiple alleged violations arising from the same property.

Table 3 outlines the total number of alleged construction-related physical access violations received by CCDA between 2020-2025.

Table 3: Total Number of Alleged Construction-Related Physical Violations Received (2020-2025)

Year	Number of Alleged Construction-Related Physical Violations
2025	11,741
2024	10,994
2023	10,591
2022	6,981
2021	8,596
2020	9,533
Total:	58,436

Top 10 Alleged Construction-Related Physical Access Violations

In 2025, the total number of reported alleged construction-related physical access violations was approximately 11,741. The 10 most reported alleged construction-related access violations totaled 8,562, or 72.92% of all alleged construction-related access violations reported in the CCDA Legal Portal in 2025.

The highest reported alleged construction-related access violation was “**Parking:** Existing spaces are noncompliant (e.g., excessive slopes/cross-slopes, improper dimensions, striping, etc.)” with 1,450 reports. It also made up 12.35% of all alleged physical access barriers selected. This alleged violation ranked first in 2024 and continued to rank first in 2025.

In second place, “**Path of Travel - Exterior:** Routes to and from parking lot or public right of way are not accessible (e.g., noncompliant surfaces, excessive slope/cross-slope, lack of detectable warnings, not protected from traffic, etc.)” had 1,276 reports and it made up 10.87% of all physical access barriers selected. This alleged construction-related access violation ranked second in 2024 and remained ranked second in 2025.

Of the top alleged construction-related access violations, three were in the “**Parking**” category, three were in the “**Path of Travel – Exterior**” category, two were in the “**Path of Travel – Interior**” category, one was in the “**Access to Goods, Support, Services, and Equipment**” category, and one was in the “**Toilet, Lavatory, and Bathing Facilities**” category.

The same 10 alleged construction-related physical access violations remained at the top this year as last year, with some changes in ranking. In 2025, “**Access to Goods, Support, Services, and Equipment:** Surface heights and space requirements for counters, tables, bars, or seating are not compliant,” “**Path of Travel - Exterior:** Doors are not accessible (e.g., the thresholds, handles, pulls, latches, locks, or clearances are noncompliant),” and “**Path of Travel - Interior:** Path of travel is not accessible (e.g., noncompliant surfaces, excessive slope/cross-slope, circulation aisles are too narrow, etc.)” were the three violations that moved up in ranking, while the rest remained the same or dropped in ranking.

Table 4 identifies the top 10 alleged construction-related physical access violations.

Table 4: Top 10 Alleged Physical Access Barriers (2025)

Rank	Violation Description	Total Number of Violations	Percent of All Alleged Violations Received
1	Parking: Existing spaces are noncompliant (e.g., excessive slopes/cross-slopes, improper dimensions, striping, etc.).	1,450	12.35%
2	Path of Travel - Exterior: Routes to and from parking lot or public right of way are not accessible (e.g., non-compliant surfaces, excessive slope/cross-slope, lack of detectable warnings, not protected from traffic, etc.).	1,276	10.87%
3	Access to Goods, Support, Services, and Equipment: Surface heights and space requirements for counters, tables, bars, or seating are not compliant.	1,220	10.39%
4	Parking: Designated accessible directional and/or parking signage is missing or noncompliant.	1,033	8.80%
5	Path of Travel - Exterior: Vertical transitions (ramps and/or stairs) are not compliant (e.g., excessive slope/cross-slope; landings are noncompliant, lack of guardrails and/or wheel guard, etc.).	790	6.73%
6	Path of Travel - Exterior: Doors are not accessible (e.g., the thresholds, handles, pulls, latches, locks, or clearances are noncompliant).	736	6.27%
7	Path of Travel - Interior: Objects projecting into accessible path of travel (e.g., a rack, display, or boxes placed in the aisle).	624	5.31%
8	Path of Travel - Interior: Path of travel is not accessible (e.g., noncompliant surfaces, excessive slope/cross-slope, circulation aisles are too narrow, etc.).	554	4.72%
9	Toilet, Lavatory, and Bathing Facilities: Main entry doors are not accessible or not on accessible route (e.g., thresholds, handles, pulls, latches, locks, clearances, etc. are noncompliant).	505	4.30%
10	Parking: Van-accessible and/or loading zones are noncompliant or nonexistent.	374	3.19%
	Total:	8,562	72.92%

Alleged Non-Construction-Related Physical Access Violations

[Assembly Bill \(AB\) 2917](#) was chaptered in September 2022 and required complaints and prelitigation letters alleging website inaccessibility be submitted to the CCDA Legal Portal. As a result, CCDA saw a sharp uptick in submissions regarding alleged inaccessible websites. For more information, see the section titled *Inaccessible Website Violations Received*.

For other non-construction-related violations, CCDA received one submission in which the plaintiff was refused service due to their service dog. There were also 18 instances in which staff or policy created a barrier. A common theme with many of these 18 submissions is the allegations that staff did not interact appropriately with the plaintiff or were not trained in the use or maintenance of accessible features of the business.

Combined with the number of submissions referencing inaccessible websites, there were 4,822 submissions for non-construction-related barriers received in 2025.

This is a slight increase of non-construction-related barriers, as there were 4,512 in 2024. This increase is directly related to the rise in the number of submissions related to website barriers. In 2025, there were 1,107 submissions that had website-related barriers listed, resulting in 4,803 website violations being alleged.

Table 5 outlines the total number of alleged non-construction-related physical violations received in 2025.

Table 5: Total Number of Alleged Non-Construction-Related Physical Violations Received (2025)

Non-Construction-Related Physical Violation	Number of Instances
Website Violation	4,803
Mobile Application Violation	0
Service Animal Violation	1
Program Access (Rideshare, Hand-control, Rental Bike Service)	0
Program Access (Company Policy)	18
Total:	4,822

Inaccessible Website Violations Received

The top five website barrier selections numbered 4,354 and made up 90.65% of alleged website barriers selected in complaint and prelitigation letter submissions made to the CCDA Legal Portal in 2025. Multiple barriers can be alleged in a single complaint or prelitigation letter, which is why the total number of website barriers is greater than the 1,107 submissions where “Website” was marked as the location. On average, there were 3.9 alleged website barrier dropdowns selected for submissions related to websites.

Table 6 identifies the top five alleged website barriers submitted to CCDA in 2025.

Table 6: Top Five Website Barriers Submitted (2025)

Rank	Website Barrier	Number of Instances
1	Content not appropriately/logically marked on website (e.g., semantic markups not used, tables not used for tabular data, only visual/auditory cues, content restricted to portrait/landscape, etc.).	992
2	Navigation order is not logical on website (e.g., navigation order of links, form elements, etc. is not logical and intuitive).	991
3	Text alternatives were not provided for non-text content on website (e.g., alt text for images and form buttons were not provided, text labels for form inputs were not provided, etc.).	988
4	Hyperlinks not meaningful on website (e.g., link's purpose can't be inferred by link text, not clear links with same text go different places, external hyperlink doesn't say it leaves page, etc.).	961
5	Alternatives not provided for time-based media on website (e.g., descriptive text transcripts, text/audio descriptions, synchronized captions not provided for non-live, web-based content, etc.).	422
	Total:	4,354

Top Frequent Businesses Featured in Complaints and Prelitigation Letters

From the submissions received in 2025, the most frequent location type was establishments serving food and drink, with five fast food franchises and one café franchise. The throughline for all these businesses is that they were places that the public can patronize to receive goods and/or services. Eleven businesses were included in *Table 7*.

For more information on the number of each type of public accommodation in complaints and prelitigation letters submitted to the CCDA in 2025, please refer to *Appendix C*.

Table 7 reveals the number of filings received for each top business.

Table 7: Top Defendants' Businesses (2025)

Rank	General Description of Business and Place of Public Accommodation Category	Number of Filings Received
1	Chevron: A Franchise Gas Station (Service Establishment)	36
2	Starbucks: A Franchise Coffee Shop (Establishments Serving Food or Drink)	29
3	ARCO: A Franchise Gas Station (Service Establishment)	29
4	Subway: A Franchise Fast Food Restaurant (Establishments Serving Food or Drink)	25
5	Shell: A Franchise Gas Station (Service Establishment)	25
6	Dollar Tree: A Franchise Retail Establishment (Sales or Rental Establishment)	16
7	McDonald's: A Franchise Fast Food Restaurant (Establishments Serving Food or Drink)	16
8	Mobil: A Franchise Gas Station (Service Establishment)	14
9	Burger King: A Franchise Fast Food Restaurant (Establishments Serving Food or Drink)	13
10	KFC: A Franchise Fast Food Restaurant (Establishments Serving Food or Drink)	13
11	El Pollo Loco: A Franchise Fast Food Restaurant (Establishments Serving Food or Drink)	13
	Total:	229

Top ZIP Codes

In 2025, CCDA reviewed the ZIP codes in which alleged access violations occurred most frequently in complaints and prelitigation letters submitted to the CCDA Legal Portal. The most frequently received ZIP code in complaint and prelitigation letter submissions was 93101 in Santa Barbara.

Table 8 reveals these ZIP codes as well as their corresponding neighborhoods, if applicable.

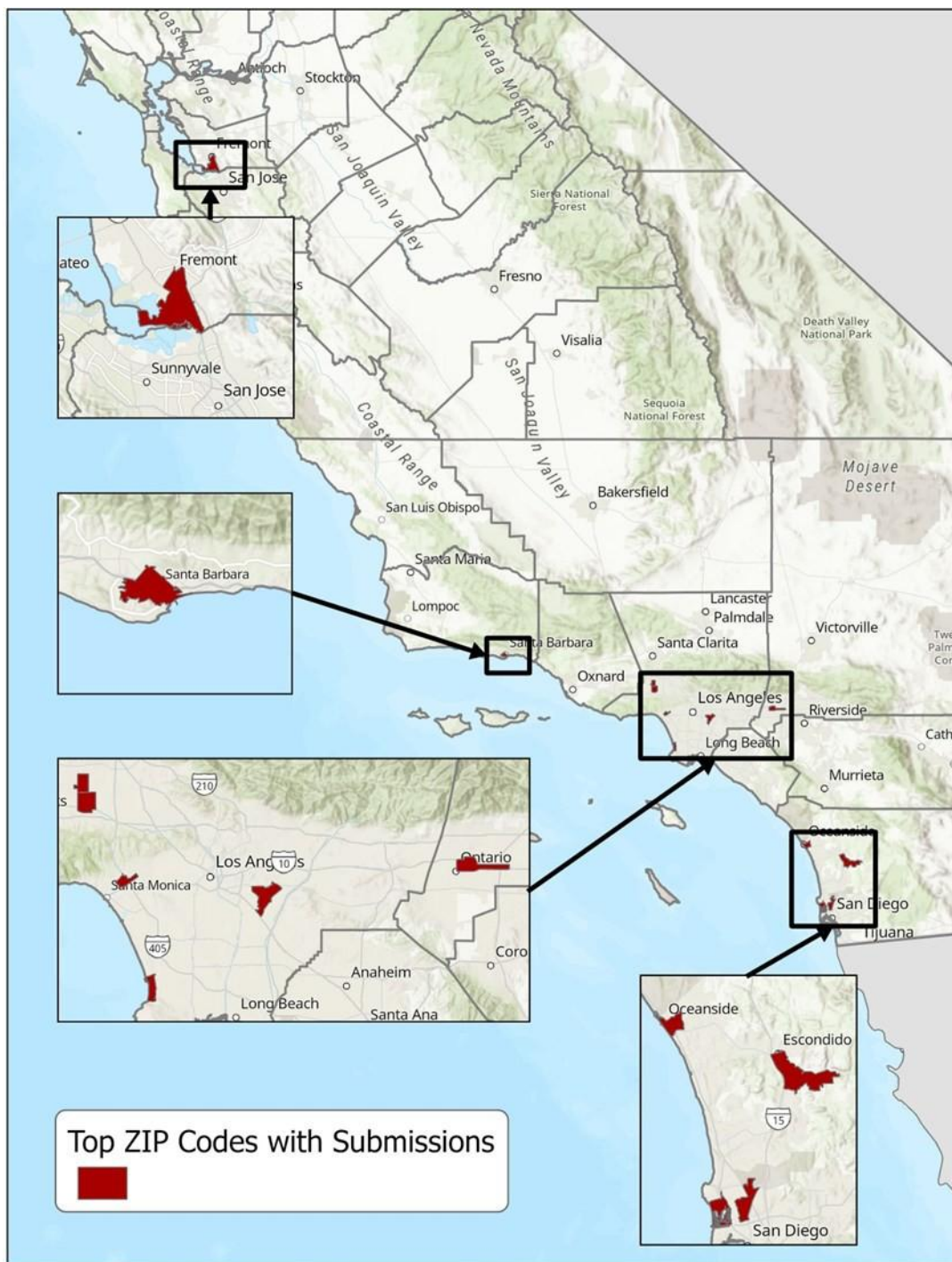
Table 8: Top ZIP Codes (2025)

Rank	ZIP Code	City (Region)	Corresponding Local Neighborhoods (Districts)	County
1	93101	Santa Barbara	Santa Barbara	Santa Barbara County
2	92111	San Diego	Kearny Mesa	San Diego County
3	90025	Los Angeles	West Los Angeles	Los Angeles County
4	91335	Reseda	Tarzana	Los Angeles County
5	90640	Montebello	Montebello	Los Angeles County
6	91764	Ontario	Ontario	San Bernardino County
7	92025	Escondido	Escondido	San Diego County
8	92054	Oceanside	Eastside	San Diego County
9	94538	Fremont	Baylands	Alameda County
10	90277	Redondo Beach	Redondo Beach	Los Angeles County
11	91324	Northridge	Northridge	Los Angeles County
12	92109	San Diego	Pacific Beach	San Diego County

ANNUAL REPORT 2025: Complaints and Prelitigation Letter Data Collection

The map located below, *Inset 1*, depicts the top ZIP codes by number of submissions received in 2025 as seen in *Table 8*. The submissions in this instance refer to complaints and prelitigation letters.

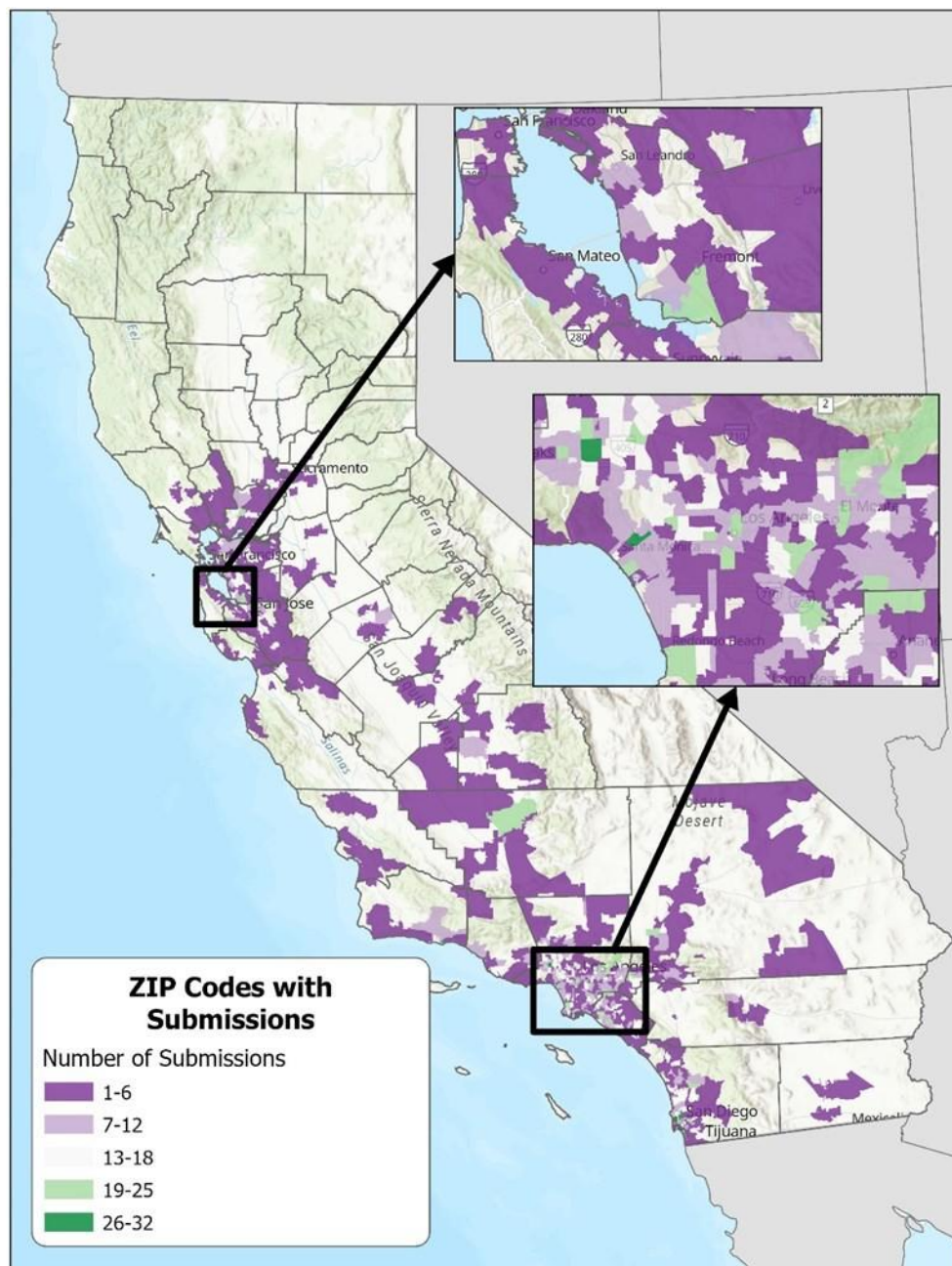
Inset 1: Map of Top ZIP Codes by Number of Submissions to the CCDA Legal Portal - 2025



The map for *Inset 2* has highlighted areas where at least one complaint or prelitigation letter submitted to the CCDA Legal Portal listed that ZIP code in the business address. The ZIP code 93101 in Santa Barbara was the most-referenced ZIP code in submissions received in 2025. Five of the most frequent ZIP codes in 2025 were in Los Angeles County: 90025, 90277, 90640, 91324 and 91335. Four were in San Diego County: 92025, 92054, 92109 and 92111. The other two most frequent ZIP codes were in San Bernardino County (91764) and Alameda County (94538).

Inset 1 and *Inset 2* also reflect the ZIP codes listed for businesses in complaints and prelitigation letters where “Website” was listed as a location where barriers were encountered.

Inset 2: Map of Number of Submissions to the CCDA Legal Portal by ZIP Code - 2025



Volume of State and Federal Complaints Received from Law Firms

There were 4,355 state and federal complaints and prelitigation letters submitted in 2025. The law firm that submitted that most complaints and prelitigation letters submitted 42.2% of these submissions. Altogether, the 10 highest submitting law firms were responsible for approximately 95.7% of all complaints and prelitigation letters received in 2025.

Five of these top-submitting law firms are located in Southern California, responsible for 3,498 submissions (80.3%) out of the 4,355 total submissions in 2025. Three firms are located in Northern California, comprising 456 submissions (10.4%). Two of the top-submitting firms are located out of state, with Arizona contributing 176 submissions (4.0%) and Nevada contributing 44 submissions (1.0%).

Table 9 provides a breakdown of the percentage of the complaints and prelitigation letters submitted by law firms in 2025.

Table 9: Volume of Submissions by Top 10 Law Firms (2025)

Rank	Name of Law Firm	County	Complaints and Prelitigation Letters Count	Percentage of Count
1	Manning Law, APC	Orange County (CA)	1,838	42.2%
2	The Law Office of Hakimi & Shahriari	Los Angeles County (CA)	668	15.3%
3	Law Office of Morse Mehrban	Los Angeles County (CA)	544	12.5%
4	Seabock Price APC	Los Angeles County (CA)	345	7.9%
5	The Reddy Law Firm	Alameda County (CA)	280	6.4%
6	The Strojnik Firm LLC	Maricopa County (AZ)	176	4.0%
7	AJG LAW GROUP, PC.	Contra Costa County (CA)	131	3.0%
8	Valenti Law APC	San Diego County (CA)	103	2.4%
9	Law Office of Richard A. Mac Bride	Contra Costa County (CA)	45	1.0%
10	Malakauskas Law, APC	Clark County (NV)	44	1.0%
N/A	Other Law Firms	N/A	181	4.2%
		Total:	4,355	100%

Case Resolution Reports

Data Overview – Case Resolution Reports

As part of [California Civil Code Section 55.32](#), attorneys are required to submit a report of the resolution of the construction-related disability access complaints and prelitigation letters they filed in CCDA's Legal Portal. These Case Resolution Reports (CRRs) allow CCDA to collect data on the outcome of the construction-related disability access complaints and prelitigation letters previously submitted to the CCDA Legal Portal by attorneys.

In 2025, CCDA received 3,611 CRRs, representing a significant decrease of 1,012 submissions from the CRRs in 2024. The majority of CRRs received were for complaints filed in the State Superior Court, which correlates with the rise in complaints filed in state courts that CCDA received in prior years.

Finally, there was a slight decrease in CRRs that did not state the name of the corresponding court, which are for prelitigation letters (prelitigation letters are not filed in a state or federal court). The number of CRRs for prelitigation letters decreased from 219 in 2024 to 197 in 2025.

Table 10 provides further information on CRRs received from 2020 to 2025.

Table 10: Case Resolution Reports Received by Type of Court Filing (2020-2025)

Type of Complaint	2025	2024	2023	2022	2021	2020
Federal	401	422	2,559	2,917	1,979	954
State	3,013	3,982	2,660	1,587	275	341
Prelitigation Letters	197	219	91	4	7	15
Not Processed	N/A	N/A	N/A	74	63	N/A
Total:	3,611	4,623	5,310	4,582	2,324	1,310

Manner of Resolutions Reported for Cases

The CCDA routinely examines three types of case resolution categories: settlements, judgments and dismissals.

In 2025, CCDA received 1,893 CRRs stating they were settled, including settlements, settlement/dismissals, and judgment/settlements. The majority of CRR submissions featured settlements as part of the process of resolving cases either as “only settlements” with 1,504, “settlement/dismissals” with 387, or “judgment/settlements” with two.

Additionally, there were 1,568 dismissals reported to the CCDA in 2025, including CRRs reporting dismissals, settlement/dismissals, and judgment/dismissals. Less than half of the CRR submissions listed dismissals in the process of resolving cases with 1,178 listing their manner of resolution as “only dismissal”, 387 as “settlement/dismissals”, and 3 as “judgment/dismissals”.

Lastly, CRRs reporting 542 judgments were received by the CCDA in 2025. This includes judgments, settlement/judgments, and judgment/dismissals. Overall, judgment was the least submitted manner of resolution.

Table 11 illustrates the total number of settlements, dismissals, and judgments.

Table 11: Percentage of Resolutions Reported for Cases (2025)

Manner of Resolution	Instances	Percentage
Only Settlement	1,504	41.7%
Only Dismissal	1,178	32.6%
Only Judgment	537	14.9%
Settlement/Dismissal	387	10.7%
Judgment/Dismissal	3	0.1%
Judgment/Settlement	2	0.1%
Total:	3,611	100%

Case Resolution Report Questions and Responses

In 2025, CCDA identified 1,531 CRRs reporting that the plaintiff received injunctive relief. This continues a downward trend in reported cases.

Furthermore, a total of 21 defendants requested an early evaluation conference.

Additionally, 28 defendants requested a site inspection by a Certified Access Specialist (CAsp) in 2025. This continues the trend seen in previous years where 99% of defendants did not utilize early evaluation conference nor request a site inspection by a CAsp.

Table 12 outlines the CRR questions and responses for 2025.

Table 12: Case Resolution Report Responses (2025)

Questions	Yes	Percent Yes	No	Percent No
Defendant requested an early evaluation conference	21	1%	3,590	99%
Defendant requested a site inspection by a Certified Access Specialist	28	1%	3,583	99%
Plaintiff received injunctive relief	1,531	42%	2,080	58%
Another favorable result was achieved	727	20%	2,884	80%
Plaintiff received damages or monetary settlement	3,454	96%	157	4%

Data Conclusions

Through analysis of the data submitted to the CCDA Legal Portal, some notable trends could be observed.

First, complaints filed in state court continue to make up the majority of submissions. This is a trend that started in 2022 after complaints filed in federal court made up the majority of submissions from 2016 through 2021.

Furthermore, there has been a continued trend of the top ZIP codes being from Southern California, with 11 of the 12 highest ranking ZIP codes being in the region. In previous years, Los Angeles County appeared most often among the counties, and this trend continued in 2025. There has also been an increase in submissions from San Diego County. San Diego County did not appear in the top ZIP codes until 2024, when it appeared once. In 2025, it appeared four times, including one ZIP code ranked second overall. This pattern matches where most of the leading law firms are located. Out of the top law firms, five are based in Southern California, including the top four.

Finally, with Assembly Bill 2917 chaptered in 2022, CCDA prepared for an increase in complaints and prelitigation letters involving website barriers being submitted to the CCDA Legal Portal. That increase was seen in 2023, rose sharply in 2024, and continued to increase in 2025 with 1,107 website-related submissions. There was also an increase in alleged website-related barriers with 4,803 alleged website barriers selected in those submissions. In response to this trend, efforts will be made to enhance CCDA's reporting practices by ensuring that barrier descriptions are relevant and clearly articulated by adding more detailed dropdowns that attorneys can choose to describe the nature of the alleged construction-related physical access violations and website accessibility violations in each complaint reported to the CCDA.

How the Data Shapes Our Work

CCDA is committed to applying a data-driven approach to fulfilling our mission. The data received through our Legal Portal produced information about trends in alleged construction- and website-related disability access violation claims. CCDA gathers data with the goal of assisting businesses in achieving access compliance for people with disabilities by analyzing the nature of the alleged violations, the types of businesses where the complaints are alleged, and the region where the alleged complaints occurred. By analyzing the Legal Portal data, CCDA can deploy access education to the communities in California that need it the most.

Commission and Subcommittee Breakdown

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 appointed by the Senate Committee on Rules, with one appointee from the business community and one from the disability community.
- Two (2) public members appointed by the Speaker of the Assembly, with one appointee from the business community and one from the disability community.
- Seven (7) public members 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 Commission's committees and subcommittees to ensure the timely delivery of committee deliverables.



CCDA Commissioners

Commissioner Olivia Asuncion



Appointment Type
Governor Appointee
Disability Community

Commission Role
Member of Education and Outreach
Committee

Current Appointment Term
2025 — 2028

Commissioner Dr. Catherine Campisi



Appointment Type
Senate Committee on Rules
Disability Community

Commission Role
Member of Checklist Committee

Current Appointment Term
2024 — 2027

Commissioner Drake Dillard



Appointment Type
Speaker of the Assembly
Business Community

Commission Role
Chair of the Checklist Committee
Member of the Executive Committee

Current Appointment Term
2025 — 2028

CCDA Commissioners

Commissioner Chris Downey



Appointment Type
Governor Appointee
Disability Community

Commission Role
Chair of Commission
Chair of Executive Committee

Current Appointment Term
2024 — 2027

Commissioner Brian Holloway



Appointment Type
Senate Committee on Rules
Business Community

Commission Role
Vice Chair of Commission
Member of Checklist Committee

Current Appointment Term
2023 — 2026

Commissioner Jacqueline Jackson



Appointment Type
Governor Appointee
Disability Community

Commission Role
Member of Legislative Committee

Current Appointment Term
2025 — 2028

CCDA Commissioners

Commissioner Ashley Leon-Vazquez



Appointment Type
Speaker of the Assembly
Business Community

Commission Role
Member of Education and Outreach
Committee

Current Appointment Term
2024 — 2027

Commissioner Scott Lillibridge



Appointment Type
Governor Appointee
Business Community

Commission Role
Chair of Legislative Committee
Member of Executive Committee

Current Appointment Term
2024 — 2027

Commissioner Dr. Luciana Profaca



Appointment Type
Governor Appointee
Disability Community

Commission Role
Chair of Education and Outreach Committee
Member of Executive Committee

Current Appointment Term
2023 — 2026

CCDA Commissioners

Commissioner Héctor Ramírez



Appointment Type
Speaker of the Assembly
Disability Community

Commission Role
Member of Education and Outreach
Committee

Current Appointment Term
2023 — 2026

Commissioner Sarahann Shapiro



Appointment Type
Governor Appointee
Business Community, CBPA Representative

Commission Role
Committee Member of Legislative
Committee

Current Appointment Term
2023 — 2026

CCDA Ex-Officio Members

Ida Clair, FAIA



Office
State Architect
Division of the State Architect

Ben Conway



Office
Deputy Attorney General
Commissioner Representing
California Attorney General Rob
Bonta

Assembly Member Juan Alanis



Office
District 22
Republican Party

CCDA Ex-Officio Members

Assembly Member Matt Haney



Office

District 17

Democratic Party

Senator Melissa Hurtado



Office

District 16

Democratic Party

Senator Rosilicie Ochoa Bogh



Office

District 19

Republican Party

CCDA Committees

Executive Committee
Purpose The <i>Executive Committee</i> 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 Brian Holloway – Vice Chair Commissioner Drake Dillard – Chair of Checklist Committee Commissioner Scott Lillibridge – Chair of Legislative Committee Commissioner Dr. Luciana Profaca – Chair of Education and Outreach Committee

Checklist Committee
Purpose The <i>Checklist Committee</i> was created to work on technical documents and special projects related to the Commission.
Members Commissioner Drake Dillard – Chair of Checklist Committee Commissioner Brian Holloway Commissioner Dr. Catherine Campisi Michelle Davis – Representing the Division of the State Architect Richard Halloran – City of San Francisco Beth Maynard – California Building Standards Commission Ike Nnaji – Certified Access Specialist (CASp) Mehdi Shadyab – City of San Diego, CASp Bill Zellmer – Sutter Health, CASp

CCDA Committees

Legislative Committee
Purpose The <i>Legislative Committee</i> was created to discuss disability-related legislation and policy matters.
Members Commissioner Scott Lillibridge – Chair of Legislative Committee Commissioner Jacqueline Jackson Commissioner Sarahann Shapiro Commissioner Ben Conway Dan Okenfuss – California Foundation for Independent Living Centers

Education and Outreach Committee
Purpose The <i>Education and Outreach Committee</i> was created to discuss and advise on education and outreach topics for the business and disability communities.
Members Commissioner Dr. Luciana Profaca – Chair of Education and Outreach Committee Commissioner Ashley Leon-Vazquez Commissioner Héctor Ramírez Commissioner Ben Conway Michelle Davis – Representing the Division of the State Architect Zeenat Hassan – Disability Rights California Arnie Lerner – FAIA, CASp Stephen Simon – City of Los Angeles, Department on Disability

Commission Tributes

Overview

CCDA would like to pay tribute to significant events and people to commemorate and celebrate their contributions to the organization's mission. These tributes allow CCDA to show appreciation, preserve history, and recognize achievements.

In Memoriam: Deputy Director of the Office of Legislative Affairs Matt Bender

CCDA, as part of DGS, is deeply saddened by the passing of DGS' Office of Legislative Affairs (OLA) Deputy Director Matt Bender, who passed away in September 2025. Matt was a dedicated public servant who committed himself to supporting the people of California. He worked tirelessly within OLA, serving as the liaison on behalf of DGS internal programs on legislative issues. Through his role, Matt played an essential part in advocating for the department's legislative priorities and ensuring DGS programs were aligned with the needs of the state. As a longtime member of the DGS team, Matt's professionalism, kindness, and commitment to public service left a lasting impression on all who had the honor of working with him. Matt's legacy of service – and the profound impact he had on CCDA and the broader DGS agency – will continue to guide us. CCDA is grateful for Matt's contributions and the opportunity to have worked alongside him in advancing disability access across the state.



2025 Vice Chair Commissioner Brian Holloway

CCDA proudly recognizes Commissioner Brian Holloway for his contributions and expertise as CCDA Vice Chair throughout 2025. Since Commissioner Holloway's election to Vice Chair, he has consistently demonstrated leadership by guiding and supporting his fellow commissioners. Commissioner Holloway has played a key role on the Checklist Committee and has contributed to the development of valuable resources, including the CCDA Accessible Parking Campaign and Outdoor Dining Guide. Drawing on his decades of professional experience in land development and entitlement consulting, Commissioner Holloway has been

a positive force in engaging both the Commission and the public to support understanding of disability access and compliance. Commissioner Holloway's current appointment term extends through 2026, and he intends to continue serving in his appointed role as a commissioner.

35th Anniversary of the Americans with Disabilities Act



In 2025, CCDA celebrated 35 years since the Americans with Disabilities Act (ADA) was signed into law by President George H.W. Bush on July 26, 1990. The ADA is a federal civil rights law that prohibits discrimination against those with disabilities in a variety of aspects, including employment, education, and housing. The ADA is divided into five titles, each addressing a different area of accessibility. Title I is related to employment, requiring that employers with 15 or more employees and state and local governments provide equal opportunity of employment, pay, and training to candidates with disabilities. Title II applies to state and local government services, ensuring that all publicly funded programs, such as public education, transportation, and social services, are equally accessible. Title III requires that businesses that serve the public and public accommodations such as restaurants, grocery stores, and hospitals provide equal access to goods and services for those with disabilities. Title IV mandates telephone companies to provide accessible services to individuals with speech and hearing disabilities. Lastly, Title V outlines additional requirements about ADA enforcement, including prohibiting retaliation against individuals who assert their rights under the ADA.

Since its passage in 1990, the ADA has undergone several revisions to help define what constitutes a disability and expand protections for individuals with disabilities. In 2008, President George W. Bush signed the ADA Amendments Act (ADA-AA) into law, which clarified the original intent of the ADA. The ADA-AA mandated that those with disabilities should be provided a “broad scope of protections” and expanded what may be considered a “major life activity.” More recently, the Department of Justice issued the 2024 ADA Title II Rule, which requires that the websites and mobile apps of governments and public entities are available in an accessible format. Web accessibility, as defined by the 2024 Title II rule, requires that websites meet an accessibility standard that will provide those with visual disabilities equal access to online platforms. This includes but is not limited to features such as screen-reader compatibility, text with sufficient color contrast, alternative text for images, and clear headings.

With each update since its passage, the ADA has continued to uphold the civil rights of individuals with disabilities, ensuring equal access to opportunities and services in both the public and private sectors. In 2025, CCDA celebrated the ADA’s 35th anniversary by continuing to promote disability access and by participating in several events related to this mission. For example, in July, CCDA attended the Kern County ADA Conference in Bakersfield, hosted by the Independent Living Center of Kern County. CCDA Executive Director April Dawson Rawlings served as a panelist in a discussion on Accessibility Compliance Fund/Disability Access and Education Revolving Fund with local city officials, local attorneys, and representatives from the Division of the State Architect. Additionally, CCDA Chair Commissioner Chris Downey participated in a panel discussion on kiosk accessibility. While CCDA does not interpret or enforce the ADA, CCDA’s work closely aligns with Title III through promoting accessibility in public spaces, especially physical access in the built environment. CCDA will continue to promote disability access through dialogue and collaboration with stakeholders as we recognize the ADA’s 35th anniversary.

Commissioners Making an Impact - A Year in Review

Overview

Throughout the year, CCDA commissioners make an impact in their communities. 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.

Commissioner Olivia Asuncion

During the year's final full Commission meeting in October 2025, CCDA swore in Commissioner Olivia M. Asuncion, a gubernatorial appointee, as its newest commissioner. Commissioner Asuncion brings extensive national and international experience in accessibility and inclusive design, strengthening CCDA's mission to advance disability access across California. Through her Fulbright Program research in the Philippines, Commissioner Asuncion gained valuable perspectives on accessible education, universal design, and policy development, reinforcing her commitment to equity and inclusion in the built environment. Commissioner Asuncion holds a Bachelor of Arts in Architecture from the University of California, Berkeley and a Master of Architecture with specialization in Social and Universal Design from the University of Oregon. Commissioner Asuncion currently serves as a public member for the United States Access Board and works as a project architect for Quattrocchi Kwok Architects in Oakland, where her professional work centers on accessibility and community-focused designed. In Commissioner Asuncion's role with CCDA, she intends to serve as a member of the CCDA Education and Outreach Committee and participate in CCDA full Commission meetings. Through Commissioner Asuncion's membership and professional expertise, she is committed to advancing CCDA's mission and promoting meaningful improvements in disability access throughout California. Commissioner Asuncion's current appointment term extends through 2028.





Commissioner Dr. Catherine Campisi

Sworn in during April 2025, Commissioner Dr. Catherine Campisi joined CCDA after being appointed by the Senate Committee on Rules. She brings a high level of expertise to CCDA through her career's dedication to advancing opportunities for individuals with disabilities in higher education, employment, and independent living. She served in leadership positions at the California Community College Chancellor's Office as dean of Student Services and statewide coordinator of Disabled Student Services. In addition to that, she has taught graduate courses on counseling people with disabilities. Prior to her current term at CCDA, Commissioner Dr. Campisi served as the director of the California Department of Rehabilitation and her lived experience has fueled her commitment to the disability rights movement and broader civil

rights efforts. This includes several prior leadership positions including the Association on Higher Education and Disability, the Association of California State Employees with Disabilities, and the California Association on Postsecondary Education and Disability. In Commissioner Dr. Campisi's role with CCDA, she serves as a commissioner on the Checklist Committee, and participates in CCDA full Commission meetings. Through her professional background, she helps further CCDA's goals in promoting disability access across the state of California to key stakeholder groups. Commissioner Dr. Campisi's current appointment term is through 2027.

Chair Commissioner Chris Downey

In July 2025, in recognition of the anniversary of the signing of the ADA, CCDA Chair Commissioner Christopher Downey served as a panelist at the 2025 Kern County ADA Conference, hosted by the Independent Living Center of Kern County in Bakersfield, California. The conference commemorated the 35th anniversary of the ADA and brought together advocates, professionals, and stakeholders for a day of learning, collaboration, and celebration. As part of the program, Chair Commissioner Downey participated in a panel discussion on "Kiosk Accessibility" alongside a representative from Division of the State Architect. With over 250 attendees, the conference provided a forum to share resources, engage in dialogue, strengthened collaboration, and promote accessibility statewide.



CCDA Commission to Community and Listening Forum Moderators

Throughout 2025, CCDA hosted various Commission to Community and Listening Forum events across California as part of its statewide outreach initiatives. These events were designed to serve as a venue for open discussion about disability access within specific regions, strengthening CCDA's outreach and engagement with communities throughout the state. The Commission to Community and Listening Forums events emphasized open dialogue, shared learning, and collaboration. Each event brought together local disability organizations, chambers of commerce, Certified Access Specialists, state-level officials, and residents with disabilities. By fostering open dialogue and learning directly from community members, CCDA advanced disability access while centering lived experiences and community perspectives. At two of the 2025 CCDA Commission to Community and Listening Forum events, CCDA Commissioners served as moderators, guiding and facilitating dialogue among participants. The following highlights reflect those CCDA Commissioners and their contributions to these roles.

Commissioner Dr. Luciana Profaca March 2025: San Mateo County

In March 2025, CCDA partnered with Center for Independence of Individuals with Disabilities (CID) and San Mateo Area Chamber of Commerce to host "Disability Compliance at Places of Business to Improve Access for All." CCDA Commissioner Dr. Luciana Profaca moderated the event, guiding a panel discussion titled "How Do We Remove Barriers and Achieve Accessibility for All?"

Panelists from CID, CCDA, and the San Mateo Area Chamber of Commerce shared insights and strategies on improving access compliance, fostering inclusive business practices, and building partnerships to advance accessibility in local businesses. Under Commissioner Dr. Profaca's facilitation, the discussion created a dynamic space for dialogue among the local chamber of commerce, state-level officials, and residents with disabilities. The event also marked the return of the in-person "Voices of the Customer" approach, bringing together and encouraging direct conversations between community members and businesses about accessibility obligations and barriers, reinforcing CCDA's commitment to inclusive and community-informed dialogue.





Commissioner Scott Lillibridge **August 2025: Sacramento County**

In August 2025, CCDA continued its engagement in Sacramento County with a second Commission to Community and Listening Forum event designed to deepen dialogue with local stakeholders. CCDA Commissioner Scott Lillibridge served as moderator, facilitating a thoughtful and inclusive discussion focused on advancing accessibility efforts in the region. The panel included representatives from Sacramento Resources for Independent Living, the Sacramento Metropolitan Chamber of Commerce, and CCDA Commissioner Brian Holloway. Together, panelists shared insights and perspectives aimed at improving accessibility and fostering partnerships to remove barriers for individuals with disabilities. Commissioner Lillibridge's leadership as a moderator helped foster an open

exchange of ideas and experiences, further strengthening connections between community organizations, business leaders, and state-level partners. The event highlighted the value of sustained engagement and cross-sector collaboration, to help remove barriers and promote accessibility for individuals with disabilities throughout the region.



*Center for Independence
San Mateo County Logo*



*Sacramento Metropolitan
Chamber of Commerce Logo*

Projects in Progress and CCDA's Path Forward

Overview

CCDA is focused on strengthening its outreach and engagement efforts to help businesses achieve access compliance for individuals with disabilities. By analyzing data from the CCDA Legal Portal and fulfilling legislative mandates, CCDA identifies trends in alleged violations, highlighting the types of businesses and regions that would benefit most from additional support and resources. This data-driven approach allows the Commission to target communities across California with tailored access to education and resources. A key priority is to increase collaboration and technical assistance, ensuring all stakeholders are equipped with the tools and knowledge needed for access compliance. Through these efforts, CCDA strives to create a more inclusive and accessible environment for people with disabilities throughout the state.

Legal Portal

Per [California Civil Code Section 55.32](#), California law firms are required to submit complaints, prelitigation letters, and CRRs associated with alleged construction-related physical access violations to CCDA. The CCDA Legal Portal was created as a vehicle for attorneys to submit this information to CCDA in lieu of emailed or mailed submissions. By the start of 2023, all data migration projects of past physical and emailed submissions had been completed.

In 2022, [Assembly Bill 2917](#) was enacted and mandated CCDA to include attorney-submitted website accessibility violations data along with construction-related physical access violations. In response, CCDA added a new website category to the portal allowing law firms to specify how a website was inaccessible. In 2025, CCDA continued to observe the response to the passage of this law as there were 1,107 submissions of website accessibility violations.

For more information on CCDA's response to Assembly Bill 2917, refer to *Inaccessible Websites Violation Received* in the *Complaints and Prelitigation Letters Data Collection* section.

Path Forward

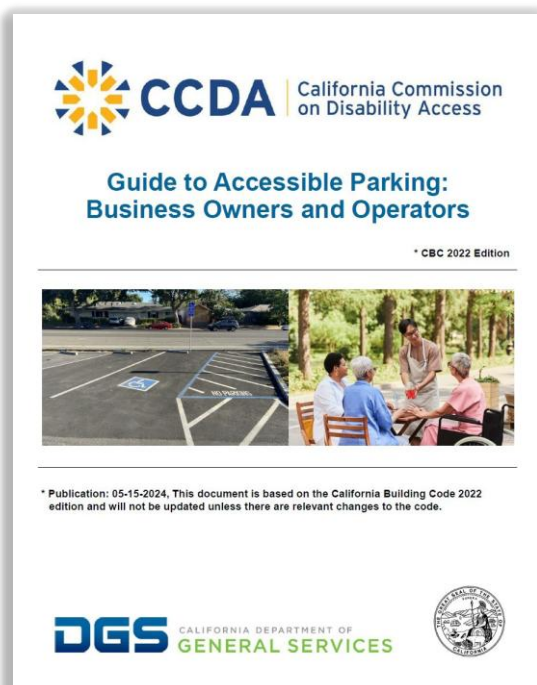
CCDA is continuing to update our Legal Portal by modifying and adding more detailed dropdowns that attorneys can choose to describe the nature of the alleged construction-related physical access violations and website accessibility violations in each complaint reported to the CCDA. As submissions continue to be entered in the CCDA Legal Portal, ongoing monitoring will be conducted to identify emerging trends, including geographic concentrations, types of alleged violations and industries most frequently associated within those areas. These insights will be used to inform targeted outreach efforts, allowing data-driven actions to address recurring barriers and support proactive engagement.

Accessible Parking Campaign

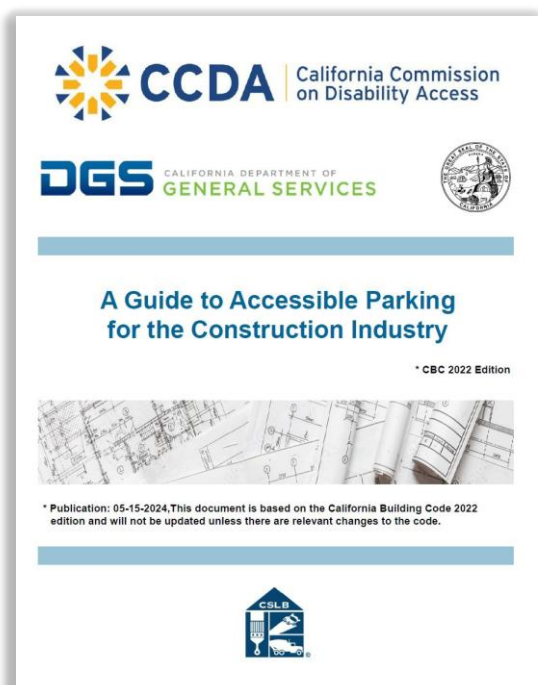
The Accessible Parking Campaign (APC) is CCDA's statewide initiative to provide educational materials, in the form of informational toolkits, to California businesses and professionals from the construction industry regarding construction-related accessibility violations in parking lots and exterior paths of travel.

Prior to the enactment of Assembly Bill 2917 in 2022, CCDA was authorized to review and report on construction-related physical access violations, including complaints and prelitigation letters, served on places of public accommodation. Through this existing authority, CCDA analyzed data over multiple years of construction-related physical access violations to identify recurring trends. This data revealed a high volume of violations involving accessible parking and exterior paths of travel. In response to these trends, and within CCDA's established statutory purview, the Commission began developing the concept for educational materials intended to address the most common construction-related accessibility violations. This work was also aligned and advanced through CCDA's 2022-23 Strategic Goals. The enactment of Assembly Bill 2917 during the 2022 legislative session aligned data and expanded CCDA's educational mandate to reflect these trends.

To support the development of the educational toolkits, CCDA convened stakeholder workgroups composed of ADA coordinators, local government officials, CASps, and professionals from the construction industry. Stakeholder input directly informed the structure, content, and focus of the educational materials, which evolved into two distinct toolkits. One toolkit was designed for business owners, and the other was designed for construction professionals.



*CCDA Guide to Accessible Parking:
Business Owners and Operators*



*CCDA Guide to Accessible Parking
for the Construction Industry*

Accessible Parking Campaign (Continued)

While this work was already underway, the Legislature passed Assembly Bill 2917 in 2022. Assembly Bill 2917 codified and expanded CCDA's mandate to prioritize the development and dissemination of educational materials related to construction-related accessibility compliance. Since CCDA had already identified the relevant data trends, established strategic goals, and initiated stakeholder collaboration, CCDA was well-positioned to implement and expand its education efforts as the bill became law. The alignment of CCDA's data-informed work and the Legislature's recognition of the same trends enabled efficient implementation and expanded CCDA's educational efforts under the new mandate.

Although the concepts and development of the APC began several years before 2022, these educational materials underwent iterative refinement through stakeholder engagement and technical review before being finalized in 2024. Prior to APC's final approval by the Commission, both toolkits were reviewed by the Division of the State Architect (DSA) to ensure technical accuracy and consistency with applicable accessibility standards. CCDA worked with DGS' Real Estate Services Division to incorporate DSA's recommendations, resulting in the Commission's final approval and public release in 2024. In 2024, both toolkits were made publicly available in the digital format on CCDA's website and as physical copies upon request. To expand outreach, CCDA has partnered with the Contractors State License Board (CSLB). CCDA Executive Director April Dawson Rawlings attended a CSLB meeting to discuss the toolkits and their importance. CCDA continues to promote APC through hosting and attending Commission meetings, and by providing the toolkits to members of the public who have inquiries about accessible parking and external paths of travel.

As of 2025, CCDA is actively translating both toolkits into threshold languages to promote equitable access across California's diverse communities. These languages include Spanish, Simplified Chinese, Traditional Chinese, Tagalog, Vietnamese, Korean, Arabic, Farsi, Armenian, Hindi, Lao, Punjabi, Russian, Japanese, Khmer, Thai and Hmong. The ongoing APC translation effort will expand the reach and impact of the toolkits, promoting accessibility statewide.

Path Forward

Looking ahead to 2026, CCDA anticipates finalizing and publishing the translated APC toolkits on CCDA's website to further expand accessibility and usability for diverse communities statewide. Additionally, CCDA plans to update the APC toolkits to ensure the material remains accurate with current information. These updates will incorporate relevant changes to the California Building Code and other applicable accessibility requirements that have changed since the APC toolkits were initially published in 2024. These updates will ensure that the APC toolkits remain current, accurate, and effective as an educational resource for both the construction industry and business community.

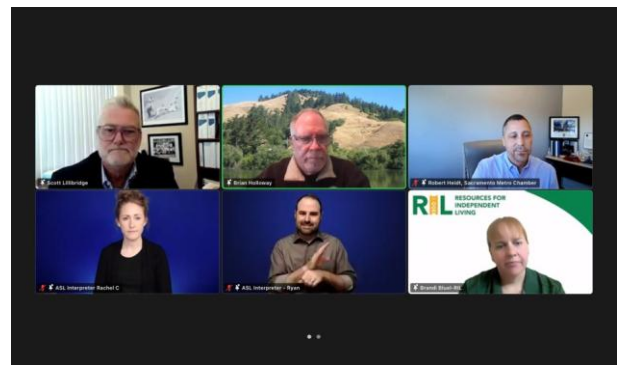
CCDA's Commission to Community and Listening Forum Events

Building on the momentum of 2024, 2025 was another successful year of outreach and engagement with communities across California. Through CCDA's 2025 Commission to Community and Listening Forum events, CCDA continued to expand its impact as a venue for stakeholder engagement. These 2025 Commission to Community and Listening Forum events – held in diverse regions across the state – provided opportunities for open dialogue, shared learning, and collaboration. The events brought together local disability organizations, chambers of commerce, CASps, state-level officials, and residents with disabilities. By fostering open dialogue and learning directly from community members, CCDA advanced disability access while centering community perspectives across the state. CCDA's 2025 Commission to Community and Listening Forum events raised awareness of disability access requirements, supported compliance, and highlighted the lived experiences of individuals with disabilities. In doing so, CCDA's 2025 Commission to Community and Listening Forum events increased visibility around the importance of accessibility in business settings and laid a strong foundation for CCDA's long-term outreach and planning strategies. In 2025, CCDA expanded its Commission to Community and Listening Forum events, hosting three different gatherings.

The first 2025 Commission to Community and Listening Forum event was held in San Mateo County (Millbrae) in March 2025 and reintroduced the in-person “Voices of the Customer” model, offering a platform for individuals with disabilities to share personal experiences alongside business and community leaders. Conducted in collaboration with the Center for Independence of Individuals with Disabilities (CID) and the San Mateo Area Chamber of Commerce, the event underscored the value of cross-sector partnerships in advancing access and inclusion. The event featured opening remarks from CCDA Executive Director April Dawson Rawlings and CID Executive Director Ligia Andrade Zúñiga, with CCDA Commissioner Dr. Luciana Profaca moderating. A panel discussion titled “How Do We Remove Barriers and Achieve Accessibility for All?” created a space for dialogue between local chambers of commerce, state-level officials, and residents with disabilities.



*Commission to Community and Listening Forum Event, March 2025
Hosted in San Mateo County*



*Commission to Community and Listening Forum Event, August 2025
Hosted Virtually in Sacramento County*

CCDA's Commission to Community and Listening Forum Events (Continued)

In June 2025, the second 2025 Commission to Community and Listening Forum event took place in Sacramento and was embedded into CCDA's regular full Commission meeting under the theme "How Do We Remove Barriers and Achieve Accessibility for All?" CCDA Executive Director April Dawson Rawlings moderated the discussion, joined by Sacramento Resources for Independent Living (RIL) Executive Director Brandi Bluel and Sacramento Metropolitan Chamber of Commerce President and Chief Executive Officer Robert Heidt. The conversation centered on practical approaches to improving access compliance, encouraging inclusive practices, and supporting collaboration between businesses and disability advocates. This format enabled commissioners to engage directly with public participants in real time, enhancing transparency and ensuring that community voices inform CCDA's accessibility efforts.

The final 2025 Commission to Community and Listening Forum event, held in Sacramento during August 2025, served as a continuation of the June 2025 Commission to Community and Listening Forum event's engagement, deepening dialogue and strengthening relationships with stakeholders. CCDA Commissioner Scott Lillibridge moderated the session, joined by panelists from Sacramento RIL, the Sacramento Metropolitan Chamber of Commerce, and CCDA Commissioner Brian Holloway. The discussion focused on insights and perspectives aimed at improving accessibility and fostering partnerships to remove barriers for individuals with disabilities.

Across all three 2025 Commission to Community and Listening Forum events, CCDA consistently modeled accessibility-forward planning, demonstrating that centering access from the outset leads to richer participation, more informed discussions, and stronger connections with California's diverse communities. Each 2025 Commission to Community and Listening Forum event provided an accessible and inclusive environment for dialogue between CCDA representatives, business owners, disability advocates, and community members. The events were structured to ensure full participation by offering American Sign Language interpretation, Communication Access Real-time Translation, and translated materials in languages reflective of local populations. This intentional inclusion of accessibility and language services exemplified CCDA's commitment to ensuring that engagement efforts uphold the same standards of access that the Commission promotes statewide.

Path Forward

Building on the success of 2025, CCDA plans to continue its outreach efforts in 2026 through CCDA's 2026 Commission to Community and Listening Forum events. These events continue to be important CCDA-hosted outreach initiatives that remain a key venue for stakeholder engagement, offering space for dialogue and collaboration across California. In 2026, CCDA will focus on reconnecting with previously connected communities while expanding to new regions in California to strengthen local capacity and further advance accessibility across the state.

CCDA's Social Media and Outreach

In 2025, CCDA continued to strengthen its online presence through its official Facebook and YouTube platforms. These social media platforms served as tools for sharing educational resources, recognizing holidays, and promoting upcoming meetings and outreach events. Through a consistent and strategic social media presence, CCDA expanded its reach while also supporting engagement across California through in-person, virtual, and hybrid events.

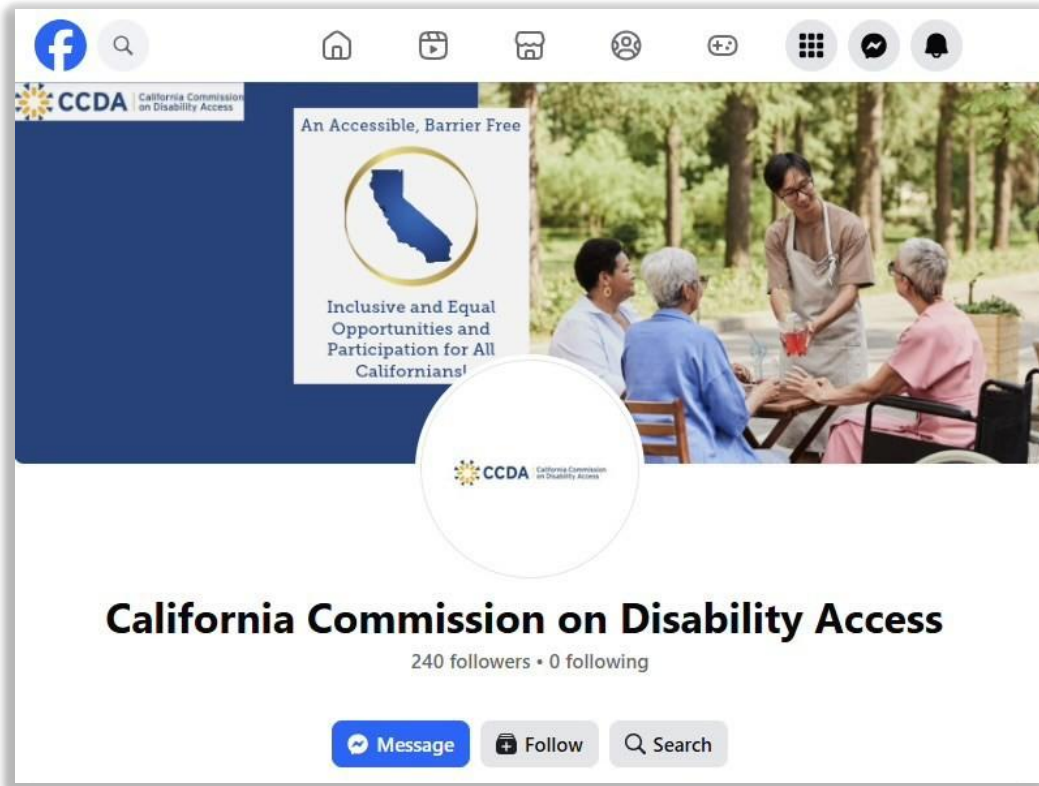
CCDA maintained a balanced approach to outreach by combining both digital engagement with direct community interaction. CCDA staff and commissioners participated in community events and conferences, hosted resource tables, and organized CCDA-led outreach programming, including the Commission to Community and Listening Forum events. These efforts allowed CCDA to bring its mission directly to the public, raise awareness at the local level, and strengthen connections with stakeholders statewide. Together, these physical and digital outreach strategies laid the foundation for increased public engagement and awareness of disability access issues. Facebook continued to serve as a central platform for connection and outreach in 2025. CCDA used the platform to share informational resources, including assistance related to California wildfires early in the year, as well as registration details and updates for CCDA-hosted outreach events. Facebook functioned as a hub for updates and visually engaging content, while YouTube provided public access to recorded commission and committee meetings, webinars, and outreach events.

To maintain consistency and enhance engagement, CCDA developed tailored graphics and digital materials for each platform. Accessibility remained a core priority across all content, with accessibility features such as captions, alternative text, video descriptions, appropriate color contrast, and plain language consistently incorporated. These efforts increased visibility and supported engagement with a broader audience, including businesses, the disability community, government entities, and the general public, further advancing CCDA's mission to improve disability access throughout California.



CCDA YouTube Channel Homepage

CCDA's Social Media and Outreach (Continued)



CCDA Facebook Homepage

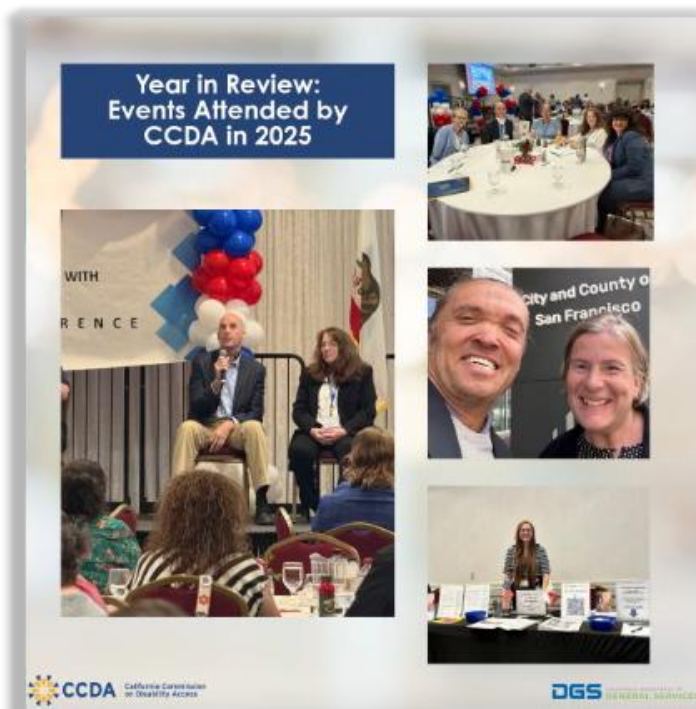
Path Forward

In 2026, CCDA will continue to expand its social media presence by producing engaging and informative content focused on education, meeting information, upcoming events, and accessibility-related infographics. Facebook will remain a primary platform for community engagement, supported by monthly social media themes that highlight key accessibility topics related to public accommodations. These planned themes will include winter accessibility, customer interactions, communication and signage, interior business accessibility, the built environment and architectural access, and technology and digital accessibility. YouTube will continue to feature previously recorded commission and committee meetings, outreach events, and webinars. CCDA will also further develop its ongoing YouTube video series, "Busting Barriers – Fact or Fiction," which launched in 2024. Across all platforms and content types, CCDA will maintain accessibility by ensuring the continued use of captions, alternative text, video descriptions, appropriate color contrast, and plain language. These efforts will support inclusive engagement and strengthen CCDA's outreach and impact statewide.

CCDA's Social Media and Outreach (Continued)



*CCDA Social Media Post
Commission to Community/Listening Forums*



*CCDA Social Media Post
Events Attended by CCDA*



*CCDA Social Media Post
Lunch and Learn Webinars*

Web Accessibility

In 2022, Assembly Bill 2917 expanded the Commission's existing responsibilities related to reviewing and reporting construction-related physical access violations served on places of public accommodations to also include prelitigation letters and complaints about website accessibility violations. Assembly Bill 2917 further broadened the Commission's mandate to prioritize the development and dissemination of educational materials that provides California businesses information on their obligations related to web accessibility and provide resources about facilitating compliance. In response to Assembly Bill 2917's extended responsibilities, CCDA is actively developing a comprehensive Web Accessibility Toolkit with information about web accessibility compliance. The toolkit is meant to be an educational resource and does not constitute legal or regulatory guidance.

CCDA's Web Accessibility Toolkit is intended to provide California places of public accommodation with information from the perspective of business owners regarding web accessibility. Although places of public accommodation are subject to Title III of the ADA, the United States Department of Justice has not issued formal regulations establishing a specific technical standard for web accessibility compliance for places of public accommodation. In the absence of federal regulations, the Web Content Accessibility Guidelines (WCAG), developed by the World Wide Web Consortium as part of their Web Accessibility Initiative, are frequently referenced in accessibility discussions and litigation as a framework for improving web accessibility. WCAG provides detailed recommendations for creating new digital content in an accessible format and for bringing existing digital content into compliance. However, WCAG has not been formally adopted by the federal government as the binding standard for places of public accommodation.

Since the enactment of Assembly Bill 2917, CCDA's development of the Web Accessibility Toolkit has focused on incorporating commonly referenced accessibility principles, including those reflected in WCAG, while providing valuable informational resources about web accessibility compliance. These resources include information about testing content for accessibility, maintaining accessible features, and implementing accessibility training. The Web Accessibility Toolkit is currently in the review and development stage.

Path Forward

In 2026, CCDA will continue to advance the development of the Web Accessibility Toolkit through a thorough review process that includes both internal and external stakeholders. When the document is finalized, the Web Accessibility Toolkit will serve as an educational resource for California businesses, providing practical information related to accessibility compliance for internet websites.

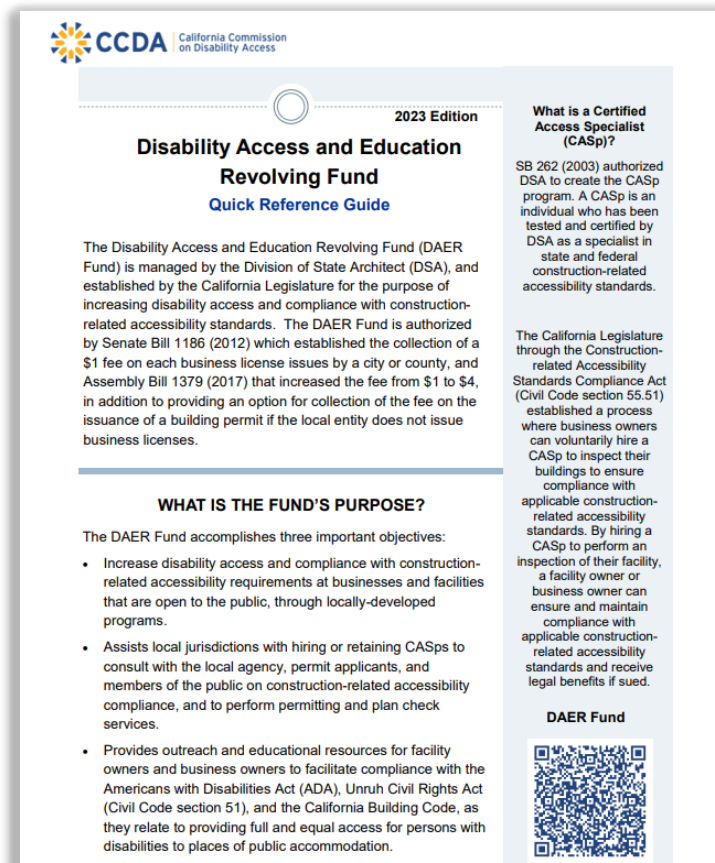
Disability Access and Education Revolving Fund

The Disability Access and Education Revolving Fund (DAER Fund) promotes compliance with state and federal accessibility requirements. The DAER Fund is primarily funded through an additional fee levied on applicants for local business licenses or building permits. Fees collected are deposited into a city or county established "Accessibility Compliance Fund." The DAER Fund seeks to improve disability access in public spaces and ensure compliance with construction-related accessibility standards through locally tailored programs. The DAER Fund also supports local jurisdictions by facilitating the hiring or retention of CASps to enhance the availability of qualified professionals to assist businesses with accessibility and compliance. Any remaining local funds shall be used for programs that facilitate local business compliance with construction-related accessibility requirements and may include providing financial assistance to small businesses for construction of physical accessibility improvements. Local jurisdictions must consult with their legal counsel to determine if the highest priority has been met. The DAER Fund is managed by the Division of the State Architect (DSA), which produces an annual report on allocations and money spent. The state further requires annual reporting on how funds are used. In addition to compliance activities, the DAER Fund supports education and outreach efforts that promote awareness and understanding of accessibility standards.

In 2025, CCDA continued to expand its outreach and education efforts related to the DAER Fund, with a focus on increasing awareness of appropriate fund usage and encouraging dialogue among stakeholders across sectors. CCDA continued to highlight the DAER Fund at CCDA full Commission meetings by inviting local jurisdictions to discuss their implementation and use of funds. These presentations were intended to foster shared learning and facilitate conversations among representatives from the business community, the disability community, and local and state government. In March 2025, the City of San Jose presented on its use of the fund, followed by a presentation from the City of San Francisco's Office on Disability and Accessibility (ODA) at the October 2025 full Commission meeting. CCDA also continued its analysis and assessment of local awareness of the DAER Fund through a statewide survey distributed in 2024 in partnership with the Division of the State Architect.

The 2024 statewide survey received 76 responses from local California cities and counties and provided valuable insight into how local jurisdictions understand and apply the Accessibility Compliance Fund. Findings from the 2024 statewide survey are informing CCDA's ongoing and future education and outreach strategies, including plans to update CCDA-produced materials. Throughout 2025, CCDA staff incorporated information about the DAER Fund through presentations at key outreach events, including all 2025 Commission to Community and Listening Forum events and Ventura County's Second Annual Government and Disability Summit. These engagements allowed CCDA to connect directly with local stakeholders and reinforce understanding of the fund's purpose and allowable uses. In addition, CCDA Executive Director April Dawson Rawlings participated in a panel discussion at the Kern County ADA Conference with local officials, attorneys, and representatives from the DSA focused on the "Accessibility Compliance Fund and the DAER Fund, further strengthening collaboration and public awareness."

Disability Access and Education Revolving Fund (Continued)



CCDA DAER Fund Quick Reference Guide

Path Forward

Building on the outreach, analysis, and stakeholder engagement conducted in 2025, CCDA intends to continue and refine its DAER Fund efforts in 2026. CCDA will use the results of the 2024 statewide survey to guide targeted outreach to jurisdictions with identified knowledge gaps or implementation challenges. As part of this effort, CCDA plans to update the DAER Fund Quick Reference Guide in 2026 to reflect survey findings, clarify appropriate fund use, and incorporate valuable informational resources. DAER Fund education will continue to be integrated into CCDA's 2026 Commission to Community and Listening Forum events, with content tailored to regional needs and local priorities. In 2026, CCDA will also continue analyzing fund allocations and usage patterns to inform outreach strategies, maintain relationships with previously engaged communities, and expand engagement into new regions. Through these efforts, CCDA aims to strengthen local capacity and further advance accessibility compliance and disability access statewide.

2025 Pacific ADA Center Webinar Collaboration Series

One of CCDA's impactful 2025 moments was the continuation of the CCDA Lunch and Learn webinar series, developed in collaboration with the Pacific ADA Center for the second consecutive year. The 2025 CCDA Lunch and Learn webinar series featured two sessions aimed at providing stakeholders with valuable information and resources to promote accessibility across California.

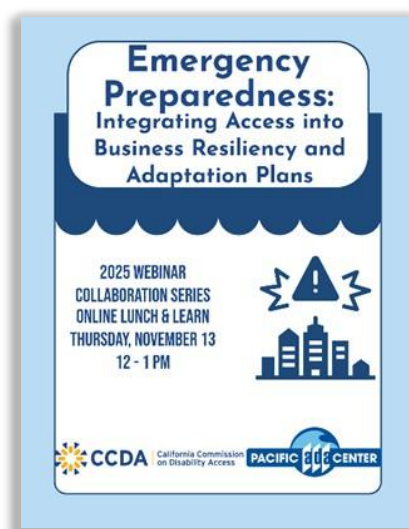
The first session of the 2025 CCDA Lunch and Learn webinar series focused on accessible parking and spotlighted CCDA's *Accessible Parking Toolkit for Business Owners and Operators*. The second webinar session centered on emergency preparedness, offering resources on how businesses can integrate accessibility into their business continuity plans and adapt during emergencies while continuing to meet accessibility obligations. The 2025 Lunch and Learn webinar series reflects one of the many ways CCDA is advancing a more inclusive and accessible California. In total, more than 400 stakeholders registered for the 2025 CCDA Lunch and Learn webinar series, reflecting strong engagement and reinforcing CCDA's ongoing efforts to advance a more inclusive and accessible California through education and outreach.

Path Forward

Looking ahead to 2026, CCDA will continue its collaboration with Pacific ADA Center to offer the Lunch and Learn webinar series. The focus for 2026 will shift to addressing the needs of specific regions that are trending in CCDA's reporting of construction-related accessibility violations. The focus of the 2026 CCDA Lunch and Learn webinar series will be tailored to these geographical areas, providing resources and insights specifically related to construction-related accessibility violations in those regions. Through this approach, CCDA will continue to serve as an informational resource, supporting awareness and understanding of accessibility requirements.



The Business Owners and Operators Guide to Accessible Parking Webinar Flyer



Emergency Preparedness Webinar Flyer

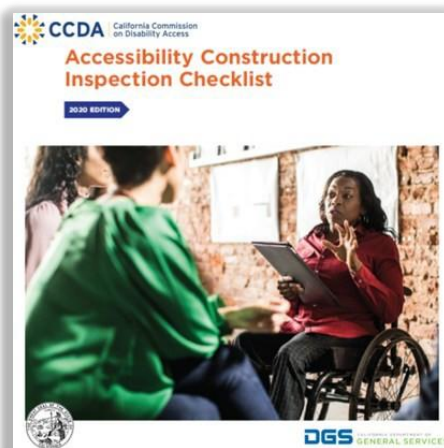
Revising Prior Publications

In 2025, CCDA will update several previously published educational and technical assistance materials to ensure alignment with current accessibility standards and enforcement practices. These updates will reflect the most current requirements of the California Building Code and other applicable state and federal disability access laws and regulations.

The publications to be revised include CCDA's Myths and Misconceptions: Accessibility Compliance for Businesses Guide, Accessibility Construction Inspection Checklist, Accessible Parking Toolkits, and the Disability Access Education Revolving (DAER) Fund Quick Reference Guide. The purpose of these updates is to ensure that the materials remain accurate, relevant, and useful to trained building code officials, building inspectors, design professionals, business owners, and other stakeholders involved in commercial construction and accessibility compliance. A key component of this effort is the revision of the Accessibility Construction Inspection Checklist. The updated checklist will provide trained building code officials and building inspectors with a practical reference guide identifying commonly inspected accessibility features during various phases of commercial construction. The Accessibility Construction Inspection Checklist is intended solely as a reference tool for trained building code officials and building inspectors.

Path Forward

In 2026, CCDA will focus on finalizing and distributing the revised materials to ensure they are accurate, accessible, and ready for statewide use. This work will include continued review for technical consistency with current codes and standards, improving clarity and usability, and strengthening alignment across all CCDA publications. CCDA will also expand outreach efforts to reconnect with previously engaged communities while extending its reach to new regions throughout California. Through educational events, trainings, and stakeholder engagement, CCDA aims to strengthen local capacity and further advance accessibility compliance across the state. The relevant CCDA subcommittees will continue to guide the revision process and support outreach efforts to maximize the impact and effectiveness of these updated resources.



*Accessibility Construction
Inspection Checklist Flyer*

DGS Strategic Goals 2024-2025

The mission of CCDA is to 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. Pursuant to statute, CCDA serves as a disability access compliance information resource by gathering and disseminating data related to construction-related physical access violations alleged in prelitigation letters and complaints. Throughout 2025, CCDA operated under its Strategic Goals 2024–2025, which were designed to strengthen data collection and analysis, expand technical assistance, and advance equity-centered outreach. These goals supported CCDA's broader mission to improve access for all Californians through informed, collaborative, and data-driven engagement.

Strategic Goal #1: Development of a Five-Year Strategic Plan for 2025–2030

During 2024 and 2025, CCDA initiated a yearlong planning process to develop a comprehensive Five-Year Strategic Plan (2025–2030). Draft strategic goals were developed through conversations with commissioners and a stakeholder focus group, providing an initial framework to guide CCDA's future priorities and initiatives. Throughout this period, CCDA engaged stakeholders through public meetings and early stakeholder engagement efforts to inform the draft plan. These draft goals represent a starting point for continued discussion and refinement. Following the completion of broader community engagement and preparation of a full draft plan planned for 2026, the Executive Committee will review the document before submitting it to the full Commission for approval. The finalized Five-Year Strategic Plan will be completed in 2026 and will guide CCDA's work through 2030.

Strategic Goal #2: Expansion of Technical Assistance Outreach

CCDA completed Strategic Goal #2 through a focused and coordinated approach that combined outreach, education, and technical support for businesses statewide. During 2024 and 2025, CCDA hosted six Listening Forums and six webinar events aimed at increasing understanding of disability access requirements and compliance. These efforts strengthened CCDA's engagement with California's business community and laid the foundation for sustained collaboration. Outreach activities were informed by stakeholder feedback and complaint data trends to ensure that educational resources and technical assistance addressed compliance issues pertaining to the specific regions. The outcomes of this work directly informed the development of CCDA's 2026–2027 Action Plan for Engagement, which builds upon the relationships, insights, and lessons learned during this period.

DGS Strategic Goals 2024-2025 (Continued)

Strategic Goal #3: Equity-Focused Engagement with BIPOC and Marginalized Business Communities

Under Strategic Goal #3, CCDA increased engagement with businesses led by Black, Indigenous, and People of Color (BIPOC) and other marginalized communities through a data-driven and equity-informed approach. CCDA conducted an analysis combining aggregated construction-related accessibility complaint data with U.S. Census demographic data to identify regional trends, equity gaps, and opportunities for targeted outreach. This analysis highlighted a critical intersection: regions with high volumes of construction-related accessibility complaints often overlap with communities experiencing broader systemic inequities. CCDA prioritized outreach in these regions and examined industry-specific trends to better understand how access violations impact diverse business communities. As a result, CCDA tailored technical assistance and engagement strategies to be more localized, culturally responsive, and inclusive. CCDA's Listening Forums and Commission to Community events incorporated language access services and region-specific programming to increase participation and accessibility. These efforts advanced CCDA's equity goals and expanded the reach and effectiveness of educational resources and technical assistance across California. This work also informed progress under Strategic Goal #1, which continues to focus on developing a clear, organization-wide equity definition to guide future outreach.

Path Forward

With the completion of Strategic Goals 2024–2025, CCDA will transition in 2026 to operating under Strategic Goals 2026–2027. These goals were developed through Strategic Goal #2 of the 2024–2025 plan and informed by data analysis, stakeholder engagement, and implementation experience from the prior two years. In 2026, CCDA's Five-Year Strategic Plan (2025–2030) will be refined through additional stakeholder engagement and Commission review. Upon approval, they will be incorporated into the final Five-Year Strategic Plan guiding CCDA's priorities and initiatives through 2030. Strategic Goals 2026–2027 are implemented through CCDA's 2026–2027 Action Plan for Engagement, which build on the accomplishments, insights, and community relationships established during Strategic Goals 2024–2025. CCDA's 2026–2027 Action Plan advances three core objectives: strengthening community follow-up and accountability, expanding industry-specific outreach, and enhancing data-driven engagement. Together, Strategic Goals 2026–2027 and CCDA's 2026–2027 Action Plan for Engagement represent a continuation of prior efforts and a shift toward more targeted, accountable, and data-informed engagement. This framework allows CCDA to further its impact and promote disability access statewide.

CCDA Outreach Efforts

Overview

In 2024, CCDA achieved major milestones in its outreach efforts, expanding its impact both in the community and online. By establishing a strong social media presence, CCDA was able to connect with a wider audience, while also making meaningful in-person connection across California. Through attending conferences and setting up resource tables, CCDA brought its mission directly to people, promoting engagement and raising awareness on a local level. This combination of physical and digital outreach has laid the foundation for even greater stakeholder involvement in the future.

CCDA's Social Media and YouTube

CCDA actively uses its Facebook and YouTube platforms to connect with and engage diverse audiences, including the disability community, business community, and all levels of government. These social media platforms are essential for increasing awareness about accessibility and sharing essential resources to support compliance efforts. On Facebook, CCDA shares educational content, holiday observances and event announcements to keep stakeholders informed and engaged. CCDA's YouTube channel provides easy public access to recordings of previous commission and committee meetings, webinars, and other events. By making this information readily available, CCDA expands access to resources, strengthens outreach, and supports statewide efforts to improve disability access.

2025 CCDA and Pacific ADA Center Lunch & Learn Webinar Collaboration Series

The 2025 CCDA and Pacific ADA Center Webinar Collaboration Series, developed in collaboration with the Pacific ADA Center, featured two educational sessions aimed at providing stakeholders with information and resources to promote accessibility across California. Both sessions were facilitated by CCDA Executive Director April Dawson Rawlings and Pacific ADA Center Deputy Director Jan Garrett. The first webinar session focused on accessible parking and spotlighted *CCDA's Accessible Parking Toolkit for Business Owners and Operators*. The second webinar session centered on emergency preparedness, offering resources on how businesses can integrate accessibility into their business continuity plans and adapt during emergencies while continuing to meet accessibility obligations. The 2025 CCDA and Pacific ADA Center Webinar Collaboration Series reflects one of the many ways CCDA is working to advance a more inclusive and accessible California.

Events Attended by CCDA

- **Sacramento Mayor Disability Leader Roundtable**

In February, CCDA Executive Director April Dawson Rawlings joined local leaders to discuss disability inclusion in Sacramento.

- **Pacific ADA Centers 2025 Virtual Conference – “Beyond Compliance: Equity, Access, and the ADA”**

In March, CCDA Executive Director April Dawson Rawlings attended Pacific ADA Center’s virtual conference, which focused on advancing equity and ADA compliance.



Pacific ADA Center 2025 Virtual Conference Infographic

- **California Energy Commission Panel**

In April, CCDA Executive Director April Dawson Rawlings served as a panelist at a meeting of the California Energy Commission (CEC) for the session “Building Inclusive Environments,” highlighting strategies for accessibility in energy planning.



April 2025 CEC Panel

Events Attended by CCDA

- **Disability Rights California Berkeley Office Grand Opening**

In July, CCDA celebrated the opening of Disability Rights California's (DRC's) new office in Berkeley. DRC is a CCDA stakeholder as they represent the interests of people with disabilities in statewide policy discussions, including access issues. DRC's advocacy, legal expertise, and community engagement make them a key stakeholder that informs CCDA's work.



DRC Berkeley Office Grand Opening Flyer

- **Kern County ADA Conference**

Also in July, CCDA attended and hosted a resource table to connect with stakeholders at the Kern County ADA Conference celebrating the 35th anniversary of the signing of the ADA. CCDA Chair Chris Downey participated in a panel discussion on "Kiosk Accessibility" and CCDA Executive Director April Dawson Rawlings joined a panel discussion alongside local officials, attorneys, and representatives from Division of the State Architect on the "Accessibility Compliance Fund/Disability Access and Education Revolving Fund." The conference brought together more than 250 attendees to share resources, engage in dialogue, strengthen collaboration, and promote accessibility across the state.



July 2025 Kern County ADA Conference

Events Attended by CCDA

- **CCDA and San Francisco Office on Disability and Accessibility**
CCDA Executive Director April Dawson Rawlings met with San Francisco Office on Disability and Accessibility Director Eli Gelardin to strengthen collaboration and share strategies for advancing accessibility.
- **California Association for Local Economic Development Webinar – Supporting Businesses to Achieve Accessibility Compliance and Build Their Customer Base**
In September, CCDA Executive Director April Dawson Rawlings presented a collaborative webinar with the California Association for Local Economic Development on ways to help businesses improve disability access and expand their customer base.
- **County of Ventura Government & Disability Summit**
Also in September, CCDA Operations Manager Abigail Ridge presented “Ensuring Accessibility: Understanding CCDA and Its Role in Promoting Disability Compliance at Places of Business to Improve Access for All,” which had 85 attendees. She also hosted a resource table to engage with local stakeholders.

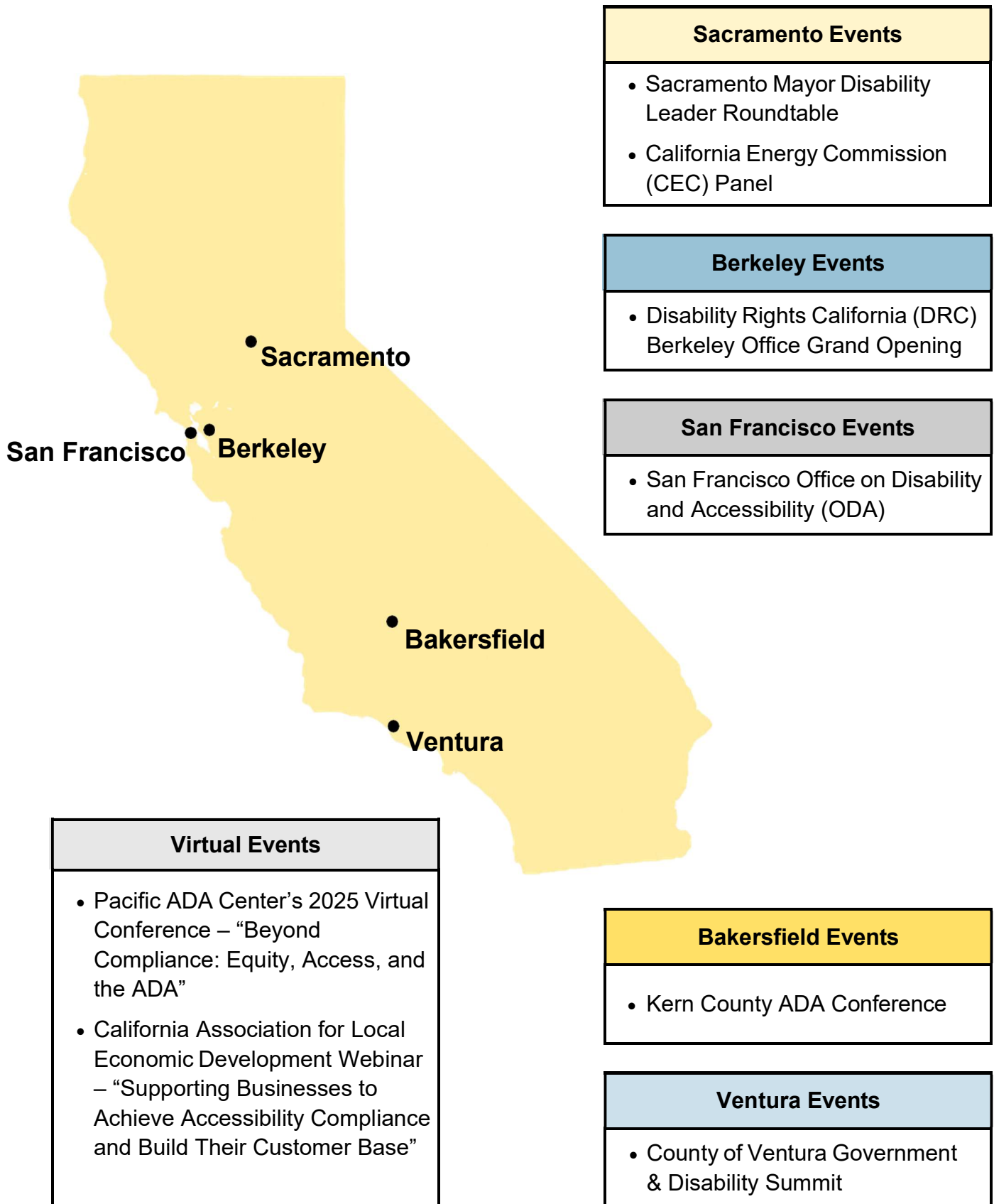


CCDA and San Francisco ODA Event



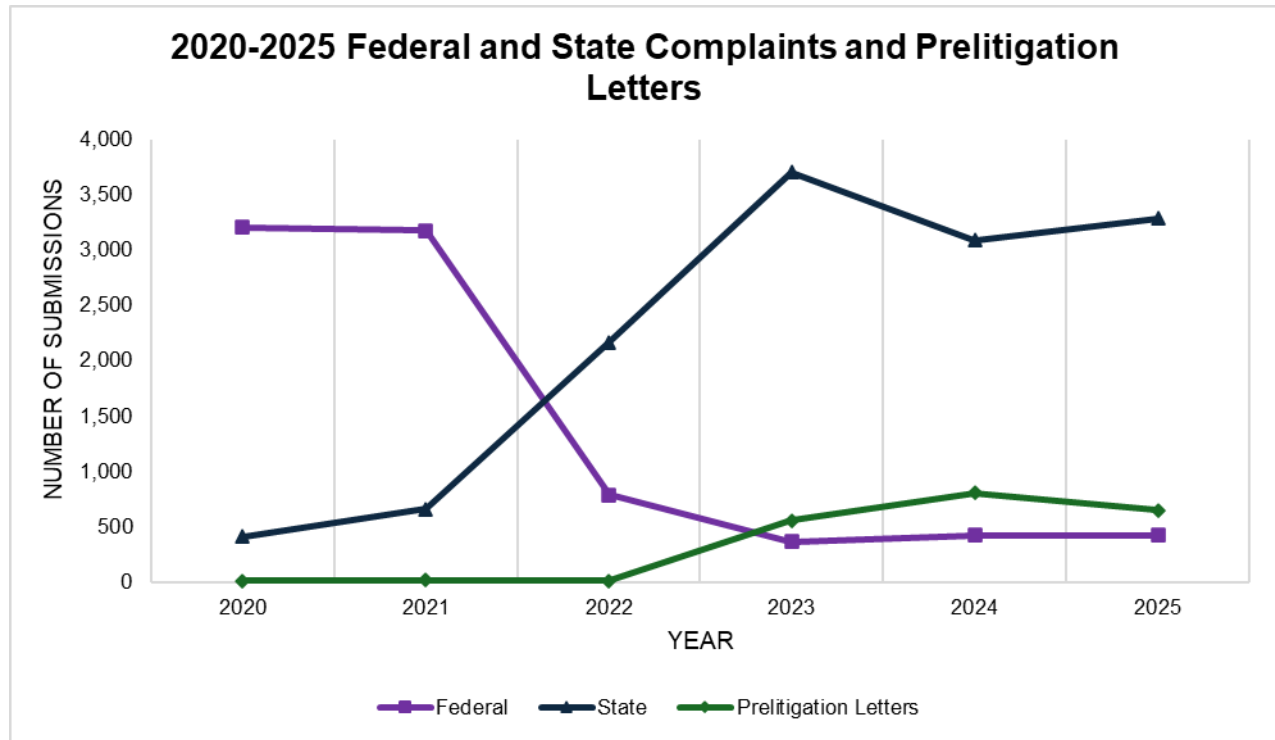
*County of Ventura
Disability Summit Infographic*

Map of Events Attended by CCDA in 2025



Appendices

Appendix A: 2020-2025 Case Files and Prelitigation Letters Received by the Commission



Type of Filing	Year of 2020	Year of 2021	Year of 2022	Year of 2023	Year of 2024	Year of 2025
Federal	3,210	3,176	788	363	422	419
State	411	659	2,170	3,706	3,091	3,291
Prelitigation Letters	12	15	10	555	806	645

Appendix B: 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.

Appendix B: Place of Public Accommodation Categories (Continued)

- 9. Places of Recreation:** A park, zoo, amusement park, or other place of recreation.
- 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 nonreadable text, etc.).

Appendix C: Complaints and Prelitigation Letters Received by Places of Public Accommodation (2022-2025)

Place of Public Accommodation Category	2025 Total	2025 Percent	2024 Total	2024 Percent	2023 Total	2023 Percent	2022 Total	2022 Percent
Sales or Rental Establishments	1,377	25.33%	1,134	21.97%	1,412	30.20%	970	32.28%
Establishments Serving Food or Drink	2,193	40.34%	2,340	45.34%	2,011	43.02%	1,282	42.66%
Service Establishments	349	6.42%	365	7.07%	552	11.81%	530	17.64%
Places of Lodging	220	4.05%	194	3.76%	205	4.39%	188	6.26%
Other ^[1]	138	2.54%	47	0.91%	8	0.17%	3	0.10%
Public Transportation Terminals, Depots or Stations	0	0.00%	1	0.02%	0	0.00%	2	0.07%
Place of Exhibition or Entertainment	10	0.18%	7	0.14%	14	0.30%	6	0.20%
Places of Exercise or Recreation	15	0.28%	12	0.23%	10	0.21%	8	0.27%
Places of Recreation	8	0.15%	3	0.06%	1	0.02%	2	0.07%
An Office Building	9	0.17%	1	0.02%	3	0.06%	2	0.07%

^[1] This category includes business categories not listed under Title 24 of the California Building Standards such as marijuana or cannabis dispensaries.

Appendix C: Complaints and Prelitigation Letters Received by Places of Public Accommodation (2022-2025)

Place of Public Accommodation Category	2025 Total	2025 Percent	2024 Total	2024 Percent	2023 Total	2023 Percent	2022 Total	2022 Percent
Places of Education (Non-Title II)	2	0.04%	1	0.02%	0	0.00%	1	0.03%
Places of Education (Title II)	0	0.00%	1	0.02%	1	0.02%	0	0.00%
Facility associated with CA Public Education Administration	1	0.02%	2	0.04%	1	0.02%	1	0.03%
Social Service Center Establishments	0	0.00%	1	0.02%	3	0.06%	0	0.00%
Places of Public Gathering	1	0.02%	2	0.04%	1	0.02%	2	0.07%
Places of Public Display or Collection	2	0.04%	0	0.00%	0	0.00%	1	0.03%
Public Curb or Sidewalk	4	0.07%	5	0.10%	7	0.15%	6	0.20%
Religious Facility	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Websites ^[2]	1,107	20.36%	1,045	20.25%	446	9.54%	1	0.03%
Total:	5,436	100%	5,161	100%	4,675	100%	3,005	100%

^[2] In the past, websites were included as part of the “Other” category as they were not recognized as a Place of Public Accommodation, but this category was added due to growing interest in inaccessible websites. In 2022, Assembly Bill 2917 was signed into law, requiring attorneys to send a copy of their complaints alleging inaccessible websites to CCDA.

Appendix D: Summary of Five-Year Strategic Goals

Overview

CCDA is committed to developing a comprehensive Five-Year Strategic Plan to guide its priorities and initiatives. This plan will articulate the organization's vision and mission, ensuring a clear direction for the next five years.

Draft Goals (2025-2030):

Goal	Purpose
1. Addressing misconceptions on disability access compliance and fostering a culture of proactive responsibility through education, engagement and data-driven insights.	Create initiatives to increase proactive access compliance and address misconceptions about disability access compliance. Examples: 1. Misconception Video Series with DGS Office of Public Affairs 2. CCDA Demand Letter Initiative 3. CCDA Legal Portal Enhancements 4. Advocacy and Resource Toolkit for Consumers
2. Develop CCDA to effectively implement legislative and statutory obligations.	Reassess CCDA mission and subcommittee's purpose to effectively align with CCDA's purview. Examples: 1. CCDA's Mission and Equity 2. CCDA Subcommittees (i.e., Checklist Committee and Legislative Committee)
3. Build relationships with and between all CCDA stakeholders.	Support relationship-building efforts through all CCDA platforms and venues. Examples: 1. Listening Forums and Commission to Community Events 2. Webinar Collaborations 3. Language Access (i.e., provide resources and events in various formats)
4. Develop resource capacity to respond to stakeholders.	To effectively support relationship-building efforts through all CCDA platforms and venues. Examples: 1. CCDA Website Redesign (i.e., Business Connect, Resources, and Reports) 2. Disability Access Education and Revolving Fund initiatives and data analysis

Appendix E: Summary of 2024-2025 Two-Year Strategic Goals

Goal	Purpose
Create a new five-year strategic plan.	CCDA will embark on a yearlong planning process that will result in the development of a new five-year strategic plan.
Enhance regional outreach to small businesses.	Plans are underway to conduct listening forums, online trainings, and outreach activities to small businesses in different regions of the state.
Increase CCDA's business community engagement.	Utilizing census data, CCDA will develop a strategy to improve outreach to businesses that are minority-owned and that represent non-English speaking communities, with the goal of reaching numerous business owners that more closely match the diversity of the communities in each region of California.

References

Table 8: Top ZIP Codes (2025)

ZIP Code: 90025 (Los Angeles) [Los Angeles, CA - United States ZIP Codes.org](https://www.zipcodes.org/zip/90025)

ZIP Code: 90277 (Redondo Beach) [Redondo Beach, CA - United States ZIP Codes.org](https://www.zipcodes.org/zip/90277)

ZIP Code: 90640 (Montebello) [Montebello, CA - United States ZIP Codes.org](https://www.zipcodes.org/zip/90640)

ZIP Code: 91324 (Northridge) [Northridge, CA - United States ZIP Codes.org](https://www.zipcodes.org/zip/91324)

ZIP Code: 91335 (Reseda) [Reseda, CA - United States ZIP Codes.org](https://www.zipcodes.org/zip/91335)

ZIP Code: 91764 (Ontario) [Ontario, CA - United States ZIP Codes.org](https://www.zipcodes.org/zip/91764)

ZIP Code: 92025 (Escondido) [Escondido, CA - United States ZIP Codes.org](https://www.zipcodes.org/zip/92025)

ZIP Code: 92054 (Oceanside) [Oceanside, CA - United States ZIP Codes.org](https://www.zipcodes.org/zip/92054)

ZIP Code: 92109 (San Diego) [San Diego, CA - United States ZIP Codes.org](https://www.zipcodes.org/zip/92109)

ZIP Code: 92111 (San Diego) [San Diego, CA - United States ZIP Codes.org](https://www.zipcodes.org/zip/92111)

ZIP Code: 93101 (Santa Barbara) [Santa Barbara, CA - United States ZIP Codes.org](https://www.zipcodes.org/zip/93101)

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

Inset 1: Map of Top ZIP Codes by Number of Submissions to the CCDA Legal Portal – 2025

Designed by Department of General Services – Enterprise Technology Solutions

Inset 2: Map of Number of Submissions to the CCDA Legal Portal by ZIP Code – 2025

Designed by Department of General Services – Enterprise Technology Solutions

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