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3:02-CV-02296 CARLOCK V. SMOG SPECIALIST NO 2

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ROY L. LANDERS (BAR #64920) LAW OFFICES OF ROY L. LANDERS 7840 MISSION CENTER COURT, SUITE 101 SAN DIEGO, CALIFORNIA 92108 3 TELEPHONÉ (619) 296-7898 FACSIMILE (619) 296-5611 4 Attorney for Plaintiff: GAYNOR CARLOCK 5 б 7 8 9 10 GAYNOR CARLOCK 11 Plaintiff, 12 VS. 13 SMOG SPECIALIST #2, QIACH MIMI M, DE 14 PHAN LAM, TAM MINH HO, AND DOES 1-10, Inclusive. 15

Defendants.

02 NOV 20 PM 3: 41

UNITED STATES DISTRICT COURT

SOUTHERN DISTRICT OF CALIFORNIA

'02 CV 2296 BTM (LAB)

Case No.:

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

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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. Jurisdiction is also invoked pursuant to 42 USC 1981 [Civil Rights Act of 1991], et seq, which is applicable to causes of action where persons with disabilities have been denied their civil rights and Title II, section 201, et. seq. of the 1964 Civil Rights Act. 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 Judicial District of the United States District Court of the Southern District of California.

Complaint for Damages - 1

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(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 as described within this 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. Defendant(s), SMOG SPECIALIST #2, is and at all times herein mentioned were duly organized business, association, or corporation duly authorized to exist and operate within the State of California and County of San Diego and the owner, operator or lessee of the premises located at 4440 EL CAJON BLVD, SAN DIEGO, CALIFORNIA.
- 3. Plaintiff is informed and believes and thereon alleges that defendants SMOG SPECIALIST #2, QIACH MIMI M, DE PHAN LAM, TAM MINH HO were at all times herein was and are the owners, lessors, tenants and controlling parties of the property, which is the subject of this action and in some manner responsible for the violations of law as alleged herein.
- 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)(F) 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

- 6. Plaintiff 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 effect the basic necessities of his everyday existence. Plaintiff's disability substantially limits one or more of life's major activities and therefore he is disabled as defined under 42 USC 12102(2)(A)(B)(C).
- 7. On or about **OCTOBER 24, 2002** plaintiff attempted to enter the subject premises of the defendants herein to utilize goods and/or services offered by defendants. When Plaintiff attempted to enter said facility, plaintiff had difficulty entering and using the facility because it failed to comply with Federal ADA Access Guidelines For Building and Facilities [hereinafter "ADAAG"] and/or the State of California's Title 24 Building Code Requirements.
- 8. The specific difficulty Plaintiff had in entering and utilizing Defendants' facility and which amount to a violation of ADAAG and Title 24 of the California Building Code are:
 - 1. No Site Entrance Signage (Does Not Exist), (CA Title 24 1129B.5);
 - 2. No Site Entrance Signage (Not Filled Out Reclaim at:), (CA Title 24 1129B.5);
 - 3. No Site Entrance Signage (Not Filled Out Telephone number:), (CA Title 24 1129B.5);
 - 4. No Designated Disabled "VAN ACCESSIBLE" Parking Space, (ADAAG 4.1.2(5)(b) & CA Title 24 1129.B.4.2);
 - 5. No Designated Disabled "VAN ACCESSIBLE" Parking Space Signage, (ADAAG 4.1.2(5)(b) & CA Title 24 1129.B.4.2);
 - 6. No Designated Parking Stalls Correct Number of Stalls, (ADAAG 4.1.2(5)(a) & CA Title 24 1129B.1);

Defendants and each of them had a duty to remove barriers to persons with disabilities such as plaintiff. Defendants also knew or should have known that individuals such as plaintiff with a disability are not required to give notice to a governmental agency prior to filing suit alleging Defendants' failure to remove architectural barriers.

- 13. Plaintiff believes and thereon allege that Defendants' facility, as described herein, have other access violations not directly experienced by Plaintiff, which preclude or limit access by others with disabilities, including, but not limited to, Space Allowances, Reach Ranges, Accessible Routes, 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, Telephones, Controls and Operating Mechanisms, Alarms, Detectable Warnings and Signage. Accordingly, Plaintiff alleges Defendants are required to remove all architectural barriers, known or unknown. Also, Plaintiff alleges Defendants are required to utilize the ADA checklist for Readily Achievable Barrier Removal approved by the United States Department of Justice and created by Adaptive Environments.
- 14. 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)

15. Plaintiff realleges the allegations in paragraphs 1 through 14 as though set forth fully herein.

Claim 1: Denial of Full and Equal Access

16. Based on the facts asserted above Plaintiff has been denied full and equal access to Defendants' goods, services, facilities, privileges, advantages, or accommodations. Defendant SMOG SPECIALIST #2 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

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discrimination in violation of 42 U.S.C. 12182(b)(2)(A)(ii)(iv); 42 USC 1981 and 42 U.S.C. section 12188 because Plaintiff was denied equal access to Defendants' existing facilities.

17. 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).

Claim 2: Failure To Remove Architectural Barriers

18. 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). 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), 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); 42 USC 1981 and 42 USC 12188.

Claim 3: Failure To Modify Practices, Policies And Procedures

19. Based on the facts alleged in this Complaint Defendants failed and refused to provide a reasonable alternative by modifying its practices, policies and procedures in that they failed to have a scheme, plan, or design to assist Plaintiff and/or others similarly situated in entering and utilizing Defendants' services, as required by 42 U.S.C. section 12188(a). Thus, Plaintiff was subjected to discrimination in violation of 42 U.S.C. section 12182(b)(2)(A)(iv); 42 U.S.C. 1981 and 42 U.S.C. section 12188 because Plaintiff was denied equal access to Defendants' existing facilities.

20. As a result of the wrongful and discriminatory practices of defendants, plaintiff has suffered actual damages consisting of special damages and general damages in an amount to be determined at time of trial herein.

21. Pursuant to the provisions of 42 USC 12188 plaintiff seeks injunctive relief and an order directing defendants to cease and desist from discriminating against plaintiff and others similarly situated and for an order that defendants comply with the Americans With Disabilities Act forthwith.

22. Under the provisions of 42 USC 12205 Plaintiff is entitled to an award of reasonable attorneys fees and requests that the court grant such fees as are appropriate.

V

SECOND CAUSE OF ACTION

(Violation of Civil Rights 42 U.S.C. 1991)

23. Plaintiff re-alleges the allegations of the First Cause of Action as though set forth fully herein.

24. The provisions of 42 U.S.C. 1981 (As amended by the Civil Rights Act of 1991) provide that Plaintiff as a person with disabilities cannot be discriminated against with regard to the ability to enter into, to make or to enforce contracts. In enacting the Civil Rights Act of 1991 congress established a three tier system of remedies for a broad range of discretionary conduct, including violations of the Americans With Disabilities Act, wherein disabled individuals such as plaintiff are denied equal access to facilities they wish to conduct business in and therefore are precluded from making, entering into and enforcing contracts that plaintiff and others similarly situated may desire to effect.

25. Defendants, because they have individually and/or collectively denied plaintiff access to their premises, goods and services, have denied him the right to make, enter into or enforce a contract and therefore have violated the provisions of 42 U.S.C. 1991 all to Plaintiff's damage in an amount to be determined at time of trial herein.

26. As a result of Defendants' actions Plaintiff was humiliated, embarrassed and discouraged and upset emotionally and physically and suffered damages according to proof.

27. The actions of the Defendants were intentional, outrageous and done with reckless disregard of Plaintiff's rights and therefore entitle him to an award of punitive damages.

28. By reason of Defendants' actions Plaintiff was caused to incur costs and expenses of litigation, including attorney's fees, to seek and redress his civil rights. Plaintiff therefore seeks an award of costs and attorney's fees associated with the necessity of bringing this lawsuit.

VI

THIRD CAUSE OF ACTION

(Violation Of Civil Rights Under California Accessibility Laws)

29. Plaintiff re-alleges the allegations of the Second Cause of Action as though set forth fully herein.

(a) Denial Of Full And Equal Access

30. 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.

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

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(b) Failure To Modify Practices, Policies And Procedures

32. 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 a 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. Accordingly Defendants have wrongfully discriminated against Plaintiff.

VII

FOURTH CAUSE OF ACTION

(Violation of The Unruh Civil Rights Act)

- 33. Plaintiff re-alleges the allegations of the Third Cause of Action as though set forth fully herein.
- 34. Section 51(b) of the Cal. Civ. Code [The Unruh Civil Rights Act], provides in pertinent part:

"All persons within the jurisdiction of this state are free and equal, and no matter what their sex, race, color, religion, ancestry, national origin, disability, or medical condition is entitled to the full and equal accommodations, advantages, facilities, privileges, or services in all business establishments of every kind whatsoever."

- 35. Defendants have violated the provisions of Civ. Code 51 (b) by
- failing and refusing to provide free and equal access to Plaintiff to their facility on the same basis as
- other persons not disabled. By their failure to provide equal access to Plaintiff as herein alleged,
- Defendants have also violated 42 U.S.C. section 12182(b)(2)(A)(iv) as provided in Cal. Civ. Codes
- section 51(f).
- 36. By reason of their acts and denial of Plaintiff's civil rights Defendants also violated the
- provisions of Cal. Civ. Code section 52, which makes a person or entity in violation of Cal. Civ.
- Code 51 liable in the amount of \$4,000 per violation of said statute.
- 37. Defendants and each of them, at all times prior to and including OCTOBER 24, 2002
- respectively and continuing to the present 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.

- 38. Defendants and each of them have failed and refused to take action to grant full and equal access to persons 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.
- 39. Plaintiff has suffered emotional and physical damage and continues to suffer such damages all in an amount to be determined at time of trial.
- 40. Under the provisions of Cal. Civ. Code section 55 Plaintiff seeks an award of reasonable attorney's fees and costs as a result of having to bring this action. Plaintiff requests the court to award such fees in an appropriate amount.

VIII

FIFTH CAUSE OF ACTION

(Unfair And Unlawful Business Practice)

- 41. Plaintiff re-alleges the allegations of the Fourth Cause of Action as though set forth fully herein.
- 42. 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..."

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43. 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; 42 USC 1981; 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 and California Government Code section 12948 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. 44. Defendants' acts are unlawful and unfair and are therefore in violation of California Business and Professions Code section 17200. 45. 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.

46. 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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SIXTH CAUSE OF ACTION

(Negligent Infliction of Emotional Distress)

47. Plaintiff re-alleges the allegations of the Fourth Cause of Action as though set forth fully herein.

48. 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.

49. 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.

50. 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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SEVENTH CAUSE OF ACTION

(Intentional Infliction of Emotional Distress)

51. Plaintiff re-alleges the allegations of the Fourth Cause of Action as though set forth fully herein.

52. 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 as outrageous.

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use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE I. (a) PLAINTIFFS				DEFENDAN	ITS	_
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(c) Attorney's (Firm Name, Address, and Telephone Number)				Attorneys (197	Two and	DEPUTY
Roy L. Landers (619)296-7898 7840 Mission Center CT, Suite 101 San Diego, CA 92108				U	CON \$296	BTM (LAB)
II. BASIS OF JURISI	" in One Box Only)	ZENSHIP OF P	RINCIPAL PARTIES	Place an "X" in One Box for Plaintiff		
☐ 1 U.S. Government				Citizen of This State		
☐ 2 U.S. Government Defendant	Defendant (Indicate Citizenship of Parties			Citizen of Another State 2 2 1 Incorporated and Principal Place 5 5 of Business In Another State		
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IV. NATURE OF SUIT (Place an "X" in One Box Only)						
CONTRACT 110 Insurance		ORTS	FORFE	TURE/PENALTY	BANKRUPTCY	OTHER STATUTES
120 Marine 130 Miller Act 140 Negotiable Instrument 150 Recovery of Overpayment & Enforcement of Ississippoint 152 Recovery of Defaulted Student Loans (Excl. Veterans) 153 Recovery of Overpayment of Veteran's Benefits 160 Stockholders' Suits 190 Other Contract 195 Contract Product Liability REAL PROPERTY	□ 330 Federal Employers' Liability □ 340 Marine □ 345 Marine Product Liability □ 350 Motor Vehicle □ 355 Motor Vehicle Product Liability	D 362 Personal Injury— Med. Malpractic D 365 Personal Injury— Product Liability PERSONAL PROPER D 370 Other Fraud D 371 Truth in Lending D 388 Property Damage Product Liability PRISONER PETITIC D 510 Motions to Vacat Sentence Habeas Corpus: S D 530 General D 535 Death Penalty S 40 Mandamus & Other D 550 Civil Rights D 555 Prison Condition		Other Food & Drug Drug Related Seizure of Property 21 USC Liquor Laws R.R. & Truck Airline Regs. Occupational Safety/Health Other LABOR Fair Labor Standards Act Labor/Mgmt. Relations	☐ 863 DIWC/DIWW (405(g)) ☐ 864 SSID Title XVI	Corrupt Organizations Corrupt Organizations 810 Selective Service 850 Securities/Commodities/ Exchange 875 Customer Challenge 12 USC 3410 891 Agricultural Acts 892 Economic Stabilization Act 893 Environmental Matters 894 Energy Allocation Act 895 Freedom of Information Act
210 Land Condemnation 220 Foreclosure 230 Rent Lease & Ejectment 240 Torts to Land 245 Tort Product Liability 290 All Other Real Property	☐ 441 Voting ☐ 442 Employment ☐ 443 Housing/ Accommodations ☐ 444 Welfare 440 Other Civil Rights		740	Labor/Mgint.Reporting & Disclosure Act Railway Labor Act Other Labor Litigation Empl. Ret. Inc. Security Act	□ 865 RSI (405(g)) FEDERAL TAX SUITS □ 870 Taxes (U.S. Plaintiff or Defendant) □ 871 IRS—Third Party 26 USC 7609	
V. ORIGIN (PLACE AN "X" IN ONE BOX ONLY) Transferred from Appeal to District Judge from Consider district Consider to Consider the Constitution of the Constitution						
VI. 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)						
COMPLAINT: VX UNDER F.R.C.P. 23 CHECK YES only if demanded in complaint:						
VIII. RELATED CASE(S) instructions): IF ANY JUDG E DOCKET NUMBER						
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