CCDA | California Commission on Disability Access

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MEMBERS of the COMMISSION
Guy Leemhuis - Chair
Scott Hauge – Vice-Chair
Tom Ammiano – Assembly Member
Connie Conway – Assembly Member
Ellen Corbett – Senate Member
Chris Downey
Douglas Wiele

MEMBERS of the COMMISSION
Lillibeth Navarro
Greg Thompson
Anthony Seferian
Chester "Chet" Widom
Betty Wilson
Michael Paravagna
Steve Dolim

Commission Executive Staff
Stephan Castellanos – Executive Director

MEETING NOTICE AND AGENDA
CALIFORNIA COMMISSION ON DISABILITY ACCESS

EDUCATION & OUTREACH COMMITTEE

April 18th, 2014

10:00 AM to 12:00 PM
(The end time is an estimate, the meeting may conclude earlier)

TELECONFERENCE CALL-IN # 1-866-249-5325
PARTICIPANT PASSCODE 484546

Meeting Site Locations

LOS ANGELES - DSA REGIONAL OFFICE
700 NORTH ALAMEDA STREET, SUITE 5-500
LOS ANGELES, CA 90012

OAKLAND - DSA REGIONAL OFFICE
1515 CLAY STREET, SUITE 1201
OAKLAND, CA 94612

SACRAMENTO - DSA HEADQUARTERS
1102 Q STREET, SUITE 5200
SACRAMENTO, CA 95811

Off-Site Meeting Locations (Teleconference Only)

INDEPENDENT LIVING CENTER OF KERN COUNTY
5251 OFFICE PARK DRIVE #200
BAKERSFIELD CA 93309

Notice is hereby given that the California Commission on Disability Access (CCDA) Education & Outreach Committee will hear, discuss, deliberate and/or take an action upon the following items listed in this notice. The public is invited to attend and provide their input or comments.

ITEMS:

1) **Call to Order/ Roll Call and approval of minutes**

2) **Introduction of newly appointed Public members and Commissioners of the Education & Outreach Committee**

3) **Comments from the Public on Issues not on this Agenda:** The Education & Outreach Committee will receive comments from the public at this time on matters not on the agenda. Matters raised at this time may be briefly discussed by the Education & Outreach Committee and/or placed on a subsequent agenda.

4) **Review of the charge and purpose of the Education & Outreach Committee –** Review of the SB1186 section .8299.06 – Staff Presentation

5) **Research and Data collection presentation to the Education & Outreach Committee –** Staff Presentation

6) **Suggested Educational Modules for Education & Outreach Committee to consider** – (Action Items)
   --Potential Modules
   a. Develop training modules from data collection of the Top Ten alleged ADA violations
   b. Increase Certified Access Specialist (CASp) public awareness services
   c. Increase knowledge and understanding of applications of the law for businesses and the public
   d. Develop training module topics resulting from Strategic Planning surveys data

7) **Educational & Outreach Strategies –** (Action Items)
--Discussion and decision on most feasible project
   a. Utilizing Restaurant Guide – Authored by Richard Skaff
   b. Website – E & O contributions
   c. Publications
   d. Speakers Bureau
   e. Talking Points (Use of Michael Paravagna's outline of talking points)

8) **Collaboration and funding (private and public)**
--Discussion accessing current funding and other funding opportunities (i.e., grants, partnerships, tax deductible private and public contributions)

9) **Future Agenda Items:** The Education & Outreach Committee may discuss and set for action on future agenda, procedural, substantive items, and other matters related to education and outreach.

10) **Adjourn**

The Education & Outreach Committee meeting is operating under the requirements of the Bagley-Keene Open Meeting Act set forth in Govt. Code Section § 11120-11132. The Act generally requires the Education & Outreach Committee to publicly notice their meetings, prepare agendas, accept public testimony, and conduct their meeting in public unless specifically authorized by the Act to meet in closed session.

- **Meetings are subject to cancellation; agenda items are subject to removal or items may be taken out of order.**
- **The CCDA Education & Outreach Committee meets under the authority of Government Code § 8299.**
- **The CCDA Education & Outreach Committee may hold a closed session on pending or proposed litigation involving the Commission [Govt. Code § 11126(e)] and personnel matters and performance review relating to the Commission [Govt. Code § 11126(a)].**
- **The meeting facilities and restrooms are accessible to individuals with disabilities.**
- **Each CCDA Committee meeting will provide a teleconference line, large print agendas, and captioning.**
- **Requests for accommodations for individuals with disabilities (sign-language interpreter, assistive listening device, Braille, or any other accommodation needed by an individual) should be made to the Commission office no later than 10 (ten) working days prior to the day of the meeting.**
- **Technical difficulties with equipment experienced prior to or during the meeting preventing or inhibiting accessibility accommodation is not cause for not holding or for terminating the scheduled meeting.**
- **If Para transit services are needed, they may be contacted at (916) 429-2744, TDD (916) 429-2568 in Sacramento. Sacramento Regional Transit (www.sacrt.com) has public transit available the day of the meeting. For alternate routes contact Sacramento Regional Transit at (916) 321-BUSS (2877); for hearing impaired (916) 483-HEAR (4327).**
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Relay Service – dial 711, and then the number you need. For Para transit services (www.asila.org) or if you ARE a certified access services rider within Southern California and would like to make a reservation call: 1-800-883-1295, TDD 1-800-826-7280. If you ARE NOT a certified access services rider, contact customer service at 1-800-827-0829, TDD 1-800-827-1359.

- For the latest information on meeting status, check the California Commission on Disability Access Web Site: http://www.ccda.ca.gov/
- Questions regarding this notice and agenda may be directed to Steve Funderburk, Office Administrator at (916) 319-9974 or at 721 Capitol Mall, Room 250, Sacramento, California 95814.

1) Call to Order/ Roll Call and approval of minutes

CALIFORNIA COMMISSION ON DISABILITY ACCESS
EDUCATION AND OUTREACH COMMITTEE
MEETING MINUTES

February 5, 2014

1. CALL TO ORDER

Chair Betty Wilson welcomed everyone and called the meeting of the Education and Outreach Committee of the California Commission on Disability Access (CCDA or Commission) to order at 10:00 a.m. at the City of Los Angeles Department on Disability, 201 North Figueroa Street, Suite 100, Los Angeles, California 90012.

The off-site meeting locations for teleconference were the Department of Rehabilitation, 721 Capitol Mall, Room 244, 2nd Floor, Sacramento, California 95814; the Independent Living Center of Kern County, 5251 Office Park Drive, #200, Bakersfield, California 93309; and the San Francisco Lighthouse for the Blind, Bank of America Room, 214 Van Ness Avenue, San Francisco, California 94102.

Chair Wilson reviewed the meeting protocols.

ROLL CALL

Committee Members Present:	Arnie Lerner (Teleconference) Richard Ray Stephen Simon (Teleconference) Jimmie Soto (Teleconference)
Commissioners Present:	Betty Wilson, Chair Chris Downey (Teleconference) Michael Paravagna (Teleconference)
Committee Members Absent:	Paula Pearlman
Commissioners Absent:	Lillibeth Navarro
Staff Present:	Stephan Castellanos, Executive Director Angela Jemmott, Program Analyst Steven Funderburk, Office Technician
Also Present:	Richard Skaff, Executive Director, Designing Accessible Communities (Teleconference)

Staff Member Jemmott called the roll and confirmed the presence of a quorum.

2. COMMENTS FROM THE PUBLIC ON ISSUES NOT ON THIS AGENDA

There was no public comment.

3. CHARGE OF THE EDUCATION AND OUTREACH COMMITTEE - REVIEW OF THE 8299.06

Executive Director Castellanos stated the Commission was established with the passage of Senate Bill (SB) 1608. SB 1186 was a revision to that initial bill. The Commission's role is to provide education and resources related to the issue of mandated access compliance. It is perceived that there is a high incidence of lawsuits against small businesses in California. The Legislature felt that education, training, and outreach was an important missing component to inform business owners of their responsibilities. Government Code Section 8299.06(a) states, "A priority of the Commission shall be the development and dissemination of educational materials and information to promote and facilitate disability access compliance."

Over the years, the Commission has assembled a good unit of government, conducted meetings, collected data, and established a website, which is one of the critical and key resources for education and outreach. Until now, the Commission has not concentrated on the development and dissemination of educational materials and resources. The Education and Outreach Committee will undertake this critical component.

The data collection helped the Commission gain an understanding of where the real problems are, and the Committee needs to develop targeted pieces of information and an educational resource for the most significant components and identify how best to reach out, whether or not there is a single methodology or multiple avenues. Education is the priority in how and to whom the Committee reaches out, with whom it partners, and how the effort will be funded. Staff will be looking to this Committee to assist them in meeting the Commission's duties and responsibilities as articulated in the law.

This is an issue that affects millions of people in California from both the business and disability communities, and has engendered negative feelings. It is important not only to train people to meet the responsibility, but to help them understand the people with disabilities in California, the role they play, and how much better the state could be through their inclusion in a more significant manner through providing access. This is going to be a significant undertaking, and staff will look to this Committee for wisdom and help in guiding this activity.

Chair Wilson added that the Committee must be concerned with program access as well as architectural access, ensuring that all people are able to access information in electronic media and print. California has been recognized internationally as a leader in the area of architectural and program access for people with disabilities and has a responsibility to lead by example.

Action Items

- No action items.

4. UPDATE ON 2013 LEGISLATIVE REPORT

Executive Director Castellanos stated Senator Steinberg's office wanted additional information on the data collection, namely the number of lawsuits and what they represent. They have given until February 14th to add the appendix.

The Commission, annually, is required to report to the Legislature on its activities for the past year. The second report is to inform the Legislature on data collection efforts, about the number of lawsuits collected and what they represent in terms of deficiencies and significant violations, including where and why they are occurring.

The Commission was asked to develop a project that collected demand letters and lawsuits on construction-related violations, and has been working on that since September of 2012. This will continue through 2016. It forms, for the first time, a baseline of understanding about what this means in California, what is happening, who the plaintiffs and defendants are, what the types of violations are, and whether they are frivolous.

To date, staff has collected nearly 2,500 distinct letters or claims that have been filed. That is a significant primary achievement for 2013. The resulting information will guide the activities of this Committee, and will ideally lead to more activity from the Legislature, if necessary, on what the Commission can do to assist small businesses and persons with disabilities in achieving full compliance.

Another achievement for 2013 was the redesign of the website as a primary communications tool. The initial website was developed under the guidance of the California Building Standards Commission (CBSC). It was a good website, but it was a government website. The new website and the Commission's role is different in that there is an audience that needs to use this website in a different way than most other government websites, and it is the only website in California that focuses distinctly and solely on this issue of full compliance with access regulation.

In work with the Division of the State Architect (DSA), the Department of Rehabilitation (DOR), and other stakeholders, the Commission crafted a new website that is focused more on the stakeholder groups. What they put out this year was version one, and they are already planning for version two, as they add more educational resources and tools through the work of this Committee. They will also add different aspects to the website to begin to develop independent dialogue and some sense of community between the stakeholders, where they can share information and resources among themselves.

At the beginning of 2013, the Commission lost its executive director, was in temporary quarters and did not have its own office space, and was operating with a shortage of appointments to the Commission. The Commission has eleven appointed

members and five additional ad hoc members that include the state architect, the attorney general, and members from each house of the Legislature. Staff worked with the Legislature and with the governor's appointment office to better-populate the Commission. There are still a few outstanding positions, and staff continues to work the governor's office in filling those positions.

The Commission is focusing on educational materials and outreach. In the past, it has borrowed from other resources. There are many resources available from the federal and local government levels and other states across the country. The Commission has been establishing local government partnerships, and expanding partnerships with other state agencies that represent people involved in this issue, including architects, engineers, contractors, and organizations that deal with persons with disabilities. The Commission is trying to find ways to share those stories around the state, which is a significant opportunity.

The Commission works closely with the Certified Access Specialist (CASp) inspectors' organization as they grow and develop, and is working with them on an inspection checklist, focusing on issues with the development and training of inspectors in California, and learning how to strengthen that program. This group of inspectors was written into the law that created this Commission, so there is a significant tie between lawsuits, inspection, the capability of this group of inspectors, and their licensing and training functions.

Spreading the Commission's message through developing partnerships and strong collaborative relationships was a significant focus in 2013, and will continue to be so with this Committee's support going forward.

Action Items

- No action items.

5. STRATEGIC PLANNING GOALS

Jodie Monaghan, the Lead Mediator for the Center for Collaborative Policy (CCP), stated the CCDA is embarking on a strategic plan to guide its efforts over the next three to five years. The CCP is an off-campus department of Sacramento State University, doing public policy mediation and facilitation and helping public agencies achieve their mission by using collaborative tools. The CCDA mission is promoting disability access through dialogue and collaboration with stakeholders.

The CCP recommended doing a stakeholder assessment to understand access issues and challenges from a variety of perspectives, to identify opportunities for the CCDA to increase compliance, and to identify opportunities to build relationships between stakeholders. They formed a six-member design team and developed a questionnaire and a list of thirty-two interviewees to be inclusive of various perspectives.

Ms. Monaghan stated the CCP is in the process of creating a summary findings report and recommendations for the CCDA to consider in developing the strategic plan. The report will be shared in the next full Commission meeting.

She stated the CCP hopes to schedule the two-day Strategic Plan Workshop in April or May to create a work plan of goals and objectives the Commission should pursue for the next three to five years. The design team and staff will invite stakeholders to participate. Because of Bagley-Keene, Commission participation may be limited.

Following the development of the strategic plan, the CCP plans to conduct validation workshops in several parts of the state, presenting their findings and gathering feedback. The design team and staff will invite stakeholders to participate.

The CCP will then refine the strategic plan and bring it to the Commission for approval.

Ms. Monaghan recommended that this Committee start to create a "parking lot" or preliminary list of suggestions the Committee might do in the future to be added to the strategic planning workshop.

Commissioner Questions and Discussion:

Chair Wilson stated the full Commission meeting will be April 21-22 in Los Angeles, and it will be a good time for Ms. Monaghan to present on the strategic plan.

Committee Member Simon asked for clarification on the "parking lot" list.

Ms. Monaghan stated it is a list of suggestions that can include tasks, ideas, and overarching goals and objectives that can be brought into the process.

Commissioner Downey suggested using a term other than "parking lot," as it is too close to the issues within the concerns of the Committee.

Ms. Monaghan suggested the term "education and outreach ideas."

Commissioner Paravagna suggested it may be helpful to think of the best situation for the Commission, and then begin to work backwards to the tasks and issues to be taken on to reach that level. Those ideas become the education and outreach ideas list.

Ms. Monaghan agreed with beginning with the goals, what the desired future condition should look like, and the objectives. Then an implementation plan can be put into place to make it happen.

Committee Member Lerner suggested the education and outreach ideas should focus on priorities, such as the issues that come up most in the lawsuits and that give the most accessibility.

Ms. Monaghan agreed and stated there are always more goals than there is time and money to realize them. Prioritizing is important. She asked the Committee to

focus on education and outreach ideas that would contribute to the strategic plan that the strategic planning group can consider.

Chair Wilson asked Commissioners to send their suggestions to staff by Monday, February 17th. Staff email addresses are listed on the CCDA website.

Action Items

- Commissioners are to send suggestions for the education and outreach ideas list to staff by Monday, February 17th.

6. RESEARCH AND DATA COLLECTION

Executive Director Castellanos stated the purpose for the data collection was to help the Commission set priorities based on where the significant issues are. With the Commission's discussion on this issue and making this a part of the report to the Legislature on the incidents of noncompliance, where they are occurring, and the types, it has raised a number of questions that will make an interesting discussion for this Committee.

The law asks the Commission to post the top-ten violations every six months. The Commission has posted twice on the top-ten violations statewide. The top-ten violations changed between reporting periods, but not significantly.

The next level of analysis for this Committee to undertake is how consistent the top-ten violations are on a regional basis, how to reach out, what and where the tools are, and to whom to reach out to in order to be the most effective with limited resources. Staff is collecting what is happening statewide. The Committee needs to begin disaggregating the data to better understand if the issues are consistent across the diverse regions in the state, and whether or not there is reason to consider taking a regional approach to the educational modules, speaker engagements, and other methods the Committee feels are most effective for providing outreach and education.

The website is a statewide tool. The data collection itself uses a list of approximately fifty items that were established by staff. At some point, after the top-ten items, the Committee should begin looking at the other forty items that remain on the list, and developing a more comprehensive tool targeting business owners.

Chair Wilson stated, as this Committee is providing educational materials and modules, it needs a pre- and post-analysis. The education would be the intervention. It would be helpful to work with universities and interns.

Executive Director Castellanos agreed. Unfortunately, the only thing that is out there that the Legislature is looking at is whether there will be a reduction in lawsuits through education. This will be an important topic for further discussion. He stated he would like to see this Committee discuss other types of measurements in terms of the pre- and post-effectiveness of education.

Executive Director Castellanos stated the need for more accessible communities. A state the size of California might be achieving a great deal in terms of increasing compliance, developing more accessible communities, and developing a deeper understanding about these issues among citizens, while still seeing the same number of lawsuits being generated in the state. The question becomes whether the 2,500 lawsuits per year are excessive. There is an assumption that it is.

He agreed with Chair Wilson on how to target the audience in terms of education, and the pre- and post-analysis. It would be great if this Committee helped develop those metrics in a way that brings a better understand into what the real nature of the problem is beyond lawsuits.

Chair Wilson stated this is allied within research design, which is why the Committee needs the help of universities.

Public Comment:

Richard Skaff stated this is a complex issue. It starts with the fact that licensed professionals, such as architects, come out of the university and are certified by the licensing boards. Kevin Jensen is on the board that reviews the architectural programs within universities for accreditation every three years. He has continually encouraged universities to take on the responsibility of educating their architectural students in the area of access, nationally with the Americans with Disabilities Act (ADA) and, in California, with the ADA and the California Building Code, but has been unsuccessful.

Mr. Staff stated there is a basic structural problem there. There is also a basic structural problem within the licensing boards and how they carry out their duties in overseeing their licensed members, such as architects, engineers, and contractors.

There is a whole class of quasi-licensed through the International Building Officials Association of building inspectors, plan checkers, and building officials. In response to a survey done by a group of building officials throughout California, every member of the California Building Officials Association (CALBO) indicated they were not enforcing many of the regulations. They are not able to keep up with the training. Small communities do not have the budgets in the building departments.

One of the problems statewide and nationally is the uncontrolled level of training by anyone who wants to do training with no oversight, no centralized review, and no audit of the trainers.

Chair Wilson stated her appreciation for Mr. Staff's comments. That is something this Committee will be taking on and needs to discuss how to approach it to get the best results.

Executive Director Castellanos agreed. The Commission, as part of its training responsibility, has to look at the framework that supports compliance itself. He stated he will speak with Mr. Skaff on this.

Mr. Skaff stated licensed architects say many times that, if they do what is required and the owner does not want them to do it, they will be fired and another architect or a project manager will be found to do it the way the owner wants. There must be a way that the Commission can ensure that businesses have to come into compliance.

Committee Member Ray asked whether Mr. Skaff is focused more on physical accessibility.

Mr. Skaff stated his previous comments were related to physical access and did not speak about Title II entitles under the ADA, which is a whole other area of concern. The issue of program accessibility within public agencies is an important aspect, and there are many lawsuits against public entities, not only for physical access, but for lack of programmatic access.

Commissioner Questions and Discussion:

Committee Member Simon stated Committee Member Ray's question goes back to the legislative report, to the number of lawsuits and whether the kind of complaints that lawsuits are addressing go beyond physical access.

Chair Wilson stated this Committee and the Commission must include program access, which includes communication as well as architectural access.

Committee Member Simon asked if those numbers of lawsuits are included.

Executive Director Castellanos stated every lawsuit that has been filed in the state of California is in the report that relates to the failure of a business to provide access. Staff is focusing on construction-related issues as a result of the top-ten filing, and this is part of a prioritization problem and limited resources, but so many businesses are doing business online. How and when the Commission chooses to address these things, how they collect data, and what the nature of the problem is must be considered as it begins to develop programs for those types of items.

Committee Member Paravagna stated the need to be careful in terms of communication, because there is a destructive and unfortunate perception out there in parts of the state that ADA compliance is for physical access only. The Committee needs to ensure it is understood that Title II entities must make their programs, services, and activities readily accessible to persons with disabilities, and Title III entities must make their goods and services accessible to persons with disabilities. That very often goes beyond brick and mortar. This Committee needs to be careful in communicating challenges so that it can begin to create a better understanding of the full range of issues that are impacting people with disabilities.

Action Items

- No action items.

7. COLLABORATION AND FUNDING (PRIVATE AND PUBLIC); DSA AND DOR

Chair Wilson stated the need for extra funding resources outside of the DSA and the DOR.

Executive Director Castellanos stated the Commission is still in discussions with the DSA and the DOR. The source of the funds that were written into the law in 2012 is based on business licenses in California. In 2012, the law required local agencies, when they issue business licenses, to collect another dollar for every license. They keep seventy percent of that in their local jurisdiction to help them in their building departments and to expand their use of access inspection locally.

Thirty percent of the dollar that is collected locally comes to the state through the state architect. Of that thirty percent, the state architect is allowed to use up to seventy-five percent to expand the training and testing of access inspectors. The DSA is to use the rest of the funds for education and outreach in collaboration with the CCDA and the DOR. It is not a significant amount of money.

Staff is in negotiations with the DSA on how to get together to use these funds, and has caught the interest of the Legislature. The chief of staff of the author of the bill is coming to the next meeting to speed up the process and give access to those funds within the first quarter of this year.

Chair Wilson stated this Committee will need to discuss funding sources from private industry, the corporate sector, and public agencies. She asked staff to add that as an agenda item for the next Committee meeting.

Action Items

- Staff is to add collaboration and funding to the next Committee meeting agenda.

8. WEBSITE, EMAIL, PUBLISHING, SPEAKERS BUREAU, ETC.

Chair Wilson stated the need to get into the website, email, publishing, speakers, etc., more extensively. She asked Commissioners to provide ideas and contact information to set up this kind of outreach, such as the radio show she will be on this month to talk about the CCDA, where people know nothing about the Commission. She asked to move that discussion to the next Committee meeting.

Action Items

- Commissioners are to provide outreach ideas and contact information to staff.
- Staff is to add this agenda item to the next Committee meeting agenda.

9. PRESENTATION BY COMMISSIONER MICHAEL PARAVAGNA

Proposed Talking Points for Commissioners Conducting Outreach

Commissioner Paravagna stated he is drafting ideas for proposed talking points for people to respond to. Each Commissioner should take on the responsibility of looking at outreach in their communities, which may include local television and radio, and needs to think about how to bring the mission forward to create (a) a

better understanding of the issues and what the Commission does, and (b) new partners around the state.

He asked for suggestions for talking points. Commissioners should be looking at talking to building officials, independent living centers, chambers of commerce, and service clubs, piggybacking on other peoples' conferences, doing workshops, and looking at some relationship with CALBO. Commissioners can use these talking points with the relationships they already have that can be built on. He suggested submitting individual plans for outreach over the next few months and summarizing what has happened every six months.

Action Items

- Commissioners are to provide suggestions for talking points to staff.

10. RESTAURANT GUIDE

Executive Director Castellanos stated Richard Skaff and his organization have developed a guide to access for restaurants. It is particularly useful in looking at the lawsuit data collection. Food service establishments are high on the list of being subject to lawsuits. Mr. Skaff had asked for support in completing this and getting it out. This is in the agenda now for the Committee to look at, and it will be added to a future agenda to consider how the Commission can best support this, work with Mr. Skaff, and provide this kind of tool more broadly.

Public Comment:

Mr. Skaff stated he spent about a year putting this together with a person with a master's degree in architecture. One of the major areas of failure is the restaurant industry. There is a huge void of knowledge in the industry. He stated he was in the restaurant business for over twenty years in the past, and, if he was still in the restaurant business, he would be as unaware of access requirements as many are in the industry. That is because it is difficult to operate a restaurant and keep food and liquor costs under control. Adding the requirements of knowing what access features a restaurant is supposed to have is a difficult thing to ask.

The California Building Code is more restrictive than the ADA standards. This guide incorporated the most restrictive requirements from both the California Building Code and the ADA standards. The restaurant guide is posted on Mr. Skaff's website. He stated his interest is to make public accommodations accessible. The basic structure of the document is there. Keeping it up to date is not that expensive, but does require funding to analyze the difference between the guide and the 2010 Building Code, which incorporates most of the ADA requirements that were adopted in 2013 by the CBSC.

Executive Director Castellanos stated he will work up a budget for how much it would take to update and review the restaurant guide before it is posted on the

website. The Committee will need to determine how to make sure it remains current in the future, because Codes are constantly changing.

Committee Member Simon asked if Mr. Skaff was suggesting that the Commission disseminate the guide to business owners.

Mr. Skaff requested that the restaurant guide be added to the Commission's website. Alerting the California Restaurant Association and business owners that the Commission has this restaurant guide with a checklist at the back is a positive thing.

Action Items

- Staff is to work up a budget for how much it would take to update and review the restaurant guide.
- Staff is to add the restaurant guide to the next Committee meeting agenda.

11. FUTURE AGENDA ITEMS

Chair Wilson asked staff to add collaboration and funding; website, email, publishing, speakers bureau, etc.; and the restaurant guide to the next Committee meeting agenda.

12. ADJOURN

Chair Wilson adjourned the meeting at 11:35 p.m.

4) Review of the charge and purpose of the Education and Outreach Committee – Review of the SB1186 section .8299.06 – Staff Presentation

SB 1186

8299.06. **(a)** A priority of the commission shall be the development and dissemination of educational materials and information to promote and facilitate disability access compliance.
(b) The commission shall work with other state agencies, including the Division of the State Architect and the Department of Rehabilitation, to develop educational materials and information for use by businesses to understand its obligations to provide disability access and to facilitate compliance with construction-related accessibility standards.
(c) The commission shall develop and make available on its Internet Web site, or make available on its Internet Web site if developed by another governmental agency, including Americans with Disabilities Act centers, toolkits or educational modules to assist a California business to understand its obligations under the law and to facilitate compliance with respect to the top 10 alleged construction-related violations, by type, as specified in subdivision (a) of Section 8299.08. Upon completion of this requirement, the commission shall develop and make available on its Internet Web site, or work with another agency to develop, other toolkits or educational modules that would educate businesses of the accessibility requirements and to facilitate compliance with that requirement.
(d) The commission shall post on its Internet Web site educational materials and information that will assist building owners, tenants, building officials, and building inspectors to understand the disability accessibility requirements and to facilitate compliance with disability access laws. The commission shall at least annually review the educational materials and information on disability access requirements and compliance available on the Internet Web site of other local, state, or federal agencies, including Americans with Disabilities Act centers, to augment the educational materials and information developed by the commission.
(e) The commission shall, to the extent feasible, coordinate with other state agencies and local building departments to ensure that information provided to the public on disability access requirements is uniform and complete.

5) Research and Data collection presentation to the E & O Committee – Staff Presentation

TOP 10 Demand Letters & Claims

10 most frequent types of construction-related physical access violations alleged. The top two ranking alleged violations – loading zones/van access and parking spaces - composed 26% of the total reported violation types.

Category	Alleged ADA Violations	Rank	
		Reporting Period 1	Reporting Period 2
		Sept – June 2012	July 2012 - Dec 2013
Toilet Rooms - Bathrooms	Key Code 1 - Entry doors are not accessible or not on an accessible route.	N/A	10
	Key Code 5 - Lavatories and Mirrors are not accessible.	9	N/A
	Key Code 7 - Grab Bars. Grab bars in bathroom are non-existent, or existing grab bars are not compliant.	8	N/A
Parking	Key Code 11 - Number of spaces. Parking lot does not contain minimum number of accessible parking spaces.	4	4
	Key Code 12 - Parking Spaces. Existing parking spaces are not compliant.	**2**	**2**
	Key Code 13 - Signage. Signage in parking lot is not compliant. E.g., parking spaces need to be designated as reserved by a sign showing the symbol of accessibility.	5	3
	Key Code 14 - Loading zones/van access aisles are not compliant or non-existent	**1**	**1**
Accessible Route and Entry	Key Code 15 - Routes to and from parking lot or public right of way are not accessible. May include uneven surfaces.	3	5
	Key Code 16 - Ramps. Curb ramps or entrance ramps are not compliant or non-existing.	N/A	7
	Key Code 17 - General. Entry doors are not accessible or missing sign/symbol of accessibility.	10	6
Access within Public Facility	Key Code 20 - Access aisles within building are not accessible. E.g., dining or work surfaces are not on an accessible route.	7	9
	Key Code 26 - Access Height. Heights of surfaces such as counters, bars, or tables are not compliant.	6	8

7) Educational & Outreach Strategies – (Action Items)

b. Website – E & O contributions
c. Publications
e. Talking Points (Use of Michael Paravagna's outline of talking points)

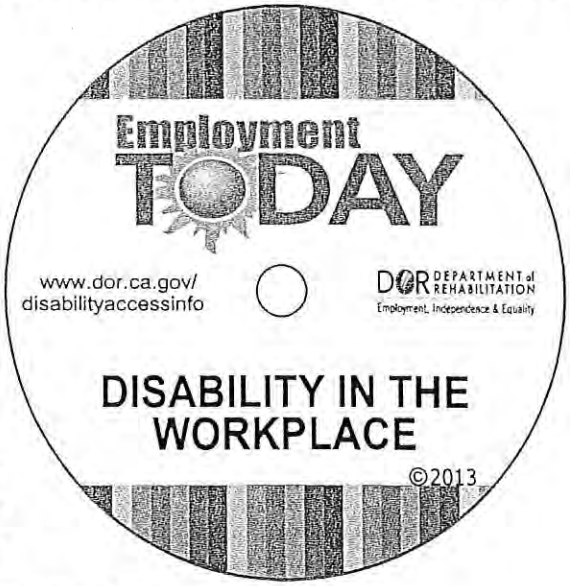
CCDA Website

Example: CCDA HOME PAGE 1

CCDA website includes Business, Disability, Government, Reports, and CCDA major tabs

CCDA also have the Ca.gov, Meetings, and Contact Us sub tabs

Attention! Employers & Small Business Owners



2

FREE DVDs

DOR DEPARTMENT of REHABILITATION
Employment, Independence & Equality
Disability Access Services
721 Capitol Mall
Sacramento, CA 95814

BOOST Your BUSINESS
Employment TODAY

Boost Your Business

Learn how to invite and welcome customers with disabilities to enter, purchase, and participate at your place of business.

Employment Today

Watch this DVD for helpful tips on how to recruit, hire and accommodate employees with disabilities.

Knowledge is Power!
For more FREE information, scan the QR code with your smartphone or visit
www.dor.ca.gov/disabilityaccessinfo

Sample of CCDA Talking Points

- Our society is changing. We now have over 57 million persons with disabilities in our nation
- The number will continue to grow
  - Baby boomers are aging
  - Medical science is making it possible for persons to survive accidents and illness that would have been fatal a few years ago, but as they do some persons come into disability
  - We are seeing the return of wounded warriors
  - By the time we are 65 years old we have a 50% chance of being a person with a disability

What is the impact when serving customers with disabilities?

- As in any good customer service plan, one must value the consumer, understand and respond to their needs

Here are some differences:

- Staff can benefit from disability etiquette and awareness training. For example:
  - How to aid blind persons in signing a charge slip?
  - What language is most acceptable and why?
  - How do you make your goods and services accessible?
  - What is an accessible website?

Doing Business is Good Business – We are here to help. Let's discuss how.