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3:03-CV-01602 AMBAOSIO V. MCDONALDS RESTAURANT

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LAW OFFICES OF ROY L. LANDERS ROY L. LANDERS (BAR #64920) 7840 MISSION CENTER COURT, SUITE 101 SAN DIEGO, CALIFORNIA 92108 TELEPHONE (619) 296-7898

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AUG - 8 2003

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Attorney for Plaintiff, Faustino Ambaosio CLERK, U.3.

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UNITED STATES DISTRICT COURT

SOUTHERN DISTRICT OF CALIFORNIA

'03 CV 16 02 JEGLSP

Case No.:

Plaintiff,

vs.

FAUSTINO AMBAOSIO

MCDONALD'S RESTAURANT,
MCDONALD'S CORPORATION, MARTY
RONOSKI AND DOES 1-10 Inclusive,

Defendants.

COMPLAINT FOR DAMAGES RE:
VIOLATION OF CIVIL RIGHTS ON
BASIS OF DISCRIMINATION IN
PUBLIC ACCOMMODATIONS; UNFAIR,
UNLAWFUL AND FRAUDULENT BUSINESS
PRACTICES; NEGLIGENT INFLICTION
OF EMOTIONAL DISTRESS;
INTENTIONAL INFLICTION OF
EMOTIONAL DISTRESS; DEMAND FOR
JURY TRIAL

I

### JURISDICTION AND VENUE

1. (a) Jurisdiction of this action is invoked on the basis of 28 USC 1331 and 1343,42 USC 12101-12102, 12181-12183 and 12201, et. seq., which is applicable to causes of action where persons with disabilities have been denied their civil rights. Venue in the Southern Judicial District of California in the United States District Court is in accord with 28. U.S.C. section 1391(b) because a substantial part of plaintiff's claims arose within the

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Complaint for Damages - 1

ORIGINAL

(b) Supplemental Jurisdiction. The Judicial District of the United States District Court of the Southern District of California has supplemental jurisdiction over the state claims alleged in this Complaint pursuant to 28 U.S.C. section 1367(a). Supplemental jurisdiction is appropriate in this action on the basis that all the causes of action or claims derived from federal law and those arising under state law, as herein alleged, arose from a common nucleus of operative facts. The common nucleus of operative facts, include, but are not limited to, the incidents whereby plaintiff was denied full and equal access to Defendant's facilities, goods, and/or services in violation of both federal and state laws when plaintiff attempted to enter, use, and/or exit Defendant's facilities described within this as Complaint. Further, due to this denial of full and equal access Plaintiff and other person's with disabilities were injured. Based upon such allegations the state actions, as stated herein, are so related to the federal actions that they form part of the same case or controversy, and the actions would ordinarily be expected to be tried in one judicial proceeding.

II

#### **PARTIES**

2. Defendants, McDonalds Restaurant and McDonalds Corporation were and at all times herein mentioned were duly organized businesses, associations, or corporations duly authorized to exist and operate within the State of California and County of San Diego and the

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3. Plaintiff is informed and believes and thereon alleges that defendant McDonald's Corporation is the owner and/or landlord of the subject property upon which defendant business is sited.

4. Plaintiff is informed and believes and thereon alleges that
each of the named defendants herein operates a business and
or/facility of public accommodation as defined and described
within 42 USC 12181(7)(B) of the American with Disabilities Act
[ADA] and as such must comply with the ADA under provisions of

Title III therein.

5. Plaintiff is ignorant of the defendants sued as Does 1-10 herein, and therefore sues them in their fictitious names as Doe defendants. Plaintiff is informed and believes and thereon alleges that Does 1-10 are the owners, operators, lessees or tenants of the subject property and each of the Doe defendants at all times herein was acting as the agent and or representative of each other and thereby are responsible in some manner for the injuries and damages complained of herein. Plaintiff will seek leave of court to amend this complaint to name Doe defendants when the same is ascertained.

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#### GENERAL ALLEGATIONS COMMON TO ALL CLAIMS

III

6. Plaintiff is a male who is disabled and confined to a wheelchair. He has no control over his lower extremities and must use a wheelchair to transport himself and to affect the basic necessities of his everyday existence. Plaintiff's disability substantially limits one or more of life's major activities and

Complaint for Damages - 3

1 therefore he is disabled as defined under 42 USC 12102(2)(A)(B)(C). 3 7. On or about July 5, 2003 plaintiff patronized the premises of defendants to utilize goods and/or services offered by defendants. When Plaintiff attempted to gain access to the goods and/or 6 services offered by defendants he encountered access barriers 7 because the premises failed to comply with federal ADA Access 8 Guidelines For Building and Facilities [hereinafter "ADAAG"]; 9 Department of Justice [DOJ] regulations at 28 CFR. 36.201; 36.304 10 and/or the State of California's Title 24 Building Code Requirements. 11 12 8. The specific difficulty Plaintiff had in entering and utilizing 13 Defendants' facility and which amount to a violation of ADAAG, DOJ 14 regulations and Title 24 of the California Building Code are: 15 (a) Site entrance signage does not comply with CA Title 24 16 1129B.5. 17 Disabled access aisle lacks NO PARKING emblem as required (b) 18 by Title 24 1129B.4.1 & 2. 19 Van accessible aisle does not comply with ADAAG 4.6.3 & (c) 20 Title 24 1129B.4.2. 21 (d) Facility lacks curb ramp complying with ADAAG 4.7.1. 22 Curb ramp projects into vehicular traffic lanes in (e) 23 violation of ADAAG 4.7.6. 24 (f) Lack of entrance signage as required by ADAAG 4.1.3(16)(b) 25 & CA Title 24 1127B.3. 26 Dining facility does not comply with ADAAG 5.1 & Title 24 (g) 27 1104B.5.4; ADAAG 4.2.4.1 & Title 24 1122B.3; ADAAG 4.32.3&4 28 and Title 24 1122B.4; ADAAG 5.3 and Title 24 1104B.5.4.

required to remove barriers to their existing facilities. 1 2 Defendants have been put on notice pursuant to the ADA and California Civil Codes [51,52] prior to the statutory effect of 3 the ADA on January 26, 1992 that Defendants and each of them had a duty to remove barriers to persons with disabilities such as 5 plaintiff. Defendants also knew or should have known that 7 individuals such as plaintiff with a disability are not required 8 to give notice to a governmental agency prior to filing suit 9 alleging Defendants' failure to remove architectural barriers. 10 11. Plaintiff believes and thereon allege that Defendants' 11 facilities, as described herein, have other access violations not 12 directly experienced by Plaintiff, which preclude or limit access by others with disabilities, including, but not limited to, Space 13 14 Allowances, Reach Ranges, Accessible Routes, Protruding Objects, 15 Ground and Floor Surfaces, Parking and Passenger Loading Zones, 16 Curb Ramps, Ramps, Stairs, Elevators, Platform Lifts (Wheelchair Lifts), Windows, Doors, Entrances, Drinking Fountains, and Water 17 18 Coolers, Water Closets, Toilet Stalls, Urinals, Lavatories and 19 Mirrors, Sinks, Storage, Handrails, Grab Bars, Telephones, 20 Controls and Operating Mechanisms, Alarms, Detectable Warnings and Signage. Accordingly, Plaintiff alleges Defendants are required to 21 22 remove all architectural barriers, known or unknown. Also, 23 Plaintiff alleges Defendants are required to utilize the ADA 24 checklist for Readily Achievable Barrier Removal approved by the 25 United States Department of Justice and created by Adaptive 26 Environments.

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12. Plaintiff desires to return to Defendants' places of business and utilize their facilities without being discriminated against in the immediate future.

IV

#### FIRST CAUSE OF ACTION

(Violation of Civil Rights-American With Disabilities Act)

13. Plaintiff realleges the allegations in paragraphs 1 through 12 as though set forth fully herein.

#### Claim 1: Denial of Full and Equal Access

14. Based on the facts asserted above Plaintiff has been denied full and equal access to Defendants' goods, services, facilities, privileges, advantages, or accommodations. Defendant business is a public accommodation owned, leased and/or operated by Defendants and each of them. Defendants' existing facilities and/or services failed to provide full and equal access to Defendants' facility as required by 42 U.S.C. section 12182(a). Thus, Plaintiff was subjected to discrimination in violation of 42 U.S.C. 12182(b)(2)(A)(ii)(iv) and 42 U.S.C. section 12188 because Plaintiff was denied equal access to Defendants' existing facilities.

15. Plaintiff has a physical impairment as alleged herein because his condition affects one or more of the following body systems: neurological, musculoskeletal, special sense organs, and/or cardiovascular. Further, his physical impairments substantially limits one or more of the following major life activities: [walking]. In addition, Plaintiff cannot perform one or more of the said major life activities in the manner speed, and duration when compared to the average person. Moreover, Plaintiff has a

history of or has been classified as having a physical impairment as required by 42 U.S.C. section 12102(2)(A).

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Claim 2: Failure To Remove Architectural Barriers

Based upon the facts alleged herein, Plaintiff was denied full and equal access to Defendants' goods, services, facilities, privileges, advantages, or accommodations within a public accommodation owned leased, and/or operated by the named Defendants. Defendants individually and collectively failed to remove barriers as required by 42 U.S.C. 12182(a) and 28 CFR 36.304. Plaintiff is informed and believes, and thus alleges that architectural barriers which are structural in nature exist at the following physical elements of Defendants' facilities: Space Allowance and Reach Ranges, Accessible Route, Protruding Objects, Ground and Floor Surfaces, Parking and Passenger Loading Zones, Curb Ramps, Ramps, Stairs, Elevators, Platform Lifts (Wheelchair Lifts), Windows, Doors, Entrances, Drinking Fountains and Water Coolers, Water Closets, Toilet Stalls, Urinals, Lavatories and Mirrors, Sinks, Storage, Handrails, Grab Bars, and Controls and Operating Mechanisms, Alarms, Detectable Warnings, Signage, and Telephones. Pursuant to 42 USC section 12182(b)(2)(iv) and 28 CFR 36.304 Title III requires places of public accommodation to remove architectural barriers that are structural in nature within existing facilities. Failure to remove such barriers and disparate treatment against a person who has a known association with a person with a disability are forms of prohibited discrimination. Accordingly, Plaintiff was subjected to discrimination in violation of 42 USC 12182(b)(2)(A)(iv) and 42 USC 12182 (b) (2) (A) (iv) and 42 USC 12188.

Complaint for Damages - 9

Action as though set forth fully herein.

#### Denial Of Full And Equal Access

22. Plaintiff has been denied full and equal access to Defendants' goods services, facilities, privileges, advantages, or accommodations within a public accommodation owned, leased, and/or operated by Defendants in violation of California Civil Code Sections 54 and 54.1; California Health and Safety Code Section 19955 and California Government Code Section 12948. The actions of Defendants also violate the provisions of Title 24 of the State of California Building Codes with regard to accessibility for persons with disabilities by failing to provide access to Defendants facilities due to violations pertaining to accessible routes, ground and floor surfaces, parking and passenger loading zones, curb ramps, ramps, stairs, elevators, platform lifts (wheelchair lifts), windows, doors, toilet stalls, urinals, lavatories and mirrors, sinks, storage, handrails, grab bars, controls and operating mechanisms

alarms, detectable warnings, signage and telephones.

23. On the above basis Plaintiff has been wrongfully discriminated against.

#### Failure To Modify Practices, Policies And Procedures

Defendants have failed and refused and continue to fail and refuse to provide a reasonable alternative to allow plaintiff equal access to their facility by modifying their practices, policies, and procedures in that that they failed to have s scheme, plan, or design to assist Plaintiff and others similarly situated in entering and utilizing Defendants' goods or services as required by California Civil Code section 54 and 54.1.

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Accordingly Defendants have wrongfully discriminated against 1 2 Plaintiff. VII 3 THIRD CAUSE OF ACTION 4 (Violation of The Unruh Civil Rights Act) 5 6 25. Plaintiff realleges the allegations of the Second Cause of 7 Action as though set forth fully herein. 26. Section 51(b) of the Cal. Civ. Code [The Unruh Civil Rights 8 9 Act], provides in pertinent part: 10 "All persons within the jurisdiction of this state are free and equal, and no matter what their sex, race, color, 11 religion, ancestry, national origin, disability, or medical condition is entitled to the full and equal accommodations, 12 advantages, facilities, privileges, or services in all business establishments of every kind whatsoever." 13 14 27. Defendants have violated the provisions of Civ. Code 51 (b) by 15 failing and refusing to provide free and equal access to Plaintiff 16 to their facility on the same basis as other persons not disabled. 17 By their failure to provide equal access to Plaintiff as herein 18 alleged, Defendants have also violated 42 U.S.C. section 19 20 12182(b)(2)(A)(iv) as provided in Cal. Civ. Codes section 51(f). 21 28. By reason of their acts and denial of Plaintiff's civil rights 22 Defendants also violated the provisions of Cal. Civ. Code section

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damages where appropriate.

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29. Defendants and each of them, at all times prior to and including July 2003, respectively and continuing to the present

52, which makes a person or entity in violation of Cal.Civ. Code

51 liable for the actual damages to a Plaintiff including treble

time, knew that persons with physical disabilities were denied their rights of equal access to all portions of this public facility. Despite such knowledge, Defendants, and each of them, failed and refused to take steps to comply with the applicable access statutes and despite knowledge of the resulting problems and denial of civil rights suffered by Plaintiff and other similarly situated persons with disabilities.

30. Defendants and each of them have failed and refused to take action to grant full and equal access to person with physical disabilities. Defendants have carried out a course of conduct of refusing to respond to, or correct complaints about unequal access and have refused to comply with their legal obligations to make the subject facility accessible pursuant the ADAAG and the California Building Code [Title 24 of the California Code of Regulations]. Such actions and continuing course of conduct by Defendants, and each of them, evidence despicable conduct in conscious disregard of the rights and/or safety of Plaintiff and those similarly situated and thus justify an award of treble damages pursuant to section 52(a) and 54.3(a) of the Cal.Civ. Code or alternatively an award of punitive damages in an appropriate amount.

31. Plaintiff has suffered emotional and physical damage and continues to suffer such damages all in an amount to be determined at time of trial.

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#### VIII

#### FOURTH CAUSE OF ACTION

#### (Unfair And Unlawful Business Practice)

- 33. Plaintiff realleges the allegations of the Third Cause of Action as though set forth fully herein.
- 34. California Business and Professions Code Section 17200 states in pertinent part:

"As used in this chapter, unfair competition shall mean and include any unlawful, unfair or fraudulent business act..."

35. Defendants, as alleged herein, are in violation of the Americans With Disabilities Act and Title 24 of the California Building Code, in that they have denied equal access to their places of public accommodation to Plaintiff and others similarly situated to Plaintiff. Defendants have failed and refused and continue to refuse to comply with equal access laws all in violation of 42 USC 12181-12183; 28 CFR 36.304 and 42 USC 12188. In addition the complained of acts are in violation of California Civil Code Sections 51,52, 54,and 54.1,; California Health and Safety Code section 19955 all of which require Defendants to provide equal access to their facility to disabled persons such as plaintiff. Defendants are also in violation of the indicated

statutes because of their failure to remove architectural barriers, which prevent equal access to their facility by disabled persons and because of their failure to modify their practices, policies and procedures to have a scheme, plan, or design to assist Plaintiff and others similarly situated to enter and utilize Defendants' services as required by the Unruh Act. 36. Defendants' acts are unlawful and unfair and are therefore in violation of California Business and Professions Code section 17200. 37. Pursuant to the provisions of California Business and Professions Code section 17201 Plaintiff is a person as identified within said section and therefore allowed to bring this action on behalf of himself and the general public to effectuate California Business and Professions Code 17200 as provided for within Business and Professions Code section 17204. 38. Thus, Plaintiff, under Bus & Prof. Code section 17200 seeks injunctive relief, on behalf of himself and the general public, requiring Defendants to remedy the disabled access violations present within Defendants' facility and that Defendants be ordered to cease and desist from continuing in noncompliance with disabled access statutes and regulations. //

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Complaint for Damages - 14

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#### FIFTH CAUSE OF ACTION

#### (Negligent Infliction of Emotional Distress)

- 39. Plaintiff relleges the allegations of the Fourth Cause of Action as though set forth fully herein.
- 40. Defendants and each of them owed a duty to Plaintiff to make their facility accessible and to keep Plaintiff reasonably safe from known dangers and risks of harm. This duty arises by virtue of the legal duties proscribed by various federal and state statutes including, but not limited to, ADA, ADAAG, California Civil Code sections 51, 52, 54, 54.1 and Title 24 of the California Code of Regulations. Defendants had a duty of due care not to do or cause anything to happen that would subject Plaintiff to undue stress, embarrassment, chagrin, and discouragement.
- 41. Defendants breached their duty of care to Plaintiff by the actions and inaction complained of herein and as a result thereof Plaintiff was shocked, discouraged, embarrassed and outraged at the callousness and disregard of Defendants. Defendants knew or had reason to know that by denying Plaintiff equal access to their facility and failing and refusing to remove architectural barriers, Plaintiff would suffer emotional and/or mental distress because of such discrimination and disparate treatment. Defendants breached their duty of care to plaintiff by the perpetration of the acts outlined herein.

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42. As a proximate result of the actions of Defendants Plaintiff did suffer emotional and mental stress and pain and suffering all in an amount to be determined at time of trial.

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#### SIXTH CAUSE OF ACTION

#### (Intentional Infliction of Emotional Distress)

- 43. Plaintiff realleges the allegations of the Fifth Cause of Action as though set forth fully herein.
- 44. The actions of Defendants and each of them are despicable, intentional and done with conscious disregard of the rights and safety of Plaintiff and as such should be regarded at outrageous.
- 45. As a proximate result of Defendants' actions Plaintiff has suffered severe emotional and mental distress all to his damage in an amount to be determined at time of trial.
- 46. Plaintiff seeks an award of punitive damages for this claim as the actions of Defendants are tantamount to outrageous conduct and subject them to exemplary damages.

#### DEMAND FOR JURY

47. Plaintiff respectfully requests that the claims made herein be heard and determined by a jury.

#### WHEREFORE PLAINTIFF PRAYS:

- For general damages according to proof;
- 2. For special damages according to proof;
- 3. For damages pursuant to Cal. Civil Code section 52, in the amount of \$4,000 for each and every offense of California Civil Code section 51, Title 24 of the California Building Code and the Americans With Disabilities Act.

1	4. For Injunctive relief pursuant to 42 U.S.C. 12188(a) and
2	California Business and Professions Code section 17200
3	5. For an award of attorney's fees pursuant to 42 U.S.C. 1988, 42
4	U.S.C. 12205 and Cal. Civ. Code section 55;
5	6. For treble damages pursuant to Cal. Civ. Code 52 (a);
6	7. For punitive damages according to proof;
7	8. For a Jury Trial;
8	9. For costs of suit incurred herein and;
9	10. For such other and further relief as the court deems proper.
10	Respectfully submitted,
11	Dated: July 31, 2003 (Luy Z. Rudus)
12	Attorney for Plaintiff, Faustino Ambaosio
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CIVIL COVER SHEET

UKIGINAL

e IS-44 civil cover sheet and the information control herein neither replace nor supplement the filing at cryicc of pleadings or other papers as required law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON THE REVERSE OF THE FORM.) SCOONALD'S RESTAURANT et al. (a) PLAINTIFFS FAUSTINO AMBAOSI 1602 JEG1 San Diego San Diego (b) County of Residence of First Listed Plaintiff County of Residence of First Listed (EXCEPT IN U.S. PLAINTIFF CASES) (IN U.S. PLAINTIFF CASES ONLY) NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE LAND INVOLVED. (c) Attorney's (Firm Name, Address, and Telephone Number) Attorneys (If Kribwń) 🚕 🕫 🏗 (619)296-7898 Roy L. Landers 7840 Mission Center CT, Suite 101 San Diego, CA 92108 aug -BASIS OF JURISDICTION (Place an "X" in One Box Only) III. CITIZENSHIP OF PRINCIPAL PARTIES (Place an "X" in One Box for Plaintiff (For Diversity Cases Only) Box for Defendant) SOUTHER PROPERTY PROPERTY OF BUSINESS IN This State U.S. Government 3 Federal Question Citizen of This State  $\Box$  4 Plaintiff (U.S. Government Not a Party) DY DEBUTY U.S. Government Citizen of Another State D 2 **2** Incorporated and Principal Place []  $D_5$ (Indicate Citizenship of Parties of Business In Another State Defendant in Item III) Citizen or Subject of a D 3 D 3 Foreign Nation E3 6 Foreign Country NATURE OF SUIT (Place an "X" in One Box Only) TORTS CONTRACT FORFEITURE/PENALTY BANKRUPTCY OTHER STATUTES PERSONAL INJURY PERSONAL INJURY 422 Appeal 28 USC 158 110 Insurance 610 Agriculture 400 State Reapportionment 310 Airplane 620 Other Food & Drug 120 Marine ☐ 362 Personal Injury Cl 410 Antimust 315 Airplane Product Cl 423 Withdrawal Med. Malpractice 130 Miller Act 625 Drug Related Scizure 430 Banks and Banking 140 Negotiable Instrument 28 USC 157 ☐ 365 Personal Injury -of Property 21 USC Liability ☐ 450 Commerce/ICC Rates/etc. 320 Assault, Libel & Product Liability 150 Recovery of Overpayment  $\Box$ 630 Liquor Laws ☐ 460 Deportation PROPERTY RIGHTS ☐ 368 Asbestos Personal & Enforcement of Slander 640 R.R. & Truck 470 Racketeer Influenced and 330 Federal Employers' ā 1998Wellicare Act Injury Product 650 Airline Regs. Corrupt Organizations 820 Copyrights 152 Recovery of Defaulted Liability Lisbility 660 Occupational ☐ 810 Selective Service 830 Patent Student Loans 340 Marine PERSONAL PROPERTY Safety/Health ☐ 850 Securities/Commodities/ 840 Trademark (Excl. Veterans) 345 Marine Product ☐ 370 Other Fraud 690 Other Exchange 153 Recovery of Overpayment Liability 371 Truth in Lending 875 Customer Challenge LABOR SOCIAL SECURITY of Veteran's Benefits 350 Motor Vehicle 380 Other Personal 12 USC 3410 355 Motor Vehicle 160 Stockholders' Suits Property Damage 891 Agricultural Acts 710 Fair Labor Standards 861 HIA (1395ff) ☐ 385 Property Damage 892 Economic Stabilization Act 190 Other Contract Product Liability 862 Black Lung (923) Act 195 Contract Product Liability 360 Other Personal Injury Product Liability 893 Environmental Matters 863 DIWC/DIWW (405(g)) 720 Labor/Mgmt. Relations п 894 Energy Allocation Act 864 SSID Title XVI REAL PROPERTY CIVIL RIGHTS PRISONER PETITIONS 895 Freedom of 865 RSI (405(g)) a 730 Labor/Mgmt Reporting Information Act 441 Voting ☐ 510 Motions to Vacate 210 Land Condemnation & Disclosure Act FEDERAL TAX SUITS □ 900 Appeal of Fee 442 Employment 220 Foreclosure Sentence 740 Railway Labor Act **Determination Under Equal** 443 Housing/ 230 Rent Lease & Ejectment Habeas Corpus: □ 870 Taxes (U.S. Plaintiff Access to Justice 240 Torts to Land Accommodations 530 General 790 Other Labor Litigation or Defendant) 950 Constitutionality of 245 Tort Product Liability 444 Welfare O 535 Death Penalty State Statutes 440 Other Civil Rights 540 Mandamus & Other 791 Empl. Ret. Inc. 290 All Other Real Property ■ 871 IRS—Third Party ☐ 890 Other Statutory Actions 550 Civil Rights Security Act 26 USC 7609 555 Prison Condition (PLACE AN "X" IN ONE BOX ONLY) Appeal to District ORIGIN Transferred from Judge from another district (specify) Magistrate □ 3 Reinstated or D 5 Removed from Remanded from Multidistrict Original Judgment Proceeding State Court Appellate Court Reopened Litigation CAUSE OF ACTION (Cite the U.S. Civil Statute under which you are filing and write brief statement of cause. Do not cite jurisdictional statutes unless diversity.) 42 USC 12101-12102, 12181-12183 and 12201, et seq. Discrimination on basis of disability (Public Accommodations) CHECK YES only if demanded in complaint: I. REOUESTED IN ☐ CHECK IF THIS IS A CLASS ACTION **DEMANDS** UNDER F.R.C.P. 23 COMPLAINT: XX (Sec RELATED CASE(S) instructions): ANY JUDG DOCKET NUMBER TORNEL OF RECORD APPLYING JUDGE MAG. JUDGE

CEIPT# 14581 AMOUN 1103