

Kansas Human Rights Commission



**Annual Report
Fiscal Year 2016
July 1, 2015 - June 30, 2016**

KANSAS HUMAN RIGHTS COMMISSION

2016 ANNUAL REPORT

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OUR MISSION AND PHILOSOPHY

The mission of the Kansas Human Rights Commission is to prevent and eliminate discrimination and assure equal opportunities in all employment relations, to eliminate and prevent discrimination, segregation or separation, and assure equal opportunities in all places of public accommodations and in housing.

The agency philosophy in accomplishing its mission is to act in accordance with the highest standards of professional conduct, ethics, efficiency, and accountability. Realizing that the principles of equality and the protection of basic human rights are the most noble of human efforts, we dedicate our activities toward that purpose, believing that eternal vigilance is the price of freedom.

Eternal vigilance is the price of freedom.

TABLE OF CONTENTS

Commissioners	3
Contact Information	4
Staff	5
History of the Commission	6
Introduction	7
Fiscal Allocations	7
Compliance and Enforcement Activities	7
Complaint Process	8
Third-Party Mediation Program	9
Office of Administrative Hearings	10
Public Information Program	10

Statistical Data

Complaints Filed	11
Cases Resolved	13
Cases Resolved Year-to-Year	14
Monetary Recovery	15
Bases of Employment Complaints Received	16
Bases of Housing Practices Complaints Received	19
Bases of Public Accommodation Complaints Received	21

**THE COMMISSIONERS
As of June 30, 2016**

Melvin Neufeld
Chair
Industry, Garden City

Terry Crowder
Vice Chair
Labor, Topeka

David Brant
Industry, Wichita

Michael Kane
Labor, Kansas City

Harold Schorn, II
Legal, Newton

Vacant
Housing

Vacant
At Large

The Kansas Human Rights Commission enforces both the Kansas Act Against Discrimination and the Kansas Age Discrimination in Employment Act. The Kansas Act Against Discrimination provides for a seven member Commission to be appointed by the Governor subject to approval of the Senate; two representing industry, two representing labor, one who is authorized to practice law in this state, one representing real estate, and one appointed at large. The Governor designates one Commissioner to serve as Chairperson. The term of office of each member of the Commission shall be four years or until a successor is confirmed. Commissioners may, at the will of the Governor and Senate's discretion, be appointed for an additional term(s) upon completion of the initial term. The Act also requires that no more than four of the Commissioners are from the same political party.

Contact Information

Topeka-Main Office

Landon State Office Building
900 SW Jackson - 568 South
Topeka KS 66612
(785) 296-3206
Fax: (785) 296-0589
Toll Free (888) 793-6874
TDD (785) 296-0245

Wichita

300 W. Douglas, Suite 220
Wichita, KS 67202
(316) 337-6270
Fax: (316) 337-7376

Dodge City

Military Plaza Offices, Suite 220
100 Military Plaza
Dodge City, KS 67801
(620) 225-4804
Fax: (620) 225-4986

Website

www.khrc.net

E-Mail Address

khrc@ink.org

Twitter

@KansasHRC

KHRC STAFF
As of June 30, 2016

Ruth Glover	Executive Director
Bill Wright	Assistant Director
Barbara Girard	Investigative Administrator
Orie Kirksey	Investigative Administrator
Beth Montgomery	Office Manager
Roma Meraz Valencia	Investigator-Dodge City
Robert Easterling	Investigator-Topeka
Laura Gomez	Investigator-Topeka
Holly King	Investigator- Topeka
Dan Wentling	Investigator- Topeka
Marvin McCurtis	Investigator-Wichita
Cindy Nelson	Investigator - Wichita
José Peggs	Investigator-Wichita
Carol Fabarez	Intake Supervisor
Aushlin Lowry	Intake Specialist
Vacant	Secretary - Topeka
Etta James	Office Specialist -Topeka
Yona Johnson	Receptionist - Wichita

HISTORY OF THE KHRC

The Kansas Act Against Discrimination was passed in 1953 making Kansas the twelfth state in the nation to have a law against discrimination. At that time the agency was called the Kansas Anti-Discrimination Commission. The Act was limited to employment practices and had no enforcement provisions.

The Act was amended in 1961 to become an enforceable law prohibiting discriminatory employment practices because of race, religion, color, national origin, or ancestry and the name of the agency was changed to the Kansas Commission on Civil Rights.

In 1963 the Act was amended to prohibit discrimination by hotels, motels, cabin camps and restaurants. In 1965 the legislature broadened the Act's coverage of employment practices and places of public accommodations. In 1967 the Commission was given the power to initiate complaints of discrimination and the power of subpoena.

Housing discrimination was prohibited by an act of the 1970 Kansas Legislature, which also increased the size of the Commission to its present seven members and gave it power to conduct investigations without the filing of a formal complaint.

The 1972 Kansas Legislature further amended the Act in three ways. The Commission was given authority to investigate complaints of sex discrimination, initiate a contract compliance program, and use hearing examiners for public hearings.

In 1974, the Legislature prohibited discrimination in employment and public accommodations because of physical handicap but limited remedies for

discrimination. The law has been changed since that time to include persons with physical and mental disabilities.

In 1983 age discrimination in employment was prohibited, which made it illegal to discriminate against persons between the ages of 40-70. The Kansas Age Discrimination in Employment Act was amended in 1988 to protect persons of the age of 18 or more years against age discrimination. In 2008, the definition of age was changed to 40 or more years.

The Act was amended in 1991 so as to prohibit discrimination in employment, public accommodations and housing on the basis of disability, and to also prohibit housing discrimination on the basis of familial status. The Act was also amended to change the name of the Kansas Commission on Civil Rights to the Kansas Human Rights Commission.

In 1995 two separate legislative bills amended the Act. The changes removed the statutory requirement that the Commission employ at least one full-time hearing examiner. Instead, the legislature authorized the Commission to employ or contract for the services of hearing examiners or pro tem hearing examiners to preside over public hearings, and amended the provisions of the statute regarding the terms, appointments and confirmation of Commissioners.

In 1995, the Kansas Legislature further amended the Act to provide that a complaint may be dismissed, under certain circumstances, after pending before the Commission for at least 300 days without a finding or disposition by the Commission. That dismissal would constitute an exhaustion of administrative remedies sufficient to allow a complainant to file the matter in court.

In 1999, the Kansas Legislature amended the act to prohibit the use of genetic testing and genetic information in employment decisions.

In 2005, the Kansas Legislature passed K.S.A. 22-4406 et seq which allowed individuals with allegations of racial and other profiling in conjunction with traffic stops to file complaints with the Commission. The Commission reviewed and, if necessary, investigated such complaints. K.S.A. 22-4406 et seq was a standalone statute and did not amend the Kansas Act Against Discrimination or the Kansas Age Discrimination in Employment Act. The 2011 Legislature moved this duty, now called racial or other biased-based policing, to the Office of the Attorney General.

In 2012, the Kansas Legislature amended the disability provisions of the Kansas Act Against Discrimination to bring them into harmony with the Americans with Disabilities Act Amendments Act of 2008.

INTRODUCTION

A professional staff under the supervision of the Executive Director conducts the daily operations of the Kansas Human Rights Commission. Staff positions include an Assistant Director, investigative supervisors, investigators, an intake supervisor, an intake specialist, an office manager, and administrative support staff.

The Commission is mandated by the Kansas Legislature to prevent and eliminate unlawful discrimination, and is responsible for enforcing both the Kansas Act Against Discrimination (KAAD) and the Kansas Age Discrimination in Employment Act (KADEA). The KAAD protects persons from discrimination in employment, housing and

public accommodations. Charges of alleged discrimination may be filed on the basis of race, religion, color, sex, disability, national origin, ancestry or use of genetic information in employment decisions. In addition, charges of discrimination on the basis of familial status may be filed in housing cases. The KADEA protects any individual from discrimination in employment on the basis of age. Effective July 1, 2008 the definition of "age" is 40 or more years. Both laws protect those who have filed a complaint, participated in the investigation of a complaint, or opposed actions believed to be in violation of the Act(s) from retaliation for such actions. Anyone claiming to be aggrieved by an alleged unlawful practice, and who can articulate a prima facie case pursuant to a recognized legal theory of discrimination, has the right to file a complaint charging discrimination under the laws of Kansas with the KHRC.

FISCAL ALLOCATIONS

The Commission's Fiscal Year 2016 total expenditures were \$1,378,952 with funds coming from the Kansas general fund, as appropriated by the Legislature, various fee funds, and from contracts with the EEOC. The dollar expenditures are as follows:

General Funds	\$ 1,047,110
Fee Funds	\$ 19,694
Federal Funds	\$ 312,148
Totals	\$ 1,378,952

COMPLIANCE AND ENFORCEMENT ACTIVITIES

Civil rights law, at both the state and federal level, has become increasingly complex in its nature and application. This increased complexity is principally due to the

enactment of major state and federal legislation, which has expanded the role of the Kansas Human Rights Commission and other human rights agencies.

In FY 2016, retaliation was the number one basis of complaints filed. Disability, sex, race and age continued as the basis given for most complaints filed with this agency.

The KHRC closed 680 cases and recovered \$856,575 for complainants. This figure does not include the value of positions or jobs, which may have been obtained by the Commission for complainants, nor does it include other non-monetary remedies.

During the fiscal year the agency also reduced the average processing time for cases filed with the Commission from approximately 22 months in FY 1995 to approximately nine months currently.

MONITORING COMPLIANCE

The Commission is a party to written agreements, which resolve complaints of alleged discrimination filed with the agency. The Commission is available to monitor the terms and conditions of these agreements, as well as Commission orders.

CONTRACT COMPLIANCE

The Commission is empowered to review equal employment opportunity data of companies throughout the state who have entered into a contract with the State of Kansas, a Kansas municipality or other political subdivision in the state. A contractor and its subcontractors are obligated to observe the provisions of the Kansas Act

Against Discrimination and the Kansas Age Discrimination in Employment Act.

The Commission is empowered to investigate these state contractors to insure that entities receiving money from contracts with the state have equitable work forces and employment practices.

THE COMPLAINT PROCESS

Kansas law provides that any person who claims to be aggrieved by an unlawful practice in the areas of employment, housing, or public accommodations, and can articulate a prima facie case pursuant to a recognized legal theory of discrimination (based on race, religion, color, sex, disability, ancestry, national origin, age and use of genetic information in the area of employment only, familial status in the area of housing only, and retaliation) may file a complaint with the KHRC.

Employment and public accommodation complaints must be filed within six months from the last alleged discriminatory act. Housing complaints must be filed within one year of the last date of incident.

KHRC's intake department is located in the Topeka office and is responsible for drafting complaints filed with the agency. The intake department also provides inquirers with referrals to other agencies (for issues outside of KHRC's jurisdiction), and answers questions regarding KHRC's compliance and enforcement policies.

A complaint may be filed personally, by an attorney, or with the assistance of the KHRC Intake Unit. An individual may write, e-mail, telephone, use the agency's website or come into one of the Kansas Human Rights Commission's offices to begin the filing

process. If the complaint falls within the Commission's jurisdiction, a formal complaint may be submitted. Intake staff is available to assist in drafting a complaint based on information provided by the complainant. An employment, housing, or public accommodation complaint must be signed, verified and notarized¹ before it can be officially filed with the Commission. Forms and information about filing a complaint of discrimination may be obtained at any area office or the Commission website.

There were over 4,400 contacts through KHRC's intake department during FY 2016. Some inquiries were outside of KHRC's jurisdiction or beyond the timely filing limit and were referred to the Equal Employment Opportunity Commission or other agencies.

The Commission offers a voluntary third-party mediation program statewide through Kansas Legal Services. Mediation services offer a possible alternative to complete investigation.

When mediation services are not selected by one of the parties, or when mediation services fail, a complaint may be sent for full investigation.

The Commission is responsible for investigating all complaints filed. It is also responsible for conciliation of cases where the investigating commissioner has indicated there is probable cause to credit allegations of the complaints.

During a full investigation a field investigator will interview the complainant, review relevant documents, conduct interviews with witnesses, and summarize the case for the investigating commissioner. The investigator's role is that of a neutral fact

finder. The investigator does not determine the outcome of the case, but rather gathers and presents the facts to a commissioner for determination. All information discovered throughout the course of the investigation is gathered in an objective and impartial manner.

Depending upon the information obtained during the investigative process, the investigating commissioner makes a determination of either "Probable Cause" or "No Probable Cause".

In an employment, housing, or public accommodation case, an attempt will be made to reach a written settlement between complainant and respondent if the Commission finds "Probable Cause." If conciliation efforts fail, the case may be scheduled for a public hearing.

THIRD-PARTY MEDIATION PROGRAM

Under this program KHRC contracts with Kansas Legal Services to offer a voluntary procedure in which the parties to discrimination complaints filed with KHRC may attempt to mediate and resolve their controversies short of having the KHRC investigate the complaint.

This program was begun on a limited basis in FY 1996. Beginning FY 1997, the program was expanded to offer mediation services statewide. Twenty-five percent of the program costs are funded with private funds.

KHRC's third-party mediation procedure has been an effective means of resolving complaints. 516 cases were referred to mediation. Of that number, 125

¹ The KHRC complaint form was changed in FY 2017 to eliminate the notary requirement.

mediations were completed. At the end of the fiscal year, there were 28 mediations under consideration by the parties involved, outcome pending, or scheduled. A total of 69 mediations resulted in case resolution.

OFFICE OF ADMINISTRATIVE HEARINGS

The Office of Administrative Hearings (formerly Office of Administrative Law Judge) performs the adjudicatory functions of the KHRC. By statute, public hearing proceedings (administrative trial proceedings) are commenced pursuant to the provisions of the Kansas Administrative Procedure Act. The Kansas Office of Administrative Hearings presides over any public hearing proceedings.

PUBLIC INFORMATION PROGRAM

The Kansas Act Against Discrimination provides for programs of formal and informal education. Commission programs inform the public about civil rights laws, what constitutes discrimination and how acts of discrimination can be avoided.

The Kansas Human Rights Commission's public information program sponsors, develops, and conducts training. This task is accomplished through seminars and conferences that are open to the public, on-site training and presentations and the development of its web site.

During FY 2016, the public information program trained 826 individuals.

The Commission's information services are provided free of charge to individuals across the state. Civil rights topics most often requested included issues relating to harassment, including sexual harassment, various employment topics, and the KHRC overview/investigative process.

The KHRC also hosted its Annual Employment Law Seminar in December 2015. There were 280 registrants at this seminar.

In addition to information and training, the agency creates and maintains Commission publications. Posters are available by hard copy or via download from the agency's website. Publications of the Kansas Human Rights Commission include its Annual Report, its Rules & Regulations, the Kansas Act Against Discrimination and Kansas Age Discrimination in Employment Act (KAAD/KADEA) booklet, and brochures on Employment, Discrimination in Hiring, Fair Housing, and the publication of the Commission's newsletter, *Spectrum*.

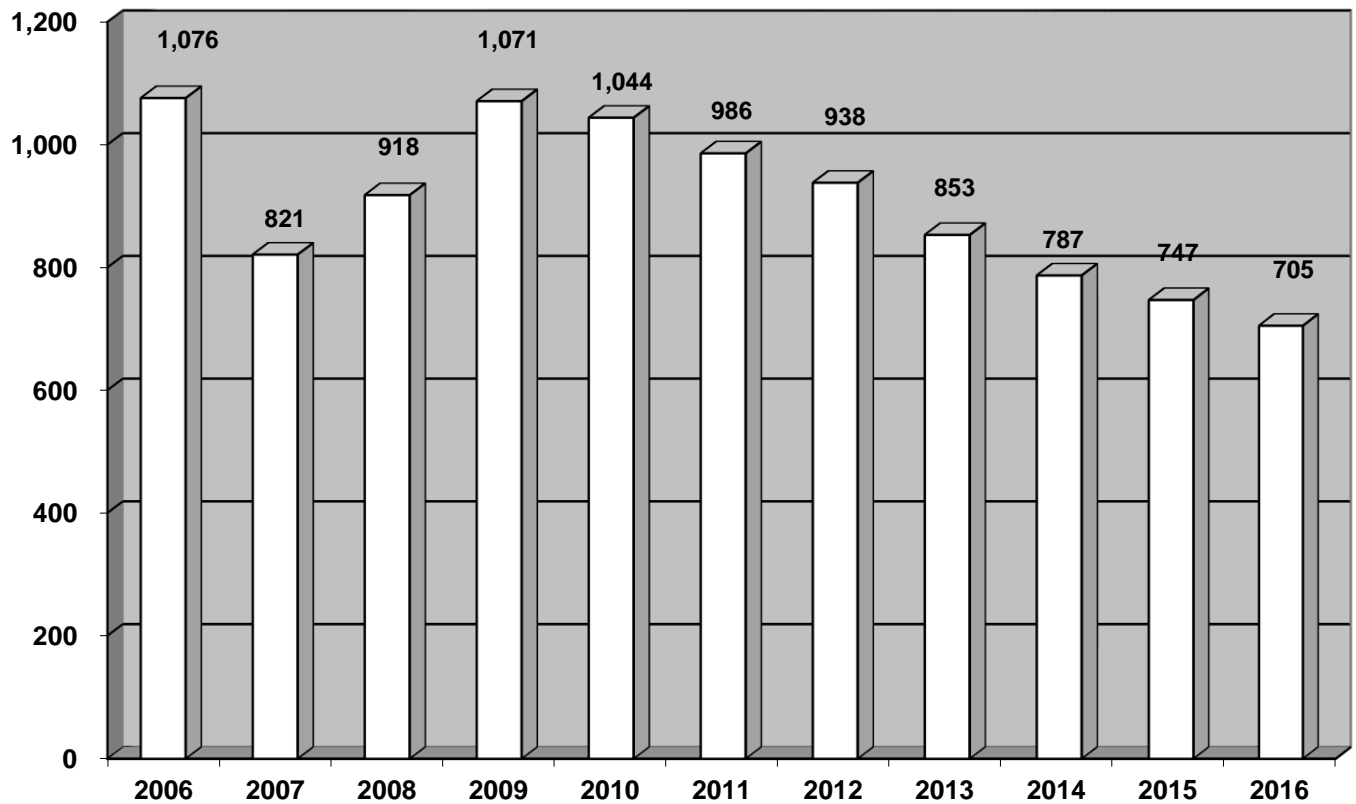
The Commission continued to update and improve its informational web site. The site not only provides information on the Kansas Human Rights Commission, its Commissioners and the laws it is empowered to enforce, but it has links to other state human rights organizations and various civil rights related web sites. The web page address is www.khrc.net.

STATISTICAL DATA

COMPLAINTS FILED FY 2016

AREA	COMPLAINTS	PERCENTAGE OF COMPLAINTS
Employment	692	98%
Housing	6	1%
Public Accommodation	7	1%
Total Charges Filed	705	100 %

COMPLAINTS FILED FY 2006 – FY 2016



BASES FILED FY 2016

CATEGORY	NUMBER
Employment	1,468
Housing	14
Public Accommodation	11
Total Bases Filed	1,493

*Total exceeds the actual number of complaint documents filed since many complaints contain multiple bases.

BASIS OF COMPLAINT *versus* AREA IN WHICH COMPLAINT WAS ALLEGED FY 2016

BASIS	EMPLOYMENT	HOUSING	PUBLIC ACCOM.	TOTAL
Retaliation	467	2		469
Disability	267	4	5	276
Sex	218	2	2	222
Race	211	4	3	218
Age*	187			187
National Origin/Ancestry	74			74
Color	27		1	28
Religion	17	1		18
Genetic Testing*				
Familial Status%		1		1
Total**	1,468	14	11	1,493

% Familial Status is a basis only in housing complaints.

*Age and Genetic Testing are bases only in employment complaints

**Total exceeds the actual number of complaint documents filed since many complaints contain multiple charges.

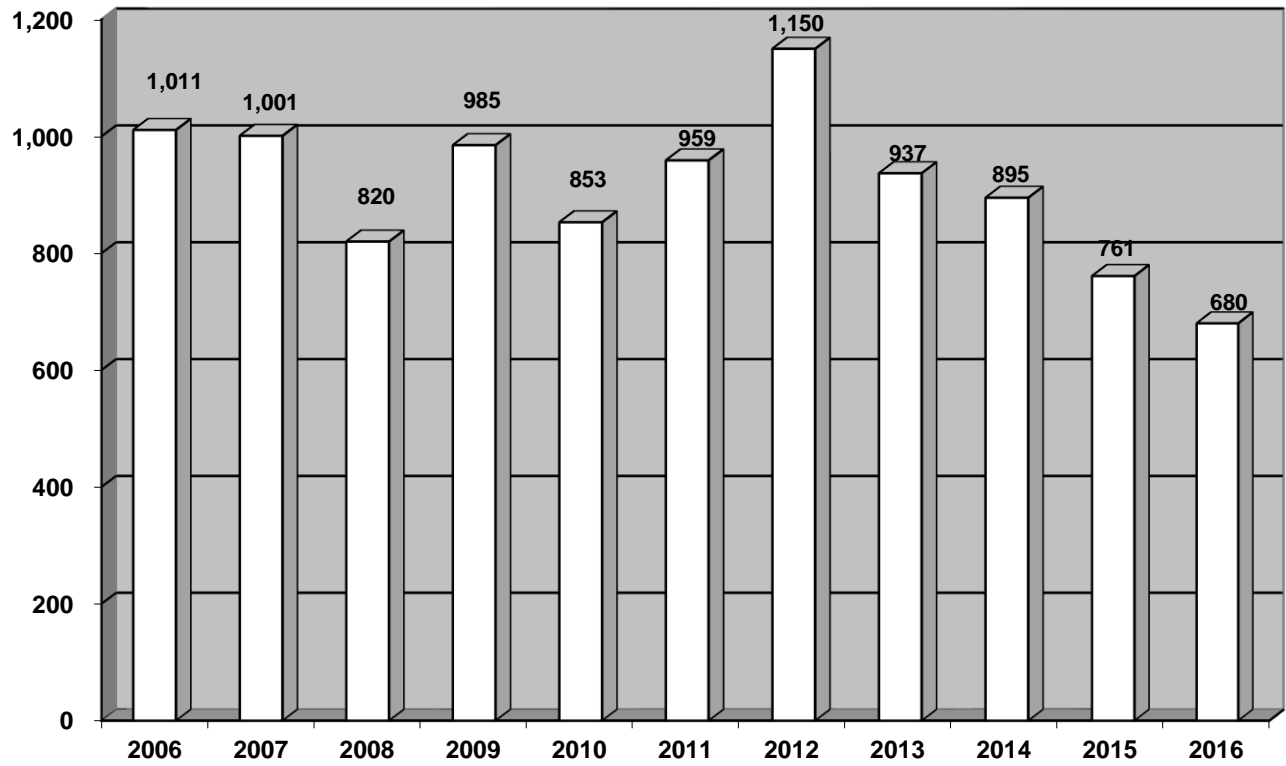
CASES RESOLVED FY 2016

CASES	NUMBER
Total Cases Closed	680

The Commission resolved 680 cases and recovered \$856,575 for complainants. This figure does not include the value of positions or jobs that may have been obtained by the Commission for complainants, nor does it include other non-monetary remedies.

RESOLVED CASES FY 2015	TOTALS
RESOLVED CASES WITH RECOVERY:	
Satisfactory adjustment-settlement	26
Satisfactory adjustment-conciliation	16
Settlements at the hearing level	0
CASES WITHDRAWN BY COMPLAINANT WITH BENEFITS	83
CASES CLOSED WITHOUT RECOVERY:	
Unsuccessful Conciliation	0
No probable cause determined by KHRC	405
ADMINISTRATIVE CLOSURES AND WITHDRAWALS	150
TOTAL CASES RESOLVED	680

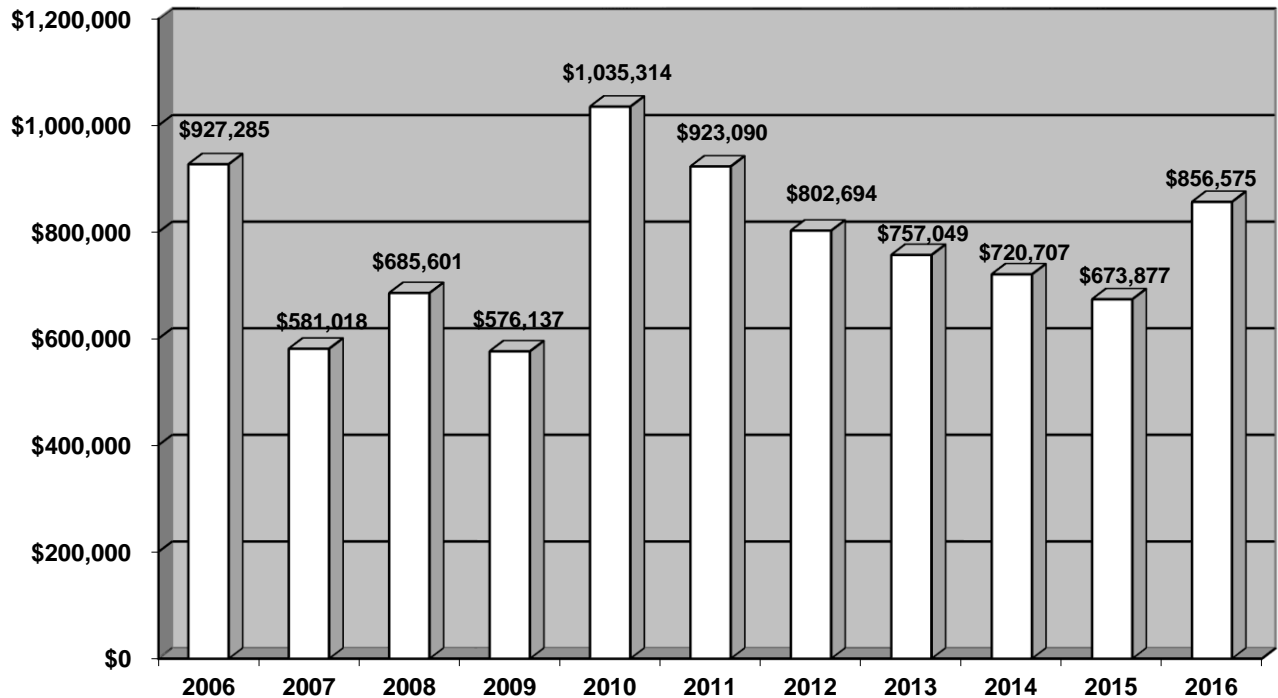
CASES RESOLVED YEAR-TO-YEAR FY 2006 – FY 2016



RESOLVED CASES AND MONETARY RECOVERY FY 1982 – FY 2016

FISCAL YEAR	RESOLVED CASES	MONETARY RECOVERY AMOUNT
2016	680	\$856,575.00
2015	761	\$673,877.00
2014	895	\$720,707.00
2013	937	\$757,049.00
2012	1,150	\$802,694.00
2011	959	\$923,090.00
2010	853	\$1,035,314.00
2009	985	\$ 576,137.00
2008	820	\$ 685,601.00
2007	1,001	\$ 581,018.00
2006	1,011	\$ 927,285.00
2005	880	\$ 1,005,392.00
2004	840	\$ 1,435,616.00
2003	966	\$ 741,810.00
2002	888	\$ 712,437.00
2001	975	\$ 1,059,066.00
2000	1,151	\$ 1,201,704.00
1999	1,356	\$ 620,103.00
1998	1,848	\$ 1,542,101.00
1997	1,583	\$ 773,824.00
1996	1,973	\$ 400,752.00
1995	1,370	\$ 358,556.00
1994	1,352	\$ 405,158.00
1993	1,418	\$ 490,183.00
1992	1,176	\$ 435,483.37
1991	1,115	\$ 307,900.00
1990	1,206	\$ 285,171.16
1989	1,107	\$ 199,014.18
1988	1,083	\$ 253,955.93
1987	1,367	\$ 171,549.16
1986	1,177	\$ 192,000.89
1985	1,119	\$ 303,383.00
1984	1,035	\$ 182,714.14
1983	1,278	\$ 86,969.67
1982	1,351	\$ 201,959.21

RECOVERIES FROM FY 2006 – FY 2016



The figures above do not include the value of positions that may have been obtained by the Commission for complainants, nor does it include other non-monetary remedies.

BASES OF ALLEGED UNLAWFUL EMPLOYMENT PRACTICES in FY 2016

Employment discrimination complaints totaled 692, approximately 98% of all complaints filed with the agency.

BASIS	NUMBER OF BASES
Retaliation	467
Disability	267
Sex	218
Race	211
Age	187
National Origin/Ancestry	74
Color	27
Religion	17
Genetic Testing	
*Total	1,468

*Total exceeds the actual number of complaint documents filed since many complaints contain multiple allegations.

TYPES OF ALLEGATIONS OF UNLAWFUL EMPLOYMENT PRACTICES FY 2016

TYPE OF ALLEGATION	NUMBER FILED
Benefits	2
Constructive Discharge	77
Demotion	18
Discharge	383
Discipline	88
Harassment	132
Hiring	54
Layoff	9
Maternity	3
Promotion	36
Reasonable Accommodation	64
Recall	0
References Unfavorable	5
Reinstatement	0
Retirement-Involuntary	1
Severance Pay Denied	1
Sexual Harassment	65
Suspension	37
Terms/Conditions	329
Training	9
Wages	31
*Total	1,344

*Total exceeds the actual number of complaint documents
filed since many complaints contain multiple allegations.

TYPES OF ALLEGATIONS OF UNLAWFUL EMPLOYMENT PRACTICES YEAR-TO-YEAR COMPARISON FY 2007 - FY 2016

TYPE OF ALLEGATION	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007
Apprenticeship	0	0	0	0	0	0	0	0	0	0
Assignment	0	0	0	0	0	0	0	0	0	0
Benefits	2	8	10	7	21	10	17	19	11	7
Constructive Discharge	77	65	54	68	86	86	79	98	97	69
Demotion	18	19	22	22	24	16	31	33	42	21
Discharge	383	411	457	485	518	526	565	589	475	431
Discipline	88	95	120	120	142	132	165	204	135	126
Exclusion	0	0	0	0	0	0	0	0	0	0
Harassment	132	200	227	179	178	187	134	177	139	85
Hiring	54	47	45	57	52	51	53	59	62	60
Intimidation	0	0	0	0	0	0	0	0	0	0
Layoff	9	14	7	10	9	24	48	24	21	11
Maternity	3	5	5	4	18	31	23	20	9	1
Promotion	36	36	40	41	39	53	43	67	41	53
Reasonable Accommodation	64	70	61	93	78	71	75	90	60	67
Recall	0	1	0	0	0	0	0	0	0	0
References Unfavorable	5	11	7	6	4	13	5	2	4	3
Reinstatement	0	3	2	5	9	6	11	5	7	9
Retirement-Involuntary	1	4	4	2	5	3	5	1	2	0
Severance Pay Denied	1	0	1	0	1	0	2	1	2	1
Sexual Harassment	65	78	78	81	107	109	104	126	121	120
Suspension	37	42	75	60	68	73	88	87	62	51
Terms & Conditions	329	456	490	516	580	592	641	676	493	410
Testing	0	0	0	0	0	0	0	1	1	0
Training	9	24	18	20	17	36	31	28	24	25
Union Representation	0	0	2	3	7	4	0	3	1	4
Wages	31	39	41	38	54	73	88	89	78	66
Other	0	0	0	0	0	0	0	0	0	0
Total	1,344	1,628	1,766	1,817	2,017	2,096	2,208	2,399	1,887	1,620

*Total exceeds the actual number of complaint documents filed since many complaints contain multiple allegations

BASES OF ALLEGED UNLAWFUL HOUSING PRACTICES FY 2016

Housing discrimination complaints totaled 6, approximately 1% of all complaints filed with the agency.

BASIS OF COMPLAINT	NUMBER OF BASES
Disability	4
Race	4
Retaliation	2
Sex	2
Familial Status	1
Religion	1
Color	0
National Origin/Ancestry	0
*Total	14

TYPES OF ALLEGATIONS OF UNLAWFUL HOUSING PRACTICES FY 2016

TYPE OF ALLEGATION	NUMBER OF ALLEGATIONS
Denied Loan	0
Eviction	4
Harassment	0
Reasonable Accommodation	2
Refusal to Rent/Sell	1
Sexual Harassment	2
Terms & Conditions	3
*Total	12

*Total exceeds the actual number of complaint documents filed
since many complaints contain multiple allegations.

**TYPES OF ALLEGATIONS OF UNLAWFUL HOUSING PRACTICES
YEAR-TO-YEAR COMPARISON
FY 2007 – FY 2016**

UNLAWFUL PRACTICES	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007
Accommodations	0	0	0	0	0	0	2	1	0	1
Brokerage/Finance	0	1	0	0	0	0	0	0	0	0
Eviction	4	1	3	6	4	4	8	2	7	3
Harassment	0	0	4	6	4	2	3	2	5	2
Other	0	0	0	0	0	0	0	0	0	0
Reasonable Accommodations	2	1	2	2	0	0	0	0	0	0
Refusal to Rent or Sell	1	1	4	1	0	1	3	2	0	2
Retaliation/Coercion	0	0	0	0	0	0	0	0	0	0
Sexual Harassment	2	1	0	0	0	0	0	1	1	0
Terms & Conditions	3	0	4	11	3	10	5	5	9	3
*Total	12	5	17	26	11	17	21	13	22	11

*Total exceeds the actual number of complaint documents filed
since many complaints contain multiple allegations

**BASES OF ALLEGED UNLAWFUL DISCRIMINATION IN
PUBLIC ACCOMMODATIONS
FY 2016**

*Public accommodation complaints totaled 7, approximately 1%
of all complaints filed with the agency.*

BASIS OF COMPLAINT	NUMBER OF BASES
Disability	5
Race	3
Sex	2
Color	1
National Origin/Ancestry	0
Religion	0
Retaliation	0
*Total	11

**TYPES OF ALLEGATIONS OF UNLAWFUL
PUBLIC ACCOMMODATION CASES
FY 2016**

CATEGORY	NUMBER
Denial of Service	2
Denied Accessible Parking	0
Denied Accommodation	1
Harassment	3
Unequal Service	5
*Total	11

*Total exceeds the actual number of complaint documents filed
since many complaints contain multiple allegations.

**TYPES OF ALLEGATIONS OF UNLAWFUL
PUBLIC ACCOMMODATION CASES
YEAR-TO-YEAR COMPARISON
FY 2007 – FY 2016**

CATEGORY	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007
Denial of Service	2	7	9	7	15	15	21	12	16	18
Denied Accessible Parking	0	0	1	1	1	1	0	1	0	1
Denied Accommodation	1	1	7							
Harassment	3	7	21	9	9	9	15	8	8	13
Unequal Service	5	3	8	10	8	11	7	12	7	12
*Total	11	18	46	27	33	36	43	33	31	44

*Total exceeds the actual number of complaint documents filed
Since many complaints contain multiple allegations.

**TYPES OF RESPONDENTS IN PUBLIC
ACCOMMODATION CASES
FY 2016**

TYPE OF RESPONDENT	NUMBER
Retail	1
Services	3
Hotel Industry	3
Amusement	0
Eating Establishment	0
Finance	0
Other	0
Total	7