



California Lottery®

Retailer Access Program

The California Lottery (Lottery) has adopted a Retailer Access Program (RAP) to ensure that people with disabilities have access to Lottery products. All California Lottery Retailers (Retailers) must comply with the RAP and California Lottery Regulations. By entering into this contract, Retailer assures the Lottery that it complies with all applicable Lottery Regulations and guidelines pertaining to accessibility for people with disabilities. The Lottery cannot advise Retailers with regard to accessibility requirements other than those required by the Lottery's RAP. **Compliance with the Lottery's RAP does not guarantee that a retail location complies with accessibility standards required by federal or state law.**

Retailer Applicants must read these RAP materials before evaluating their business location for compliance. Retailer Applicants may want to consider using a Certified Accessibility Specialist¹ when evaluating their businesses. After evaluating the retail location for compliance, Retailer Applicants must check the appropriate box in the section of the California Lottery Retailer Application labeled "Access for Disabled Customers."

Lottery's RAP

The Lottery's RAP is described in detail in the California Lottery Regulations available on the Lottery's website at: www.calottery.com/become-a-retailer. The program:

- Prohibits discrimination against persons with disabilities in the full and equal enjoyment of Lottery products, programs, services, and activities.
- Requires that Lottery products, programs, services, and activities be accessible and usable by persons with disabilities.
- Requires all Retailers to provide reasonable accommodation to persons with disabilities by assisting with their purchase of Lottery products and their participation in Lottery programs and activities.
- Requires Retailers to allow service animals and guide dogs at their Retail locations.
- Provides that Retailers, at their expense, are responsible for ensuring that persons with disabilities have unobstructed access to and from the Retail location, the points of purchase, and the Lottery's playcenters.

¹ A list of state Certified Accessibility Specialists is available at:
https://www.apps2.dgs.ca.gov/DSA/casp/casp_certified_list.aspx

What Retailers Must Do to Comply with the RAP

- All Retail locations must have clear, unobstructed, and accessible pathways of travel that allow persons with disabilities to access all Lottery products and Lottery playcenters.
- All Retail locations must meet the standards described in the RAP for accessible parking, sidewalks, aisles, curb ramps, ramps, entrances, and sales or customer service counters. These standards include, among other things, minimum widths for doorways, aisles, and parking spaces, maximum heights for thresholds and hardware, and maximum slopes for ramps and walkways.
- Retailers must provide assistance, if needed, to persons with disabilities wishing to access Lottery products.
- Retailers are required to certify under penalty of perjury whether their business locations comply with RAP standards, and the Lottery may rely on this certification. False representations of compliance may result in denial of a Retailer Application or termination of a Retailer Contract.
- The RAP has a complex set of requirements. If Retailers need assistance in determining whether they comply with the requirements they may hire a Certified Accessibility Specialist. If the specialist determines that the Retail location does not comply with RAP requirements, he or she can recommend a compliance plan.
- If a Retail location does not meet the RAP standards the Retailer Applicant must submit a compliance plan, including a timeline for completing and implementing each item within 180 days of the date the Retailer Applicant submits the plan. Retailer Contracts may be terminated if the compliance plan is not fully implemented within the specified time period.
- Retailers may request an exemption from one or more RAP requirements if a Certified Accessibility Specialist assesses the specific circumstances and indicates that compliance would not be readily achievable.
- Retailer Applicants and Lottery Retailers are subject to Lottery inspection for RAP compliance at any time. Non-compliance may result in Retailer Application denial or Retailer contract termination.

After reviewing the RAP requirements please check the appropriate box in the “Access for Disabled Customers” section of the Retailer Application. If you have questions please call 1-800-LOTTERY.

NOTE: *The RAP incorporates certain state and federal standards for accessibility; however, not all state and federal accessibility requirements are included in the RAP. The RAP only pertains to Lottery product accessibility. To ensure all accessibility requirements are being met at your location, please refer to the federal, state, and local government requirements in your area.*

California Lottery RAP Requirements

Retailers and Retailer Applicants must carefully review each of the following categories for compliance. You are required to certify under penalty of perjury whether your business location complies with these RAP standards. Lottery Retailers/Retailer Applicants providing false certification are subject to immediate Retailer Application denial or Retailer Contract termination.

Unless otherwise noted, all Lottery RAP standards are based upon California Building Code Title 24 Chapter 11B or Americans with Disabilities Act Accessibility Guidelines (ADAAG).

SECTION I--PARKING

If your business location:

- Does not provide a parking area,
- Has customer parking only on a street or highway, or
- Is located in a multiple-store facility such as a shopping mall or strip mall.

Skip this section and go to Section III

1. If the Retail location provides parking (and is not in a shopping mall or strip mall), count the total number of parking spaces you have available in your parking area and ensure that there is an adequate number of accessible parking spaces.
2. Accessible parking spaces are parking spaces that, for cars, are 108 inches wide and 216 inches long with an access aisle that is 60 inches wide. There must be at least one van-accessible parking space that must either be 144 inches wide and 216 inches long with an access aisle that is 60 inches wide or 108 inches wide and 216 inches long with an access aisle that is 96 inches wide no matter how many total parking spaces you have. If you have only one accessible parking space, it must be van accessible. One out of every six accessible parking space must be a van accessible parking space. (*CA Title 24, 208.2, 502.2, and 502.3*).
3. Accessible parking spaces must be located on the shortest accessible route of travel to the building entrance. (Route should not require passage behind parked vehicles). In buildings with multiple accessible entrances with adjacent parking, accessible parking spaces must be located closest to the accessible entrances. (*CA Title 24 11B-208.3.1*).
4. Accessible parking spaces must be designated as reserved by posting the International Symbol of Accessibility Sign. Parking spaces designated as van accessible must have an additional "Van Accessible" sign mounted below the symbol of accessibility. (The international symbol of accessibility sign is not the wheelchair painted on the ground in the parking space; it is the posted sign.) (*CA Title 24, 11B-502.6*).
5. Accessible parking spaces must be level, with no slope greater than 2% (1:48) in any direction. (See Section II for more information on "slope" requirements.) (*CA Title 24, 11B-502.4*).

SECTION II--Curb Ramps

Curb ramps are ramps that are incorporated into sidewalks or corners in the path of travel to your business location. Curb ramps must be provided when an accessible route crosses a curb.

1. Slopes of curb ramps must not exceed 8.33% (1:12) except for buildings built and/or altered before March 15, 2012, as stated below (*ADA 405.2*):
 - Slopes between 8.33% (1:12) and up to 10% (1:10) are allowed for a maximum rise of six inches.
 - Slopes between 10% (1:10) and up to 12.5% (1:8) are allowed for a maximum rise of three inches.
 - Slopes steeper than 12.5% (1:8) are not allowed.
2. Minimum clearance width must be at least 36 inches. (*ADA 405.5 and ADA 406.4*).
3. Curb ramps must end in a level platform at least 48 inches deep. (*CA Title 24, 11B-406.5.3*).
4. Slopes of landings at the top and bottom of the ramp must not exceed 2% (1:48). (*CA Title 24, 11B-406.5.3*).

SECTION III--Walkways And Aisle ways

(Paths of Travel)

1. Each walkway or aisle way must be at least 36 inches wide but may narrow at a single point to 32" for a length of 24 inches, then widen back to 36". Each walkway or aisle way must be clear and unobstructed for 80 inches in height. This is required so that persons with physical disabilities using a wheelchair or crutches or persons with visual impairments using a cane can enter the Retail location and have access to Lottery products. (*CA Title 24, 11B-403.5.1, and 11B-404.2.3*).
2. The surface of the walkway or aisle way must be stable, firm, and slip resistant. (*CA Title 24, 11B-302.1*).
3. If there is a slope to the walkway or aisle way greater than 5% (1:20), it is considered a ramp and must meet ramp requirements. (*CA Title 24, 11B-403.3*).
4. If there is a cross slope (a side-to-side tilt) along the path of travel, it cannot exceed 2% (1:48). (*ADA 403.3*).
5. Minimum clear floor space to allow for a forward or parallel approach to a playcenter, self-service terminal, and sales or service counter must be at least 30 inches by 48 inches. (Note: If there is a forward approach to the playcenter, self-service terminal, or sales or service counter, the clear space may extend up to 19" underneath the counter.) (*CA Title 24, 11B-305.3, and 11B-306*).

SECTION IV--RAMPS

*If your business location **does not have ramps** in the accessible route,
Skip this section and go to Section V.*

Ramps refer to any part of an accessible path of travel, inside or outside your business, with a running slope greater than 5% (1:20).

1. For buildings that began construction after March 15, 2012, if no building permit was required, or for buildings that received a building permit after March 15, 2012, no part of the slope may be greater than 8.33% (1:12). (*ADA 405.2*).
2. For buildings that began construction before March 15, 2012, if no building permit was required, or for buildings that received a building permit before March 15, 2012, slope must not exceed 8.33% (1:12) except as follows due to space limitations:
 - Slopes between 8.33% (1:12) and up to 10% (1:10) are allowed for a maximum rise of six inches.
 - Slopes between 10% (1:10) and up to 12.5% (1:8) are allowed for a maximum rise of three inches.
 - Slopes steeper than 12.5% (1:8) are not allowed. (*ADA 405.2*).
3. Maximum rise for any run of ramp without an intermediate landing is 30 inches. (*CA Title 24, 11B-405.6*).
4. Minimum clear width is 36 inches. (*ADA 405.5*).
5. Level landings must be provided at the top and bottom of each ramp. (*ADA 405.7*).
6. Ramps and landings with drop-offs must have curbs, walls, railings, or projecting surfaces that prevent people from sliding off the ramp. (*ADA 405.8, and 405.9*).
7. A ramp with a rise of six inches or more and a run of 72" or longer must have handrails on both sides. (*ADA 405.8*).

SECTION V--Entrances

Entrance refers to the main doorway into your business location. If that entrance is not accessible, then an alternate unlocked entrance must comply with this section.

1. Minimum clear width must be at least 32 inches for a single door or one side of double doors. (*CA Title 24, 11B-404.2.3*).
2. Doorway threshold may not exceed 1/2 inch. (*CA Title 24, 11B-404.2.5*).
3. Raised thresholds and floor level changes may not have a slope greater than 50% (1:2). (*CA Title 24, 11B-303.3*).
4. Handles, pulls, latches, and locks on accessible doors must have a shape that is easy to grasp with one hand and does not require tight grasping, pinching, or twisting of the wrist to operate. (*CA Title 24, 11B-309.4*).

5. Hardware required to open and close a door must no more than 48 inches above the floor. (ADA 404.2.7).
6. The following maneuvering space must be provided in front of and alongside the doorway to allow a wheelchair user to enter and exit without difficulty.
 - On the pull side of the door, at least 24” of door handle clear space at the side of the door. (CA Title 24, 11B-404.2.4).
 - On the pull side of the door, at least 60” of clear space in front of the door. (CA Title 24, 11B-404.2.4).
 - On the push side of the door, there must be at least 48” of clear space in front of the door. (CA Title 24, 11B-404.2.4).
 - On the push side of the door, there must be at least 12” of door handle clear space at the side of the door. (CA Title 24, 11B-404.2.4).
7. If the main entrance to your business is not wheelchair accessible and you have an alternate accessible entrance, you must post a sign at the main entrance directing customers to the alternate entrance. (CA Title 24, 11B-216.6).

SECTION VI--Sales Or Customer Service Counter

Sales or customer service is the area within your business location where a store clerk sells Lottery products. You will need to use a tape measure for these measurements.

1. A portion of the counter must be at least 36 inches in length with a maximum height of 36 inches above the floor. If a check writing surface is provided, it must be 28 inches minimum and 34 inches maximum above the floor. (ADA 904.3.3 and 904.4.1). If a checkout aisle is used to sell Lottery products, it must be 38 inches maximum above the floor and have an International Symbol of Accessibility Sign. (CA Title 24, 11B-904.3.2).
 - Note: A clipboard (reserved for persons with disabilities who are purchasing Lottery products) may be used to meet this requirement if the counter height is greater than 36”.
2. There must be enough space for a person using a wheelchair to turn around (i.e., a five foot circle or a T-shaped area with 36 inch wide aisles). (CA Title 24, 11B-304.3.2).
3. Minimum clear floor space to allow for a forward or parallel approach to the counter must be at least 30 inches by 48 inches. (Note: If there is a forward approach to the counter, the clear space may extend up to 19” underneath the counter.) (CA Title 24, 11B-305.3).

Revision History:

Action Date	Action	Section(s) Revised	Effective Date
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