



## California Commission on Disability Access 2020 Strategic Goals

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 communities as well as all levels of government. CCDA is empowered by statute to act as a disability access compliance information resource, gathering and disseminating data to stakeholders and the public on the various types of construction-related physical access violations alleged in pre-litigation letters and complaints. CCDA's 2020 strategic goals are intended to promote efficiency in data collection and analysis and further CCDA's mission to improve access for all Californians. Specifically, in 2020, CCDA will:

### **Goal 1:**

**Develop educational tools for small businesses to promote and facilitate disability access compliance.**

In support of CCDA's legislative mandate to prioritize the development and dissemination of educational materials and information. CCDA will complete two educational tools for small businesses to promote and facilitate disability access compliance. The key customer products from this effort will be a comprehensive disability access toolkit and short-form informational sheets for businesses seeking accessibility compliance. These educational tools — including versions in alternative formats — will be made available on the CCDA website. This goal will benefit the business community and local government agencies by promoting disability access at places of public accommodation.

### **Goal 2:**

**Implement phase 3 of the Electronic Data Collection Project: Increase electronic submissions to 40 percent.**

CCDA developed the Electronic Data Collection Project to make its review of pre-litigation letters, complaints, and case resolution reports for construction-related accessibility claims more efficient and environmentally friendly, and to promote better data analysis. In 2018 and 2019, CCDA completed phase 1 and phase 2 of the project, respectively, by implementing an electronic transfer and storage process for previously reviewed files and by launching a web-based portal that allows the legal community to submit claims electronically to CCDA. In 2020, CCDA will enter the third phase of this effort: a comprehensive marketing strategy to increase electronic submissions to at least 40 percent of the total. This is the completion of a multiyear goal started in 2018.