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# California Lottery®

## Retailer Access Program

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The California Lottery (Lottery) has adopted a Retailer Access Program (RAP) to ensure that individuals with disabilities have access to Lottery products. All Lottery Retailers (Retailers) must comply with the RAP and Lottery Regulations. By entering into this contract, the 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 about 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.**

Lottery Retailer Applicants (Applicants) must read the following RAP policy before evaluating their business location for compliance. Applicants may want to consider hiring a California Certified Access Specialist<sup>1</sup> (CASp) to evaluate their retail location. After evaluating their location, Applicants must check the appropriate box in the section of the California Lottery Retailer Application labeled "Access for Disabled Customers."

### **Lottery's RAP**

The RAP is described in detail in the California Lottery Regulations available on the Lottery's website at: <https://www.calottery.com/about-us>.

This 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 that all Retailers provide reasonable accommodation to persons with disabilities by assisting with their purchase of Lottery products and their participation in Lottery programs and activities;
- Requires that all Retailers allow service animals and guide dogs at their Retail locations;
- Provides that Retailers, at their expense, take responsibility for ensuring that persons with disabilities have unobstructed access to and from the retail location, Lottery products, programs, services and activities.

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<sup>1</sup> A list of state Certified Access Specialists is available at:  
[https://www.apps2.dgs.ca.gov/DSA/casp/casp\\_certified\\_list.aspx](https://www.apps2.dgs.ca.gov/DSA/casp/casp_certified_list.aspx)

## **What Retailers And Applicants Must Do To Comply With The RAP**

- Retail locations must have clear, unobstructed, and accessible pathways of travel that allow persons with disabilities access to all Lottery products, programs, services and activities.
- 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.
- Must provide assistance, if needed, to persons with disabilities wishing to access Lottery products, programs, services and activities.
- Required to certify under penalty of perjury that their retail locations comply with RAP standards, and the Lottery will rely on this certification. False representations of compliance may result in denial of a Retailer Application or termination of a Retailer Contract.
- May hire a CASp to determine the retail location's compliance with the requirements. If the CASp determines that the business location does not comply with RAP requirements, a compliance plan can be recommended and provided to the Lottery which must include the following:
  - A timeline for the correction and implementation of each item within 180 days of plan submission to the Lottery. The Retailer Contract may be terminated if the compliance plan is not fully executed within the specified time.
  - May request an exemption from one or more RAP requirements when a CASp verification specifies circumstances and reports that compliance is not readily achievable.
- Allow the Lottery to inspect for RAP compliance at any time. All retailers are subject to Lottery RAP inspection for compliance at any time.
- Failure to comply may result in Retailer Application denial or Retailer Contract termination.

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. Please refer to the federal, state, and local government requirements in your area for all the accessibility requirements for your location.***

## California Lottery RAP Requirements

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Retailers and Applicants must carefully review each of the following categories for compliance and certify under penalty of perjury that their business location complies with these RAP Requirements. False certification is 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 where parking is shared among multiple tenants (e.g., a shopping mall or strip mall).**

**then skip Sections I and II and go to Section III.**

1. When the retail location provides parking, count the total number of parking spaces you have available in your parking area and ensure that it meets the required number of accessible parking spaces. Electric vehicle charging stations are not parking spaces. The Lottery's RAP Coordinator may be contacted if it is unclear whether the retail location has an adequate number of spaces. (*ADA 208.2*).
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. All measurements are the minimum requirements. (*CA Title 24 11B- 208.2, 11B-502.2, and 11B-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 maximum length of 24 inches, then widen back to 36”. Each walkway or aisle way must be clear and unobstructed for 80 inches in height. (*CA Title 24, 11B-403.5.1, and ADA 307.4*).
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, then 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 must be beveled and 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 be 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:**

<b>Action Date</b>	<b>Action</b>	<b>Section(s) Revised</b>	<b>Effective Date</b>
09-2020	Approval	All	10-2020
10-2019	Approval	2 URLs on page 1	10-2019
3-2014	Approval	All	6-2014