

CCDA Statewide Disability Access Business Survey Narrative

In September of 2015, the California Commission on Disability Access released a survey to the public in order to assess what kind of information may be lacking or needed to better inform people of the requirements, obligations, and legal protections in regards to disability access.

There was a wide variety of business owners/operators that responded to our survey, including architectural firms, auto mechanics, print shops, public non-profits, restaurants and bars, legal practices, strip centers, bookstore owners, insurance and real estate brokers, grocers, medical professionals, and more. The summary of the survey results are on the following pages.

CCDA Disability Access Business Survey Summary

1. Survey Sample Overview

- Distributed: September 08, 2015
- Tabulated: October 07, 2015
- 112 Responses (English and Spanish)
- Respondent range: northern to southern California

2. Identification of Respondents

- Landlords: 24%
- Tenants: 62%
- Both: 14%

3. Number of Employees Reported

- Greatest number reported: 75
- Least number reported: 1
- Average: 10
- 75% of respondents employed 10 or fewer employees

4. Reported Business Types Include but are not limited to:

- Architectural firms
- Auto mechanics
- Print shops
- Public non-profit companies
- Restaurants, bars, nightclubs
- Law firms
- Strip centers
- Bookstores
- Insurance brokerage
- Real estate sales

5. Public or non-Public Accommodation

- 8 – undetermined
- 40 – claimed Yes
- 64 – claimed No
- Total respondents - 112

6. Upon further analysis...

- 1 in 5 respondents misidentified their business type as *not* a place of public accommodation when their place of business was indeed a place of public accommodation

7. Have you ever been provided with disability access requirements for your business?

- 59% reported No

8. Have you ever been approached regarding a physical barrier within your business?

- 92% reported No

9. Have you personally encountered a physical barrier within a business?
- 25% reported Yes
10. Have you ever received a Demand Letter alleging an ADA violation?
- 92% reported No
11. Have you ever been sued for an alleged ADA violation?
- 91% reported No
12. Respondents ranked these five categories in order of their most urgent need:
- 34% - Legal Information
 - 29% - Technical Information
 - 17% - Accountability
 - 10% - Building Inspection & CASp Certification
 - 10% - Cost of Becoming Code Compliant
13. Have you used the services of a Certified Access Specialist (CASp)?
- 84% reported No
14. If you have not used the services of a Certified Access Specialist (CASp), why?
- 42% - Did not know of CASp Services
 - 40% - Believe their business is already accessible
15. Respondents that have reached out to a professional *other than a CASp*...
- 8
16. Of those who *have* used a Certified Access Specialist...
- 47% - The CASp report recommended changes
 - 65% - Understood the recommendations in the report
 - 59% - Have completed the recommendations or are in the process of doing so
17. What type of financial incentives would encourage you to become code compliant?
- 73% reported Annual Tax Credits
 - 39% reported Subsidized Loans
 - 36% reported Sales and Use Tax Exemptions
18. What do you find confusing about becoming compliant with disability access laws?
- "...the laws and codes are confusing enough for architects and CASps, anything to simplify them for businesses would be great..."
19. What do you find confusing about becoming compliant with disability access laws?
- "...all of it, have you read it? Who has the money, time, or lawyer to keep up with it?"
20. What else would you like to share that will help us assist businesses bring their facilities into compliance?
- "...we need a single source of easy-to-understand, consistent information without legalese..."

21. What else would you like to share that will help us assist businesses bring their facilities into compliance?

- “...better communication between the business and disability communities...”

22. What else would you like to share that will help us assist businesses bring their facilities into compliance?

- “...education and assistance with phased implementation programs...”