

APPENDIX F: COMPLAINTS/DEMAND LETTERS BY PLACE OF PUBLIC ACCOMMODATION

This chart demonstrates the frequency by which various types of businesses were alleged to be in violation. In 2016 the top three places of public accommodation, as defined in ADA Title III, Technical Assistance Manual, where violations occurred included: Sales/Rental Establishments such as bakeries, grocery stores, hardware stores, shopping centers (41%); Food or Drinks Establishments such as restaurants and bars (27%); and Service Establishments such as laundromats, dry-cleaners, banks, funeral homes, gas stations, professional offices, beauty shops (26%). These location categories are consistent with the 2015 reported violations.

Public Location Category	2016		2015	
	Total	%	Total	%
1. Places of Lodging	135	4.0%	113	3.8%
2. Establishments Serving Food or Drink	888	26.6%	810	27.5%
3. Places of Exhibition or Entertainment	13	0.4%	3	0.1%
4. Places of Public Gathering	3	0.0%	1	0.0%
5. Sales or Rental Establishments	1,355	40.6%	1,240	42.1%
6. Service Establishments	853	25.5%	657	22.3%
7. Public transportation terminals, depots, or stations	26	25.5%	50	1.7%
8. Places of Public Display or Collection	3	0.1%	4	0.1%
9. Places of Recreation	22	0.7%	34	1.2%
10. Places of Education	4	0.1%	10	0.3%
11. Social Service Center Establishments	6	0.2%	4	0.1%
12. Places of Exercise or Recreation	32	1.0%	20	0.7%
Total	3,340	100%	2,946	100%