



**This appendix C contains the following items:**

- C.1 ADA Legal Documents
- C.2 General ADA Publications and Information:
- C.3 State and Local Governments – Technical Assistance  
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- C.4 Resources
- C.5 ADA Information Services
- C.6 The Access Board
- C.7 The California Department of General Services and the  
Division of the State Architect

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**C.1 ADA LEGAL DOCUMENTS**

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**Text of the Americans with Disabilities Act.** The ADA prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation. It also mandates the establishment of TDD/telephone relay services

**ADA Regulation for Title II,** as printed in the Federal Register (7/26/91). The Department of Justice's regulation implementing title II, subtitle A, of the ADA which prohibits discrimination on the basis of disability in all services, programs, and activities provided to the public by State and local governments, except public transportation services.

**ADA Regulation for Title III,** as printed in the Code of Federal Regulations (7/1/94). The Department of Justice's regulation implementing title III of the ADA, which prohibits discrimination on the basis of disability in "places of public accommodation" (businesses and non-profit agencies that serve the public) and "commercial facilities" (other businesses). The regulation includes Appendix A to Part 36 - Standards for Accessible Design establishing minimum standards for ensuring accessibility when designing and constructing a new facility or altering an existing facility.

**Title II & III Regulation Amendment Regarding Detectable Warnings,** as printed in the Federal Register (11/23/98). This amendment suspends the requirements for detectable warnings at curb ramps, hazardous vehicle areas, and reflecting pools until July 26, 2001. ► **FAX # 3001**



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## C.2 GENERAL ADA PUBLICATIONS AND INFORMATION

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**[ADA Questions and Answers](#)**. A 31-page booklet giving an overview of the ADA's requirements for ensuring equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation, and requiring the establishment of TDD/telephone relay services. ▶ **FAX # 3106**

**[ADA Information Services](#)**. A 2-page list with the telephone numbers and Internet addresses of Federal agencies and other organizations that provide information and technical assistance to the public about the ADA. ▶ **FAX # 3101**

**ADA Designated Investigative Agencies**. A 4-page list of the nine federal agencies that are designated to investigate disability-related discrimination complaints filed against State and local government programs under title I or title II of the ADA or against Federally funded or assisted programs under Section 504 of the Rehabilitation Act. ▶ **FAX # 3109**

[Investigative Agencies \(HTML\)](#) | [Investigative Agencies \(PDF\)](#)

**[Enforcing the ADA: A Status Report from the Department of Justice](#)**. A brief report issued by the Justice Department each quarter providing timely information about ADA cases and settlements, building codes that meet ADA accessibility standards, and ADA technical assistance activities. ▶ **FAX # 3102** (for the most current issue)

**Enforcing the ADA: Looking Back on a Decade of Progress**. A 41-page special edition of the Department of Justice's quarterly status report highlighting accomplishments and activities from 1990 through 2000.

[Enforcing the ADA: Looking Back on a Decade of Progress \(HTML\)](#)  
[Enforcing the ADA: Looking Back on a Decade of Progress \(PDF\)](#)



**A Guide to Disability Rights Laws.** A 21-page booklet that provides a brief overview of ten Federal laws that protect the rights of people with disabilities and provides information about the federal agencies to contact for more information. ▶  
**FAX # 3103**

[Disability Rights Laws \(HTML\)](#)  
[Disability Rights Laws \(PDF\)](#)

**A Guide for People with Disabilities Seeking Employment.** A 2-page pamphlet for people with disabilities providing a general explanation of the employment provisions of the ADA and how to file a complaint with the Equal Employment Opportunity Commission. ▶**FAX # 3108** [Employment \(HTML\)](#) | [Employment \(PDF\)](#)

**[Learn About the ADA in Your Local Library](#)**. An 10-page annotated list of 95 ADA publications and one videotape that are available to the public in 15,000 public libraries throughout the country. ▶**FAX # 3104**

**[ADA Mediation Program](#)**. A 6-page publication that provides an overview of the Department's Mediation Program and examples of successfully mediated cases. ▶**FAX # 3107**

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### C.3 STATE AND LOCAL GOVERNMENTS: TECHNICAL ASSISTANCE MANUALS AND PUBLICATIONS

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**[Title II Technical Assistance Manual](#)** (1993) and **[Yearly Supplements](#)**. A 56-page manual that explains in lay terms what State and local governments must do to ensure that their services, programs, and activities are provided to the public in a nondiscriminatory manner. Many examples are provided for practical guidance.

**[Title II Highlights](#)** | **[Title II Highlights \(En Español\)](#)**. An 8-page outline of the key requirements of the ADA for State and local governments. This publication provides detailed information in bullet format for quick reference. ▶**FAX # 3300**



**Communicating with People Who Are Deaf or Hard of Hearing: ADA Guide for Law Enforcement Officers** - This 8-panel pocket guide provides basic information for officers about ADA requirements for communicating effectively with people who are deaf or hard of hearing.

[ADA Guide for Law Enforcement Officers \(HTML\)](#)  
[ADA Guide for Law Enforcement Officers \(PDF\)](#)

**Model Policy for Law Enforcement on Communicating with People Who Are Deaf or Hard of Hearing** - This 4-page document serves as a model for law enforcement agencies when adopting a policy on effective communication with people who are deaf or hard of hearing. Agencies are encouraged to download and adapt the policy to suit their needs.


[Model Policy for Law Enforcement \(HTML\)](#)  
[Model Policy for Law Enforcement \(PDF\)](#)

**ADA Guide for Small Towns.** A 21-page guide that presents an informal overview of some basic ADA requirements and provides cost-effective

tips on how small towns can comply with the ADA.  **FAX # 3307**

[ADA Guide for Small Towns \(HTML\)](#)  
[ADA Guide for Small Towns \(PDF\)](#)

**ADA Checklist for Polling Places.** This 39-page checklist is a self-help survey that voting officials can use to determine whether a polling place has basic accessible features needed by most voters with disabilities.

**The ADA and City Governments: Common Problems.** A 9-page document that contains a sampling of common problems shared by city governments of all sizes, provides examples of common deficiencies and explains how these problems affect persons with disabilities.  **FAX # 3308**

[ADA and City Government: Common Problems \(HTML\)](#)  
[ADA and City Government: Common Problems \(PDF\)](#)

**An ADA Guide for Local Governments: Making Community Emergency Preparedness and Response Programs Accessible to People with Disabilities.** A 11-page illustrated publication that provides guidance on preparing for and carrying out emergency response programs in a manner that results in the services being accessible to people with disabilities.



[Emergency Preparedness Guide -- HTML](#)  
[Emergency Preparedness Guide -- PDF](#) (print version, 3.5mb)  
[Emergency Preparedness Guide -- PDF](#) (screen version, 1.5mb)

**Accessibility of State and Local Government Websites to People with Disabilities.** A 5-page publication providing guidance on making State and local government websites accessible. ▶ **FAX # 3309**

[Accessible Websites \(HTML\)](#)  
[Accessible Websites \(PDF\) - screen version \(236k\)](#)  
[Accessible Websites \(PDF\) - print version \(1444k\)](#)

**Accessible Stadiums.** A 4-page publication highlighting features that must be accessible in new stadiums and providing guidance on line of sight for wheelchair seating locations. ▶ **FAX # 3201**

[Accessible Stadiums \(TEXT\)](#) | [Accessible Stadiums \(PDF\)](#)

**ADA-TA: A Technical Assistance Update from the Department of Justice.** A serial publication that addresses two topics in each issue: "Common Questions" answers questions about ADA requirements; "Design Details" provides information and illustrations of particular design requirements.

**Volume 1: Readily Achievable Barrier Removal and Van-Accessible Parking Spaces** ▶ **FAX # 3250**

[Readily Achievable Barrier Removal and Van-Accessible Parking \(HTML\)](#)  
[Readily Achievable Barrier Removal and Van-Accessible Parking \(PDF\)](#)

**Commonly Asked Questions About the ADA and Law Enforcement.** A 12-page publication providing information for law enforcement agencies in a simple question and answer format. ▶ **FAX # 3301**

[Commonly Asked Questions About the ADA and Law Enforcement \(HTML\)](#)  
[Commonly Asked Questions About the ADA and Law Enforcement \(PDF\)](#)

**Questions and Answers: The ADA and Hiring Police Officers.** A 5-page publication providing information on ADA requirements for interviewing and hiring police officers. ▶ **FAX # 3302**



[Questions and Answers: The ADA and Hiring Police Officers \(HTML\)](#)

[Questions and Answers: The ADA and Hiring Police Officers \(PDF\)](#)

**[Commonly Asked Questions About Title II of the ADA](#)**. A 6-page fact sheet explaining the requirements of the ADA for State and local governments. ▶ **FAX # 3303** (Spanish edition available from the [ADA Information Line](#).)

**Access for 9-1-1 and Telephone Emergency Services**. A 10-page publication explaining the requirements for direct, equal access to 9-1-1 for persons who use teletypewriters (TTYs). ▶ **FAX # 3304**

[Access for 9-1-1 and Telephone Emergency Services \(HTML\)](#)

[Access for 9-1-1 and Telephone Emergency Services \(PDF\)](#)

**[Questions and Answers: the ADA and Persons with HIV/AIDS](#)**. A 16-page publication explaining the requirements of the ADA for employers, businesses and non-profit agencies that serve the public, and State and local governments to avoid discriminating against persons with HIV/AIDS. (Spanish edition available from the [ADA Information Line](#).) ▶ **FAX # 3206**

**Common ADA Errors and Omissions in New Construction and Alterations**. This 13-page document lists a sampling of common accessibility errors or omissions that have been identified through the Department of Justice's ongoing enforcement efforts. The significance of the errors is discussed and references are provided to the requirements of the ADA Standards for Accessible Design. ▶ **FAX # 3207**

[Common ADA Errors and Omissions in New Construction and Alterations \(HTML\)](#)

[Common ADA Errors and Omissions in New Construction and Alterations \(PDF\)](#)

**[Commonly Asked Questions About Child Care Centers and the Americans with Disabilities Act](#)**. A 13-page publication explaining how the requirements of the ADA apply to Child Care Centers. The document also describes some of the Department of Justice's ongoing enforcement efforts in the child care area and it provides a resource list on sources of information on the ADA. ▶ **FAX # 3209**

**[Title II Complaint Form](#) | [Title II Complaint Form \(En Español\)](#)**.

Standard form for filing a complaint under title II of the ADA or section 504 of the Rehabilitation Act of 1973, which prohibit discrimination on the basis of disability by State and local governments and by recipients of



federal financial assistance. (Spanish edition available from the [ADA Information Line](#).) ► **FAX # 3306**

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## C.4 RESOURCES

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### ● [Toll-Free ADA Information Line](#)

Call to obtain answers to general and technical questions about the ADA and to order technical assistance materials:  
**800-514-0301** (voice) **800-514-0383** (TDD)

### ● [ADA Regulations and Technical Assistance Materials](#) (updated August 7)

View or download Department of Justice ADA regulations and technical assistance documents for businesses, and state and local governments including the ADA Standards for Accessible Design.

### ● [Enforcement](#) (updated December 27, 2007)

View or download settlement agreements and consent decrees, ADA Status Reports: Enforcing the ADA, and ADA briefs.

Latest Status Reports:

### [Enforcing the ADA: A Status Report From the Department of Justice](#)

(new March 23, 2007)

### ● [Technical Assistance Program](#)

The ADA requires the Department to provide technical assistance to businesses, State and local governments, and individuals with responsibilities and rights under the law.

### ● [Certification of State and Local Building Codes](#)

The Department is authorized to certify building codes that meet or exceed the ADA Standards for Accessible Design.

### [Final Determination of ADA Equivalency for the North Carolina Accessibility Code \(NCAC\)](#)

### ● [New or Proposed Regulations](#)



[Proposal to Issue  
Revised ADA Design Standards](#)

[ADA Mediation Program](#)

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## C.5 ADA INFORMATION SERVICES

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### ADA Regulations and Technical Assistance Materials

This list contains the telephone numbers and Internet addresses of federal agencies and other organizations that provide information about the **Americans with Disabilities Act (ADA)** and informal guidance in understanding and complying with different provisions of the ADA.

**Department of Justice** offers technical assistance on the ADA Standards for Accessible Design and other ADA provisions applying to businesses, non-profit service agencies, and state and local government programs; also provides information on how to file ADA complaints.

**ADA Information Line** for publications, questions, and referrals

800-514-0301 (voice)

800-514-0383 (TTY)

**Internet address** (ADA Home Page)

[www.usdoj.gov/crt/ada/adahom1.htm](http://www.usdoj.gov/crt/ada/adahom1.htm)

**Equal Employment Opportunity Commission** offers technical assistance on the ADA provisions applying to employment; also provides information on how to file ADA complaints.

**Employment - questions**

800-669-4000 (voice)

800-669-6820 (TTY)

**Employment - publications**

800-669-3362 (voice)

800-800-3302 (TTY)

**Internet address**

[www.eeoc.gov](http://www.eeoc.gov)

**Department of Transportation, Federal Transit Administration**

**ADA Assistance Line for information and complaints**

888-446-4511(voice)

TTY: use relay service

**Internet address**

[www.fta.dot.gov/office/civ.htm](http://www.fta.dot.gov/office/civ.htm)

**Federal Communications Commission** offers technical assistance on ADA telephone relay service (TRS) requirements.





**TRS Publications and questions**

888-225-5322 (voice)

888-835-5322 (TTY)

**Internet address**

[www.fcc.gov/cib/dro](http://www.fcc.gov/cib/dro)

**Office of Compliance** offers technical assistance on accessibility laws applying to Congressional offices and services.

**Congressional accessibility**

202-724-9292 (voice)

202-426-1665 (TTY)

**Access Board** (or Architectural and Transportation Barriers Compliance Board) offers technical assistance on the ADA Accessibility Guidelines.

**Publications and questions**

800-872-2253 (voice)

800-993-2822 (TTY)

**Internet address**

[www.access-board.gov](http://www.access-board.gov)

**Internal Revenue Service** provides information about tax code provisions including tax credits (section 44) and deductions (section 190) that can assist businesses in complying with the ADA.

**Tax code - information**

800-829-1040 (voice)

800-829-4059 (TTY)

**Tax code - legal questions**

202-622-3110 (voice)

TTY: use relay service

**To order Publications 535 and 334**

800-829-3676 (voice)

800-829-4059 (TTY)

**Internet address**

[www.irs.gov/plain/index.html](http://www.irs.gov/plain/index.html)

**Department of Education** funds ten regional centers to provide technical assistance on the ADA.

**Disability & Business Technical Assistance Centers**

800-949-4232 (voice/TTY)

**Internet address**

[www.adata.org](http://www.adata.org)

**Job Accommodation Network (JAN)**, is funded by the U.S. Department of Labor to provide advice on accommodating employees with disabilities.

**Job Accommodation Network**

800-526-7234 (voice/TTY)



**Internet address**

[www.jan.wvu.edu](http://www.jan.wvu.edu)

**DREDF ADA Hotline** is funded by the Department of Justice to provide technical assistance on the ADA.

**ADA questions and publications**

800-466-4232 (voice/TTY)

**Internet address**

[www.dredf.org](http://www.dredf.org)

**Project ACTION** is funded by the Department of Transportation to provide ADA information and publications on making transportation accessible.

**Transportation information and publications**

800-659-6428 (voice)

TTY: use relay service

202-347-3066 (voice)

202-347-7385 (TTY)

**Internet address** [www.projectaction.org](http://www.projectaction.org)

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## C.6 THE ACCESS BOARD

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A Federal agency committed to accessible design.

### Publications

Note: Accessing PDF files requires Adobe Acrobat Reader software, a limited version of which can be downloaded free from [Adobe](http://adobe.com).

#### General

- [About the ABA and Other Disability Rights Laws](#)
- [Access Currents](#) (newsletter)
- [Annual Report PDF version](#)
- [Laws Concerning the Access Board](#)

#### Facilities

##### *Guidelines and Standards*

- [Revised ADA-ABA Guidelines](#) (2004) [PDF version](#)



- [ADA Accessibility Guidelines PDF version](#)
- [Uniform Federal Accessibility Standards PDF version](#)
- [State and Local Government Facilities: ADAAG Amendments PDF version](#)
- [Building Elements for Children: ADAAG Amendments PDF version](#)
- [Play Areas: ADAAG Amendments PDF version](#)
- [Recreation Facilities: ADAAG Amendments PDF version](#)

#### *Guidance Material*

- [Side-by-Side Comparison](#) (new ADA guidelines, the original ADA standards, and the IBC) [PDF version](#)
- [ADAAG Checklist PDF version](#)
- [UFAS Checklist](#) (Text)
- [Using ADAAG Technical Bulletin PDF version](#)
- [Visual Alarms Technical Bulletin PDF version](#)
- [Text Telephones Technical Bulletin PDF version](#)
- [Ground & Floor Surfaces Technical Bulletin PDF version](#)
- [Parking Technical Bulletin PDF version](#)
- [Detectable Warnings Update](#)
- [Assistive Listening Systems Technical Bulletins](#)
- [Guide to the ADA Accessibility Guidelines for Play Areas PDF version](#)
- [Summaries of Accessibility Guidelines for Recreation Facilities PDF version](#)

#### *Advisory Committee Reports*

- [Recommendations for a New ADAAG PDF version](#)
- [Accessibility Guidelines for Outdoor Developed Areas PDF version](#)

#### Public Rights-of-Way

##### *Guidance Material*

- [Accessible Public Rights-of-Way Design Guide PDF version](#)
- [Accessible Public Rights-of-Way: Planning and Designing for Alterations PDF version](#)
- [Accessible Sidewalks](#) (DVD)
- [Accessible Pedestrian Signals](#)
- [Detectable Warnings: Synthesis of US and International Practice PDF version](#)
- [Detectable Warnings Update](#)
- [Interfacing Audible Pedestrian Signals and Traffic Signal Controllers PDF version](#)
- [Pedestrian Access to Modern Roundabouts](#)
- [Synthesis of Literature Relevant to Roundabout Signalization to Provide Pedestrian Access PDF version](#)



- [Visual Detection of Detectable Warning Materials by Pedestrians with Visual Impairments PDF version](#) Technical Brief

*Advisory Committee Report*

- [Building a True Community: Accessible Public Rights-of-Way PDF version](#)

Transportation

*Guidelines*

- [ADA Accessibility Guidelines for Transportation Vehicles PDF version](#)
- [Over-the-Road Buses: ADA Accessibility Guideline Amendments PDF version](#)

*Guidance Material*

- [Manuals on ADA Accessibility Guidelines for Transportation Vehicles PDF version](#)
- [Securement of Wheelchairs and Other Mobility Aids PDF version](#)
- [Guidelines for Aircraft Boarding Chairs PDF version](#)
- [Aircraft Stowage Procedures for Battery Powered Wheelchairs PDF version](#)

*Advisory Committee Report*

- [Recommendations for Accessibility Guidelines for Passenger Vessels PDF version](#)

Communication

*Guidelines and Standards*

- [Telecommunications Act Accessibility Guidelines PDF version](#)
- [Standards for Electronic & Information Technology PDF version](#)

*Guidance Material*

- [Bulletin on the Telecommunications Act Accessibility Guidelines PDF version](#)
- [Section 508 Facts - Brochure PDF version](#)
- [Summary of Standards for Electronic and Information Technology](#)
- [Text Telephones Technical Bulletin PDF version](#)



- [Assistive Listening Systems Technical Bulletins](#)
- [Electromagnetic Interference and Aids for Persons with Hearing Loss](#)

#### *Advisory Committee Reports*

- [Access to Telecommunications Equipment and Customer Premises Equipment PDF version](#)
- [Electronic and Information Technology Access PDF version](#)

#### Research

- [Accessible Exterior Surfaces PDF version](#)
- [Accessible Information/Transaction Machines](#)
- [Accessible Pedestrian Signals](#)
- [Access for Persons with Disabilities To Passenger Vessels and Shore Facilities](#)
- [Anthropometry for Persons with Disabilities PDF version](#)
- [Anthropometry of Disability](#) (Report from International Conference)
- [Assistive Listening Systems PDF version](#)
- [Automated Doors](#)
- [Detectable Warnings: Synthesis of US and International Practice PDF version](#)
- [Electromagnetic Interference and Aids for Persons with Hearing Loss](#)
- [Hands-On Architecture PDF version](#)
- [Interfacing Audible Pedestrian Signals and Traffic Signal Controllers PDF version](#)
- [Pedestrian Access to Modern Roundabouts](#)
- [Play Surfaces \(Engineered Wood Fiber\)](#)
  - [Play Surfaces: Installation and Serviceability Results](#)
  - [Accessible Trails: Installation and Serviceability Results](#)
- [Power Mobility Aids](#)
- [Space Requirements for Wheeled Mobility An International Workshop](#) (Report from 2003 International Conference)
- [Swimming Pools PDF version](#)
- [Synthesis of Literature Relevant to Roundabout Signalization to Provide Pedestrian Access PDF version](#)
- [Technical Requirements for Ramps](#)
- [Toilet and Bathing Facilities for Assisted Transfers: Design Best Practices](#)
- [Variable Message Signing: Legibility for Readers with Vision Loss](#)
- [Visual Detection of Detectable Warning Materials by Pedestrians with Visual Impairments PDF](#)
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**On-line Course** The Board and the AIA have developed an on-line training course on ADA Accessibility Guidelines for courthouses, prisons, and children's environments.



For more news, see **Access Currents**, the Board's free newsletter. Also, get on the list to receive **free updates**.

The Access Board is committed to making its website accessible to all users and welcomes comments or suggestions on access improvements. Send comments or suggestions on accessibility to **webmaster@access-board.gov**.

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**The Access Board**  
1331 F Street, NW, Suite 1000  
Washington, DC 20004-1111  
(202) 272-0080 (v) (202) 272-0082 (TTY) (202) 272-0081 (fax)  
(800) 872-2253 (v) (800) 993-2822 (TTY) **phone directory**  
email: **info@access-board.gov** **email directory**

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## C.7 THE CALIFORNIA DEPARTMENT OF GENERAL SERVICES AND DIVISION OF THE STATE ARCHITECT

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The following are resources for information on accessibility and Universal Design. When visiting these links please remember that federal laws and regulations are often less restrictive than the California Building Standards Code.

*There is no connection between these entities and the California Department of General Services/Division of the State Architect.*

**DSA Home Page:** <http://www.dsa.dgs.ca.gov/default.htm>

**California Department of Rehabilitation**

Provides support with job accommodation and assistive technologies  
<http://www.rehab.cahwnet.gov/>

**The Center for Universal Design - North Carolina State University**

A prime source for information on Universal Design  
<http://www.design.ncsu.edu/cud/>

**The Center for Applied Special Technology (CAST)**

An educational, not-for-profit organization that uses technology to expand opportunities for all people  
<http://www.cast.org/>

**DSA Access Programs**



In addition to access compliance services for state-funded construction, the Division of the State Architect's Access Compliance section develops and maintains the accessibility standards and codes used in public and private buildings throughout California. DSA's Access programs and activities include the [Certified Access Specialist Program \(CASP\)](#), the [DSA Evaluation of Detectable Warnings Advisory Committee \(EDWAC\)](#), and development and maintenance of the DSA California Access Compliance Reference Manual. Access Publications

- [DSA's California Access Compliance Manual \(PDF - 7.7MB\)](#) || [More Info/Download Access Manual Sections](#)
- [2007 California Building Code - Accessibility Codes Changes \(PDF - 758 MB\) | \(WORD - 1.5 MB\)](#)
- [DSA Bulletin: Detectable Warning and Directional Surfaces Product Approval \(PDF - 30KB\) Revised 9/27/04](#)
- [Valuation Threshold](#)
- [DSA Office of Universal Design Circular: Braille Tactile Signage](#)
- [Modernization Plan Submittal Checklist: Access and Fire/Life Safety \(Excel - 691 KB\)](#) || Worksheet Prepared by [OPSC](#)

### Frequently Asked Questions AND their Answers:

#### What is "accessibility"?

"Accessibility" is the combination of various elements in a building or area, which allows access, circulation, and the full use of the building and facilities by persons with disabilities.

#### What is the difference between "accessibility" and "universal design"?

"Universal design" is a broader, more comprehensive "design-for-all" approach to the development of architecture around human diversity. It recognizes the changing diversity of needs important to all types of people regardless of their varying age, ability, or condition, during an entire lifespan. By comparison, "accessibility" has traditionally focused on addressing the needs of a few people with separate circumstances from those of the public at large, when in fact almost everyone is, over the course of their lifetime, quite able to benefit from barrier-free design, user-friendly architecture, and comfortable environments.

#### What is the purpose of the California accessibility requirements?

It is the intent of the California Legislature that the building standards published in the California Building Standards Code (Title 24) relating to accessibility by people with disabilities shall be used as minimum requirements to ensure that buildings, structures, and related facilities are accessible to, and functional for, every member of the public, so as to provide equal opportunity to access public accommodations. Access is to be provided to, through, and within the buildings, without loss of function, space, or facility where the general public is concerned.



**Why are the California Building Standards Code (Title 24) requirements more stringent than the federal Americans with Disabilities Act (ADA) requirements?**

The regulations in California were developed by the Division of the State Architect, Access Compliance, eight years before the United States Congress passed the ADA. The current California Building Standards Code was written to provide a single code which would meet all of the most stringent requirements of the original California Building Standards Code, as well as the 1991 Federal Fair Housing Amendments Act and the Americans with Disabilities Act Accessibility Guidelines.

**Who is the building official?**

The "building official" is the officer or other designated authority charged with the administration and enforcement of this code, or the building official's duly authorized representative in accordance with state law. Local cities and counties have building officials who regulate construction in their jurisdiction. State funded construction on state property is often regulated by a state agency, such as the Division of the State Architect. Sometimes public construction has more than one building official — each has separate jurisdictional oversight responsibilities.

**Can I get a waiver from the access requirements?**

The California Building Standards Code says that you must get a final determination from the local building official that your project has an unreasonable hardship. This is rarely granted for new construction. Existing buildings undergoing alteration are sometimes allowed to depart from the literal requirements of the building code only when equivalent facilitation is provided.

**What is "equivalent facilitation"?**

"Equivalent facilitation" is an alternate means of complying with the literal requirements of these standards and specifications that provides access in terms of the purpose of these standards and specifications. In determining equivalent facilitation, consideration shall be given to means that provide for the maximum independence of persons with disabilities while presenting the least risk of harm, injury, or other hazard to such persons or others.

**Can DSA help me settle a dispute I am having with my local building inspector who says I must provide access to my restaurant?**

No, because DSA is a separate jurisdiction. By law, only the local building authority can make a final determination as to code enforcement issues.

**Do point-of-sale transaction counters require a lower check-writing surface for people who use wheelchairs?**

On state funded projects under DSA jurisdiction, DSA approves projects that provide a lower transaction counter, which is minimally 36 inches in width and no more than 34 inches high above the finished floor. If your project is under a local





jurisdiction, check with the local building official to see if the same enforcement policy is utilized.

**What are the general requirements of the California Building Standards Code accessibility regulations?**

Accessibility to buildings or portions of buildings shall be provided for all occupancy classifications except as specifically modified by the building code. Individual occupancy requirements in the code may modify the general requirements for accessibility, but never to the exclusion of them entirely — unless the requirements for an individual occupancy specifically overrides a general requirement. Multistory buildings must provide access by ramp or elevator, with elevator exceptions available for some buildings. Generally, two story office buildings are not required to have elevators, although all other accessible features are still required on upper floors.

**Accessibility requirements can be difficult to understand. Can DSA help me determine what I must do in my construction project?**

Construction law is quite difficult, and takes experienced professional expertise. The Division of the State Architect functions as a building oversight agency on state-funded construction projects, and can only direct you to general resources at your local building department. If DSA is the jurisdictional authority, our "California Access Compliance Reference Manual" has all of the building code accessibility regulations and policies used on projects under DSA approval authority. The Manual is available as a free download as an Adobe Acrobat (PDF) file. The Manual is also available in hardcopy at technical bookstores throughout California.

**Can I have all the accessible seating in the back or front row?**

Accessible seating or accommodations in places of public amusement and resort, including theaters, concert halls and stadiums, but not including hotels and motels, shall be provided in a variety of locations so as to provide persons with disabilities a choice of admission prices otherwise available to members of the general public. When there are over 300 seats, dispersal is required, and when there are less, no dispersal is clearly indicated in the code. However, some trial courts have found that lack of dispersal creates a highlighted area — generally considered discriminatory. The building code does mention this, and further changes in the code to clarify this is quite likely.

**Must I provide separate accessible toilet facilities?**

The California Labor Code requires separate facilities whenever there are more than four employees. Where separate facilities are provided for non-disabled persons of each sex, separate facilities shall be provided for persons with disabilities of each sex also. Where unisex facilities are provided for persons without disabilities, at least one unisex facility shall be provided for persons with disabilities within close proximity to the non-accessible facility.



**What accessible routes are required on a site?**

When a building, or portion of a building, is required to be accessible or adaptable, an accessible route of travel shall be provided to all portions of the building, to accessible building entrances and between the building and the public way. Except within an individual dwelling unit, an accessible route of travel shall not pass through kitchens, storage rooms, restrooms, closets or other spaces used for similar purposes. At least one accessible route within the boundary of the site shall be provided from public transportation stops, accessible parking and accessible passenger loading zones, and public streets or sidewalks, to the accessible building entrance they serve. The accessible route shall, to the maximum extent feasible, coincide with the route for the general public. At least one accessible route shall connect accessible buildings, facilities, elements and spaces that are on the same site.

At least one accessible route shall connect accessible building or facility entrances with all accessible spaces and elements and with all accessible dwelling units within the building or facility. An accessible route shall connect at least one accessible entrance of each accessible dwelling unit with those exterior and interior spaces and facilities that serve the accessible dwelling unit.