



**Public Inquires Received by CCDA**

**January – March 2019**

**Public Records Act (PRA) Requests:**

The California Commission on Disability Access (CCDA) received a total of two PRA requests from law firms to obtain copies of case files received. For both requests, CCDA found no records of receiving the referenced case files.

**Public Inquiries:**

From January 1, 2019 - March 31, 2019, CCDA received a total of 50 inquiries from the public in various forms (email, phone calls and mail).

**Table 1: Number of Inquiries Received by Month**

Month	Number of Inquiries Received
January	17
February	14
March	19
<b>Total</b>	<b>50</b>

The majority of the inquiries are received via email (72%), followed by phone calls (22%) and mail (6%).

**Table 2: Inquiries Received by Type**

Type of Inquiry	Number of Inquiries Received	Percentage of Total
Email	36	72%
Phone call	11	22%

Type of Inquiry	Number of Inquiries Received	Percentage of Total
Piece of mail	3	6%
<b>Totals:</b>	<b>50</b>	<b>100%</b>

**Table 3: Combined Inquiries Received by Month and Type**

Type of Inquiry	January 2019		February 2019		March 2019	
	Total	Percent	Total	Percent	Total	Percent
Email	11	65%	12	86%	13	68.4%
Phone call	5	29%	1	7%	5	26.3%
Piece of mail	1	6%	1	7%	1	5.3%
<b>Totals</b>	<b>17</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>19</b>	<b>100%</b>

CCDA further organized the 50 inquiries received by nature of the inquiry:

1. 42 percent of the inquiries received were questions related to building codes and requirements.
2. 34 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 4: Nature of Inquiries Received**

Nature of Inquiries	Number of Inquiries	Percent
Building codes or requirements <sup>1</sup>	21 <sup>2</sup>	42%
Enforcement	17	34%
Disability program access	12	24%

<sup>1</sup> In terms of the complexity, CCDA received an inquiry from a Senator's office requesting data on cities that have ordinances on new construction requirements for roll-in showers to address the needs of residents who are wheelchair users. This inquiry required CCDA to conduct 8 – 10 hours of research on the building code requirements of local city jurisdictions within Northern California.

<sup>2</sup> CCDA received 5 building code inquiries related to government-owned buildings.

Nature of Inquiries	Number of Inquiries	Percent
<b>Total:</b>	<b>50</b>	<b>100%</b>

Examples of building codes or requirements questions include:

- “What is the design requirement for signage at my business?”
- “Is my business exempt from compliance?”
- “How do I apply for financial hardship or what is the valuation threshold for alterations?”

Examples of enforcement or legal advocacy questions include:

- “How do I file a complaint against this business?”
- “How do I have this business fix an identified access barrier?”

Examples of disability program access questions include:

- “How do I apply for disability insurance?”
- “How do I register my animal as an emotional support animal?”