



Public Inquires Received by CCDA

January – June 2020

Public Records Act (PRA) Requests:

The California Commission on Disability Access (CCDA) received a total of four PRA requests in 2020: one from Long Beach Citywide Accessibility Coordinator, one from The State Bar of California Investigator, one from a Stanford journalism student, one from the Office of Chief Trial Counsel Investigator¹.

Public Inquiries:

From January 1, 2020 through June 30, 2020, CCDA received a total of 76 inquiries from the public in various forms (email and phone call).

Table 1: Number of Inquiries Received by Month

Month	Number of Inquiries Received	Month	Number of Inquiries Received
January	22	July	-
February	16	August	-
March	5	September	-
April	13	October	-
May	12	November	-
June	8	December	-
Total:	76	Total:	N/A

¹ CCDA received one case file request of Title II lawsuits from Long Beach Citywide Accessibility Coordinator, one Demand Letter request from the State Bar of California, one database request for Case Resolution Reports received from 2016-2019 from a Stanford student, one case file request of complaints submitted by a particular law firm from the Office of Chief Trial Counsel. CCDA was able to complete all requests.

The majority of the inquiries are received by phone (66%), followed by email (34%) and mail (0%).

Table 2: Inquiries Received by Type

Type of Inquiry	Number of Inquiries Received	Percentage of Total (%)
Phone Call	50	66%
Email	26	34%
Piece of Mail	0	0%
Total:	76	100%

CCDA further organized the 76 inquiries received by nature of the inquiry:

1. 49 percent of the inquiries received were questions related to enforcement, legal consultations or advocacy.
2. 30 percent of the inquiries received were questions related to building codes and requirements.
3. 21 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 (%)
Enforcement or Legal Advocacy	37	49%
Building Codes or Requirements	23	30%
Disability Program Access	16	21%
Total:	76	100%

The following list outlines the public inquiries received in 2020 by category and instance. The numbers in parenthesis correspond to how many times the inquiry was asked over the 6-month period.

Building Codes or Requirements Inquiries

- What are responsibilities as a landlord to maintain ADA compliance for renters. How to make sure property is compliant.
- Codes for Gender Neutral Signs - Handout for Disability Access Requirements.
- She is a small business owner and she wants to know who to contact to make her business accessible. More specifically, if it is okay to not provide accessible bathroom.
- Handicap seating in bar.
- Number of handicap spots needed for compliance.
- A County Behavioral Health building is not handicap accessible.
- SB-1186 requires a \$4 fee from all California building owners and tenants with buildings open to the public. Why does a business who operates on the internet have to pay the \$4.00 permit fee?
- Signage and Grandfathering
- An individual called to find out the design specifications for dining tables.
- This individual wants to know design specification for a parking lot at his business. More specifically, if it needs to have color code or marking to show some sort of incline.
- There is this street vendor setting up shops on the sidewalk, obstructing the sidewalk and dumping grease everywhere. How they can remediate the issue.
- Casp.
- Requirements for door handles.
- This individual was looking for resources because his business is moving to a new location built in the 1980s and the lessor of the building told the business owner it is his responsibility to make ADA modifications & added this responsibility to the lease agreement.
- They want to create a public path of travel from their mobile home to the sidewalk but were forbidden by the land managers. They want to know if 1. if it is violation of the fair housing act and 2. if there is something, they can do to enforce ADA compliance.
- A gentleman wanted to know he can request an accessibility inspection for his restaurant.
- The acting Building Official for SANDAG who is beginning construction on a 5-Tier open parking garage to service the Mid-Coast Transit Light Rail project is seeking opinion regarding their analysis.
- Would like coders and specifications for a bathroom to be compliant.
- Technical questions regarding codes for path of travel and ADA compliance for an old theme park he is inspecting.
- Questions regarding a privately-owned multifamily apartment complex, under contract with a government agency to provide public housing. In order to be eligible for CTCAC tax credits, is there any further or more detailed clarification

as to the extent of application of current CBC ch.11B standards to existing buildings and units.

- A gentleman had specific questions regarding accessible parking spots requirements for condos if some of the spots are reserved spots. He said he has spoken to a lawyer and an architect but needed more clarification. He is from Pasadena, CA.
- Person is working on making sure their company is compliant with the city and state's needs. Wants to know if we reach out to them when our system shows they're due for an inspection and if they are up to date.
- Person wants to purchase the most current California ADA Code Book and wants to know which version to buy. Wants to know if a new version is coming out.

Enforcement or Legal Advocacy Inquiries

- CASp Specialist is not doing his job correctly.
- An individual called asking about which entity in California enforces the ADA regulations for card readers in businesses.
- Person is requesting that we assist Northwest Napa's by encouraging NVRTA to reconsider their callous decision regarding public transportation for the disabled community in Northwest Napa.
- Would like to know how to process a complaint without Legal.
- ADA questions: credit union
- This individual felt discriminated by her landlord. They are not accommodating to her needs, so she wants to file a complaint.
- Person experienced horrible discrimination with their mom in her wheelchair at a small business in downtown Los Angeles yesterday afternoon. Wants to know appropriate agency to file complaint.
- Wants to know if there is there anything, they need to do to get a new bill in California for open captions. If they need to use "Who Are My Representatives."
- A student from a community college called to find out about how to report a broken elevator on campus.
- Wants to report a complaint on their television network provider.
- Wanted to know how to submit online for the resolution reports.
- Would like a specialist to come and give recommendations to her restaurant.
- Looking to make sure her house is ADA Accessible.
- Wanted to know if California Commission on Disability Access has the capacity to perform the services of ADA desk assessment/audits designed to assist local public agencies assess local agency risk and determine compliance with ADA Coordinator, ADA Policy Statement, Grievance/Complaint Procedures, Transition Plan, and Self-Evaluation requirements contained in Section 504 and ADA.
- The individual is under the assumption Air BnB's aren't required to be accessible, and I explained to her this is likely misinformation and to contact the referral above for the California-specific requirements

- Requested instructions for how to submit complaints pursuant to Civ. Code Sec. 55.32(b)(1).
- An individual called from Chico to file a discrimination complaint against a local dental office.
- Assistance in reporting a rehab center for not being structurally accessible.
- Wants to know what she can do since her mom's house was raided by US Marshals.
- His daughter is being denied reasonable accommodation for her disability at her university. Classes shifted on-line because of covid-19 but her disability and vision prevent her from looking at a computer screen. She needs proper accommodation specific to her needs.
- A gentleman requested a word doc and pdf of the accessibility checklist for state-leased buildings and facilities.
- Wants to know why his county doesn't have CASp certified employees doing accessibility plan reviews and field inspections.
- A gentleman was having trouble submitting a document through the CCDA online portal.
- Wants to know what languages other than English, if any, does our organization provide services or assistance in. Best ways to communicate with people who have limited English proficiency.
- This individual is mad about a company service he had to deal with. They refused to provide reasonable accommodations. He needs advocacy assistance as well.
- Oxnard Housing Association due to a handicapped parking.
- There are many lines to get into the markets and stores because of the COVID 19 virus. Nobody is taking into consideration ADA individuals.
- She wants to know how path of travel works, if her business needs to provide path of travel. whose responsibility it is to maintain accessibility features.
- A woman stated her son who has a disability is applying to colleges and she wants to make sure he has a fair chance of acceptance into the schools.
- She received a case filing that was filed this year. She sold her business over a year ago and wants to know if she will be held liable.
- Seeking a law firm to represent them in San Diego.
- Would like to file a complaint due to a parking lot.
- Does he need to fix his business if it is closed. He said to his knowledge it is no longer considered a public accommodation, so his client doesn't have to make the necessary remediation.
- This lady wants to know how does design standards apply to West Point's Graduation ceremony. She saw the President slipping off the state and the ramp doesn't look accessible to her.

- A gentleman has concerns of restaurants that are re-opening but are expanding into parking lots and sidewalk. He wants to make sure restaurants are ADA accessible compliant as they social distance their dining.
- A person who is disabled is trying to get her divorce record online. She divorced in 2005 in Los Angeles county.
- Her recycling business got sued.

Disability Program Access Inquiries

- This individual wants to know if there are any money in her aunt's disability benefit card to pay for her funeral.
- Disability emergency awareness.
- Shortterm disability.
- IEP for her child is not being addressed by her school district.
- How to apply for state disability insurance.
- She would like more information on laws that business must abide by.
- The individual was looking for resources about disability access and support services in California.
- Would like to get resources non-profit denying veterans' resources.
- A woman wanted to know how she can apply for disability or if she can apply for unemployment.
- Gentleman would like to just talk and go into other topics. he has called a few times in the past for other reasons.
- Person wanted information about assistance or programs for her senior mother-in-law who needs either at home care or needs to be sheltered in a senior home, but they are low income and need assistance.
- He needs interpreter service and is deaf. He also has other complex issues that needed help with homeless, domestic abuse, social security etc. He is requesting CCDA to provide him interpreter service.
- Woman's nephew was laid off from his job due to COVID-19 and she wants to know what options he has. He also has a mental disability.
- A person wanted to know how he can apply for Disability Insurance and if he qualifies.
- Man wanted to know if he received his disability card.
- Nurse in Tulare County looking for short-term lodging at a hotel. Asked if DGS has a resource to direct the nurse to for more information.