



Public Inquiries Received by CCDA

January – December 2019

Public Records Act (PRA) Requests:

The California Commission on Disability Access (CCDA) received a total of nine PRA requests in 2019: five from law firms, one from the Riverside County District Attorney’s Office, two from the public to obtain data from CCDA’s Annual Report, and one from an individual representing educational entities¹.

Public Inquiries:

From January 1, 2019 through December 31, 2019, CCDA received a total of 243 inquiries from the public in various forms (email, phone call and mail).

Table 1: Number of Inquiries Received by Month

Month	Number of Inquiries Received	Month	Number of Inquiries Received
January	17	July	22
February	14	August	24
March	19	September	25
April	27	October	22
May	19	November	12
June	24	December	18
		Total:	243

¹ CCDA received five case file requests from law firms, two CCDA Annual Report data requests from the public, and a Statewide Business Accessibility Compliance Report from an individual representing educational entities. CCDA received a request from the County of Riverside District Attorney’s office for Case Files for a specific law firm. CCDA was not able to provide a Statewide Business Accessibility Compliance report because it is not an information studied or collected by the Commission.

The majority of the inquiries are received by phone (58%), followed by email (40%) and mail (2%).

Table 2: Inquiries Received by Type

Type of Inquiry	Number of Inquiries Received	Percentage of Total (%)
Phone Call	142	58%
Email	97	40%
Piece of Mail	4	2%
Total:	243	100%

CCDA further organized the 243 inquiries received by nature of the inquiry:

1. 37 percent of the inquiries received were questions related to building codes and requirements.
2. 39 percent of the inquiries received were questions related to enforcement, legal consultations or advocacy.
3. 24 percent of the inquiries received were questions related to disability program access.

Table 3: Nature of Inquiries Received

Nature of Inquiries	Number of Inquiries	Percentage of Total (%)
Building Codes or Requirements ²	91	37%
Enforcement or Legal Advocacy ³	94	39%
Disability Program Access	58	24%
Total:	243	100%

² CCDA received 8 building codes inquiries related to a government-owned building, which also includes community colleges, Universities of California, California State Universities, K-12.

³ CCDA received 13 inquiries related to filing a complaint against a government-owned building or property.

The following list outlines the public inquiries received in 2019 by category and instance. The numbers in parenthesis correspond to how many times the inquiry was asked over the 12-month period.

Building Codes or Requirements Inquiries

- “How can I make my business accessible?” (3)
- “I would like more information on website accessibility required by AB 434?”
- “Is there accessibility requirement for an oven at work?”
- “What are the requirements for hotels to have accessibility kits?” (2)
- “Does CCDA had any technical staff who could answer disability access questions?” (2)
- “Staff at Contra Costa County wants to appeal for accessibility requirements.”
- “What are the guidelines or design specifications for vehicles?”
- “Are churches required to comply with disability access laws under recent revisions of the state law?” (3)
- “I would like code clarification for architects.” (4)
- “What are building code or requirements for older buildings?” (4)
- “I want to remodel business but my owner won't help. What can I do?” (3)
- “What are the codes for elevators?” (2)
- “What are the parking codes and regulations for UC schools?” (3)
- “Is [the] building exempted from installing an elevator for the employee?” (2)
- “What are building codes and requirements for State buildings?” (6)
- “Signage card for emergency exit of a state owned building.”
- “ADA Compliance hardship letter?” (3)
- “Historical California Construction Cost Index?”
- “What are the parking codes?” (6)
- “What is the desk height clearance?”
- “Why other businesses cannot be compliant but mine has to be?”
- “Disability access requirements for a Monterey Chamber of Commerce event being held at a motel with only stairs?”
- “Requirements and specifications for an in-home business?” (3)
- “Do all state agencies have to make their toolkits/files accessible?”
- “Doesn't there need to be at least 1 Emergency Vehicle Access that is ADA compliant?”
- “What are the building codes for rentals?”
- “Whether or not the playground area has to be ADA compliant and if so, how do they design it? Since it is a scaled down version of actual building/and also it is designed for small toddlers?”
- “Regulations on hotel beds.”

- “I would like to receive the 2019 updated Restaurant/Business ADA Accessibility requirements?”
- “Requirements for curb role?” (4)
- “What are the requirements for electrical panels?”
- “What are the state statistics of number of individuals with disabilities, code requirement, compliance rate?”
- “Is the California Disability Act more stringent or does it mirror the ADA?”
- “What are the bathroom design requirements?” (3)
- “Does a mobile salon needs to be accessible?”
- “How do you know if a business in San Francisco is accessible or not?”
- “What are apartments requirements for accessible units?”
- “Wants to know if his portable lift has enough slope or if it’s too much?”
- “High School Seating Requirements?”
- “Does the dodger stadium need ADA Signage?”
- “Disabled Parking Regulations?”
- “What are signage requirements”?
- “Are there requirements for accessible tables?”
- “Wanted to know ADA requirements for hanging/dangling light fixtures in public spaces?”
- “I want to know if the path of travel to the general pool needs can be this sloped or if the design is wrong?”
- “Building requirements for worksite?”
- “What kind of access specifications cemeteries have to have?”
- “Do you have an updated CCDA Accessibility Checklist for inspectors 2018 edition yet?”

Enforcement or Legal Advocacy Inquiries

- “How do I file a civil rights complaint against this business?” (24)
- “How do I have this business fix an identified access barrier?” (2)
- “The bathroom to a business is not compliant because of a grab bar.”
- “My apartment that was rented to me, ‘smells and sucks ‘, what can I do about it?”
- “The only way out of the service department is up many steps to the sales department or through the service department parking lot, then up a very steep road to the street. I believe neither are ADA compliant. What should I do next?”
- “They tried everything they can to help this student but he refused to follow the interactive process. What can we do?”

- “Two service dogs got into a fight at the medical office, one was injured and had to go to the vet. One patient wants to medical office to cover vet bills. The two patients did not exchange information and the medical office cannot give out contact info to either party. The medical office wanted to know who was liable in this situation?”
- “Wants to know if water parks need to be ADA complaint? If not, then [individual] wants to file a complaint or report the violations.”
- “What accommodation rights for an individual with a disability in a county jail located in Fresno?”
- “Handicapped bathroom access doesn’t have proper signage. Easily accessible exits are blocked or saved for “donors” only.”
- “The city painted over the van accessible parking space near [individual’s] house, who can help?”
- “Advocacy on [individuals] behalf in regards to employment accommodation.”
- “CBS Broadcast Center in Studio City, CA is constantly violating ADA handicap parking at its facility. They allow private cars and storage in spots as well as expired handicap placards to be used. Complaints have been filed numerous times with management to not available.”
- “Request for Administrative Review form being sent to the City of Santa Cruz Parking Office after we received a parking violation for not paying a metered pay station to use a disability space with my placard. It is my opinion that since this lot is centrally metered and charged in one hour increments that the lot qualifies as "metered parking." Furthermore, there is no obvious signage to the contrary.”
- “Evicted by landlord for identifying ADA issues. Talked to DFEH and Code Enforcement beforehand.”
- “I was refused a disability accommodation by the San Francisco Superior Court, which resulted in my being unable to appear for a civil court hearing for a parking ticket. I want to file a complaint to receive either the money I lost because I couldn’t attend the hearing (\$1,732), or injunctive relief to have a re-hearing with the required accommodation.”
- “Looking for advocacy due to an incident that occurred at Burbank Airport.”
- “The court should have reviewed said documents or sent them to LAPD yet the financial interest of Probate Attorney Political Contributions keeps the courts from adhering to designated reporter requirements. This is a dangerous violent situation that is a violation of ADA rights against discrimination violence and hate crime I will send the more complicated specifics with court codes under separate email?”
- “I want to find out if the doctor’s office complied with the ADA, because they do not have automatic door openers. I already spoke with his local building official and was informed the doctor’s office is in compliance.”

- “I want to know what happened to an ADA request about a narrow sidewalk that I submitted to Caltrans.”
- “ADA placards for bathrooms- The individual suspected an organization with a placard outside a bathroom, the bathroom was not actually compliant.”
- “This individual wants to know what resources [they] can use to get the hospital to release [their] sister’s medical release form so [they] can help determine whether or not medical condition is feasible?”
- “This individual would like CCDA to investigate the lack of accessible conditions forced upon on him by the CDCR.”
- “I would like to seek reasonable accommodation at my work place, Department of Water Resources?”
- “I was denied access to a county’s park with a state’s senior pass. [Individual] wants use to help enforce the inaccessibility.”
- “Wants enforcement and wants an inspector to look at local train terminal.”
- “I was denied to get a room at a hotel in Palm Springs due to having a service dog?”
- “Workforce Opportunity Improvement Act.”
- “A business owner called because [they] were served a lawsuit. [They] wanted to contact a CASp.” (2)
- “I got served a website complaint. [Individual] wants to know what she can do legally and make her website accessible.”
- “I want to seek for legal advocacy or help because his business is sued.”
- “Wants to know if [they] can sue without a pre-litigation letter or not?”
- “I want a list of lawyers in Sacramento.”
- “[Their] father is being told he is being sued for ADA. They would like to know if they have an exception?”
- “I would like to have a list of business that got sued this year or know how to reach out to the businesses.”
- “I received a per-litigation letter and wanted legal counsel?”

Disability Program Access Inquiries

- “How do I apply for disability insurance?” (8)
- “How do I report a misuse of disabled parking placard?” (2)
- “Where may I find an assistance device (e.g. wheelchair, walkers, etc...)?” (4)
- “I have questions about service animals and support animals.” (4)
- “Who is responsible for a disability employment issue at a privately-owned winery?”
- “I am traveling to Washington D.C. in April 2020 and wanted to try and get tickets to tour our White House. Since Katie Hill has resigned and she was my

representative, to whom should I send a request to obtain tickets? Any insight you could provide would be greatly appreciated.”

- “My neighbor with Asperger’s who was denied access to a local club of Koi Fish Collectors and Gardeners in Kern County. [Individual] claims the neighbor, who is the founder of a local club chapter was told [they] could not participate in the club due to [their] disability.”
- “Would like to talk to the DMV for parking issue.” (3)
- “Attorney would like to know how to submit their complaints.” (2)
- “Are you aware of any state-level programs that address the needs of small and/or rural communities’ vis-a-vis ADA compliance?” (2)
- “I’m interested on applying to be on the California State Commission on Disability. Can you please send me an application form?”
- “Inquiry about requesting an accommodation for taking the written driving test at the DMV in Fresno.”
- “I would like to help my church become compliant.”
- “[Individual] has a client that is filing a complaint with the DFEH. [Their] client has trouble communicating her messages across and would like to request that individual to be part of the three-way conversation. They would like to get their request to DFEH but they do not seem to have a very organize navigation process. [Their] client also has disability that prevents [them] from writing emails so phone call is the only option [they] have.”
- “Specifics as to blueprints/documents being accessible.” (3)
- “[Individual] has a health problem and has to bring [their] own drink. Can restaurant deny [them] if they bring their own drink?”
- “What are my disabled rights?”
- “[Assistance] with setting up their profile online.”
- I would like to reach the purchasing department for small business.”