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* Applications for admission *Pro Hac Vice* to be submitted

Attorneys for Plaintiffs

UNITED STATES DISTRICT COURT
FOR THE SOUTHERN DISTRICT OF CALIFORNIA

LISA MARIE IRVING, AMY BONANO)
and THE NATIONAL FEDERATION)
OF THE BLIND, INC.,)

Plaintiffs,

v.

NANCY A. BERRYHILL, Acting)
Commissioner of the Social Security)
Administration, in her official capacity,)

Defendants.

Case No.: **'17CV1730 BAS KSC**

COMPLAINT FOR
DECLARATORY AND
INJUNCTIVE RELIEF

1 Plaintiffs, Lisa Marie Irving, Amy Bonano, and the National Federation of
 2 the Blind, Inc. (“NFB”), by and through undersigned counsel, file their Complaint
 3 for Declaratory and Injunctive Relief and respectfully allege as follows:

4 **I. INTRODUCTION**

5 1. This action seeks to end systemic violations by the Social Security
 6 Administration (“SSA”) of the civil rights of all blind individuals who visit or
 7 wish to visit SSA offices by failing to provide blind individuals an equal
 8 opportunity to access to SSA’s touchscreen check-in kiosks, as required by
 9 Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. § 794 (“Section 504”).

10 2. For semantic convenience throughout this complaint, the term “blind”
 11 is used in its broadest sense to include all persons who, under federal civil rights
 12 laws including Section 504, have a vision-related disability that requires
 13 alternative methods to access hard-copy standard print.

14 3. In 2015, SSA delivered benefits from its programs to about 65 million
 15 individuals, including approximately 60 million who received Old Age, Survivor
 16 and Disability Insurance, among them more than a million blind individuals.
 17 Approximately 830,000 blind individuals received Supplemental Security Income
 18 (“SSI”) benefits from SSA in 2015. Many of these blind recipients of SSA
 19 benefits visit SSA field offices with questions and requests for assistance, as well
 20 as to obtain other services related to their benefits.

21 4. SSA requires visitors to its offices throughout the country to check in
 22 for their visits using touchscreen Visitor Intake Processing kiosks (“VIPr kiosks”).
 23 Although SSA affords sighted individuals the opportunity to use the VIPr kiosks
 24 independently, thus maintaining the privacy of their requested personal
 25 information, it fails to offer blind individuals this same independent access. This
 26 lack of equal opportunity requires blind individuals to compromise their privacy
 27 by forcing them to rely on the availability of sighted third parties for assistance.

28 5. Section 504 and federal regulations require SSA to communicate

effectively with individuals with disabilities who visit their offices. SSA must provide auxiliary aids and services and make the modifications necessary to ensure that blind persons have an equal opportunity to participate in and enjoy the benefits of its programs. SSA must, but does not, provide accessible VIPr kiosks at all of its offices to ensure that blind individuals have an equal opportunity to participate in and enjoy the benefits of SSA's programs and activities. More than four decades after the enactment of the Rehabilitation Act, however, SSA has failed to ensure that blind individuals have an equal opportunity to check into and access the information, assistance, and other critical services it provides through its field offices. Such conduct prevents blind visitors to SSA offices from participating in and benefitting equally from SSA programs in violation of Section 504.

II. JURISDICTION AND VENUE

6. This Court has jurisdiction over this action pursuant to 28 U.S.C. §§ 1331, 1343, and 1361. Plaintiffs seek a declaration of rights pursuant to the Declaratory Judgment Act, 28 U.S.C. §§ 2201-02.

7. Venue over Plaintiffs' claims is proper in the Southern District of California because Plaintiff Lisa Marie Irving resides within this District, pursuant to 28 U.S.C. § 1391(b), a substantial part of the events, acts, and omissions giving rise to Plaintiffs' claims occurred in this District, and because Defendant maintains several offices and operates in this District.

III. PARTIES

8. Plaintiff Lisa Marie Irving is blind and a recipient of SSA benefits. She is thus a qualified individual with a disability within the scope of Section 504. Ms. Irving resides in La Mesa, California and is a member of the NFB.

9. Plaintiff Amy Bonano is blind and a recipient of SSA benefits. She is thus a qualified individual with a disability within the scope of Section 504. Ms. Bonano resides in Dayton, Ohio and is a member of the NFB.

1 10. The NFB, the oldest and largest national organization of blind
2 persons, is a non-profit corporation duly organized under the laws of California
3 with its principal place of business in Baltimore, Maryland. It has affiliates in all
4 50 states, Washington, D.C., and Puerto Rico. The vast majority of its
5 approximately 50,000 members are blind persons who are recognized as a
6 protected class under California and federal laws. The NFB is widely recognized
7 by the public, Congress, executive agencies of government, and the courts as a
8 collective and representative voice on behalf of blind Americans and their
9 families. The purpose of the NFB is to promote the general welfare of the blind
10 by (1) assisting the blind in their efforts to integrate themselves into society on
11 terms of equality and (2) removing barriers and changing social attitudes,
12 stereotypes and mistaken beliefs that sighted and blind persons hold concerning
13 the limitations created by blindness and that result in the denial of opportunity to
14 blind persons in virtually every sphere of life.

15 11. The NFB and many of its members have long been actively involved
16 in promoting equal access to important information regarding government benefits
17 and accessible technology for the blind, so that blind persons can live and work
18 independently in today's technology-dependent world. NFB members reside
19 throughout the United States, including California. Plaintiffs Lisa Marie Irving
20 and Amy Bonano, as well as Brian Saucer, are among the NFB members who
21 cannot independently access SSA's VIPr kiosks.

22 12. Defendant Nancy A. Berryhill is the Acting Commissioner of SSA, a
23 federal agency. Acting Commissioner Berryhill is sued in her official capacity as
24 the official charged with performing the statutory and regulatory duties of SSA
25 and with supervising the SSA and its divisions, agents, employees and
26 representatives. All divisions, agents, contractors, employees and representatives
27 of SSA were acting within the scope of their agency or employment while making
28 any of the statements and committing any of the acts alleged herein.

1 **IV. STATEMENT OF FACTS**

2 13. The Social Security Administration uses touchscreen check-in kiosks,
3 or Visitor Intake Processing (or “VIPr kiosks”), at its field offices throughout the
4 country. Visitors to SSA offices must use the kiosks to register their arrival and
5 check in for their appointments. The VIPr kiosks ask visitors for a host of
6 personal information, including the visitor’s Social Security number. After the
7 check-in process is complete, the kiosk issues the visitor a paper ticket with a
8 printed number. The visitor then waits for the number to be called before meeting
9 with an SSA employee.

10 14. Touchscreen kiosks can easily be made accessible for the blind by
11 installing an audio component into the device that announces all menus and menu
12 options, installing a tactile keypad to input information, and installing a
13 headphone jack for privacy and ease of comprehension for the user. Similar
14 touchscreen technologies have already been made accessible for non-visual use in
15 this manner.

16 15. Nevertheless, although sighted individuals can independently use the
17 VIPr kiosks to check-in, blind individuals have been denied this opportunity.
18 SSA’s VIPr kiosks either do not have the features required for non-visual
19 accessibility, the features frequently malfunction, and/or the kiosks’ accessibility
20 features are not properly configured.

21 16. Blind visitors to SSA offices throughout the country have encountered
22 VIPr kiosks that they cannot independently access: there are either no Braille or
23 audio instructions on how to non-visually operate the kiosk, or the Braille
24 instructions are difficult to locate or read; the information on the kiosk screen is
25 either not conveyed audibly at all, done so at a volume too low to understand, or,
26 on the rare occasion that the audio output works properly, there is no headphone
27 jack available to allow users to listen privately to the personal information being
28 announced; there is either no tactile keypad attached or the keypad is not attached

1 properly; and the printed paper ticket is inaccessible.

2 17. Blind individuals are forced to rely on sighted security guards,
3 members of the public, or companions to help them check in, and must divulge
4 private information such as their Social Security numbers, often in a crowded and
5 public space.

6 18. Blind visitors' ability to check in is also delayed, as SSA staff
7 members are often preoccupied and cannot assist immediately.

8 19. The NFB alerted SSA to this problem by letter in October 2015. At a
9 meeting between SSA and NFB in November 2015, SSA assured NFB it was
10 remedying the access barriers identified in NFB's letter and that blind individuals
11 would be able to fully and independently operate the kiosks at their local field
12 offices.

13 20. In January and February of 2016, however, NFB members, including
14 Plaintiffs, encountered many of the same access barriers they had experienced
15 before, both at field offices they had previously visited and at newly visited
16 offices. In April 2016, NFB again informed SSA that the VIPr kiosks remained
17 inaccessible. Yet as recently as May 2017, NFB members, including Plaintiffs,
18 continue to encounter inaccessible VIPr kiosks.

19 **V. LISA MARIE IRVING**

20 21. Lisa Marie Irving is a blind recipient of SSA benefits.

21 22. On or about January 8, 2016, Ms. Irving visited her local SSA field
22 office located at 7961 University Avenue, La Mesa, California 91942. Because a
23 security guard had previously directed her to the VIPr kiosk at this office, she
24 knew where to find the kiosk during this visit.

25 23. Although the kiosk had Braille instructions attached to its side, the
26 security guard rushed Ms. Irving along before she could read the instructions. Ms.
27 Irving was unable to determine if and where a headphone jack was located on the
28 kiosk, and the security guard offered no assistance.

1 24. Unlike during a previous visit to the office, when Ms. Irving had
2 encountered the kiosk without a keypad, the kiosk had an attached keypad during
3 this visit. Yet when Ms. Irving attempted to orient herself to the keypad and use it
4 to enter her Social Security number, she discovered that it was upside-down.

5 25. At this point, the security guard grew so exasperated with Ms. Irving
6 that he tore off another visitor's unused ticket and gave that to Ms. Irving,
7 ordering her to use it and ignoring her request to use the kiosk independently, just
8 as all other visitors were able to do.

9 26. In or about October 2016, Ms. Irving returned to her local SSA field
10 office. When attempting to use the kiosk, the security guard and a supervisor
11 informed her that the kiosk was not working. The keypad was not connected to the
12 kiosk and the audio feature did not seem to be activated. When Ms. Irving asked
13 why these accessibility features had not been fixed, the supervisor told her that no
14 one really used them. The Braille instructions attached to the side of the kiosk
15 were nearly impossible to read. The Braille was smashed in and the location of
16 the kiosk, right next to the metal detector by the entrance, did not allow Ms. Irving
17 the time or space to read the instructions. Given the kiosk's location, Ms. Irving
18 had to twist her hand and wrist at an awkward angle just to attempt to read the
19 Braille instructions.

20 27. On May 4, 2017, Ms. Irving again returned to the La Mesa SSA office
21 to obtain a current Social Security Disability Income statement.

22 28. In attempting to check in, Ms. Irving found that the Braille
23 instructions were still located on the side of the kiosk in an awkward position,
24 making them impossible to read. She could not locate any keypad connected to
25 the kiosk, and there were no audio instructions or audio output.

26 29. Ms. Irving's experiences still generate feelings of anxiety and dread.
27 Ms. Irving would like to use the VIPr kiosks to check in independently, just like
28 visitors without disabilities. She regularly uses her iPad, an accessible

1 touchscreen device, independently and believes that if the VIPr kiosks were better
2 designed for nonvisual access, she would have no difficult using these devices
3 independently as well

4 **VI. AMY BONANO**

5 30. Amy Bonano is a blind recipient of SSA benefits.

6 31. Ms. Bonano visited her local SSA field office located at 200 West
7 Second Street, Room 209, Federal Building, Dayton, Ohio 45402, on or about
8 February 24, 2017 to report her wages and deliver her paystubs.

9 32. Ms. Bonano required assistance to use the VIPr kiosk, as the kiosk
10 had no Braille or audio instructions, no headphone jack, and no keypad. Ms.
11 Bonano had to ask the security guard to enter her information for her on the kiosk.

12 33. SSA staff, including the security guard, did not know of any
13 accessible kiosks at that office. In fact, when Ms. Bonano told an SSA employee
14 that there should be an accessible kiosk installed there, the employee responded
15 that it was a good idea.

16 34. Because Ms. Bonano could not access the number on her printed
17 ticket, she relied on the security guard to tell her what her number was. Ms.
18 Bonano eventually realized the security guard had read her the incorrect check-in
19 number. She had to ask other visitors to read her ticket for her.

20 35. Ms. Bonano visits her local SSA office several times a year and wants
21 to be able to check in independently, just like other visitors do.

22 36. Ms. Bonano feels very uncomfortable giving out her private
23 information to a stranger in a public place and now dreads going to her local SSA
24 office. She continues to visit the office, however, to submit her paystubs.

25 37. Ms. Bonano is capable of using touchscreen devices when they are
26 designed accessibly. She regularly uses accessible touchscreen devices, such as
27 an iPhone and iPad, with a Bluetooth headset. She also regularly uses accessible
28 ATMs independently.

1 38. Ms. Bonano does not understand why an accessible VIPr kiosk has
2 not been installed at her local SSA office when the software for such touchscreen
3 technology exists today.

4 **VII. THE NATIONAL FEDERATION OF THE BLIND, INC.**

5 39. The National Federation of the Blind has been and continues to be
6 harmed by SSA's discriminatory actions, as set forth herein, in two ways.

7 40. First, because the ultimate purpose of the National Federation of the
8 Blind is the complete integration of the blind into society on a basis of equality,
9 SSA's discriminatory treatment of blind visitors to its offices frustrates the NFB's
10 organizational mission. The NFB's objective includes the removal of legal,
11 economic, and social discrimination. As part of its mission and to achieve these
12 goals, the NFB has worked actively to ensure that the blind have an equal
13 opportunity to access government programs and services by collaborating with
14 federal agencies, such as the United States Department of Education, to ensure
15 accessibility for the blind. The NFB has devoted extensive resources - resources
16 that have been diverted from other important projects - to assisting federal and
17 state government agencies, along with countless private entities, with identifying
18 and correcting methods of communication (including touchscreen kiosks) that are
19 inaccessible to the blind. Indeed, before filing this lawsuit, the NFB devoted
20 resources to making several unsuccessful overtures to SSA to work
21 collaboratively to remedy the problems outlined in this complaint.

22 41. Second, the NFB is a membership organization and has many blind
23 members, including Ms. Irving and Ms. Bonano, as well as Brian Saucer, who
24 now receive or may be interested in receiving SSA benefits and services and who
25 wish to access SSA VIPr kiosks independently. SSA's discriminatory conduct
26 harms many NFB members who are similarly situated.

27 42. For example, Brian Saucer is a blind NFB member who resides in
28 Cedar Rapids, Iowa and receives SSA benefits. Mr. Saucer first encountered the

1 VIPr kiosk when he visited his local SSA field office located at 3165 Williams
2 Boulevard SW, Cedar Rapids, Iowa 52404 on or about January 20, 2015. The
3 security guard told him that he would need to register via the VIPr kiosk and
4 helped Mr. Saucer locate the kiosk but did not assist him with orientation or use of
5 the kiosk.

6 43. The kiosk was completely inaccessible. It had no audio component
7 and no Braille or audio instructions.

8 44. Mr. Saucer's sighted friend, who had accompanied him, had to assist
9 him to check in. Mr. Saucer was forced to disclose his Social Security number to
10 his friend to enter into the kiosk.

11 45. Mr. Saucer complained to the security guard and staff at the check-in
12 window about the accessibility barriers. The staff appeared to already know about
13 them and did not seem to care.

14 46. Mr. Saucer returned to his SSA office in or about February of 2016.
15 He was once again unable to use the kiosk independently.

16 47. This time, the kiosk had the audio component activated, but the
17 volume was too low for comprehension, even with the volume knob turned all the
18 way up. There was a keypad attached, but no tactile markings on the keys. Mr.
19 Saucer could not locate any Braille instructions and could not hear the audio well
20 enough to determine if the instructions were provided via audio.

21 48. The staff was once again unhelpful. Mr. Saucer again had to disclose
22 his Social Security number to his sighted friend, on whom he relied to enter his
23 information into the kiosk for him.

24 49. Mr. Saucer most recently returned to his local SSA office in or about
25 December of 2016. Once again, the kiosk had no Braille or audio instructions,
26 and Mr. Saucer could not figure out how to use it. The attached keypad had some
27 tactile markings, but they were too light to determine which key was which.

28 50. The security guard instructed Mr. Saucer to push a button on the kiosk

1 for audio. Although the audio output was loud enough to hear on this visit, it also
 2 afforded Mr. Saucer no privacy. Mr. Saucer asked the security guard if there were
 3 headphones he could use to maintain his privacy, but the security told him there
 4 were none. Rather than disclose his personal information to everyone waiting in
 5 the office, Mr. Saucer chose to limit the disclosure of his Social Security number
 6 to his sighted friend, who once again had to interact with the kiosk on Mr.
 7 Saucer's behalf.

8 51. When kiosks are designed accessibly, Mr. Saucer has no difficulty
 9 using them. For example, he regularly uses accessible ATMs independently. He
 10 would like to be able to use the VIPr kiosks independently as well. His
 11 experiences with the inaccessible kiosk at his SSA field office, and, in particular,
 12 his reliance on sighted assistance to use the kiosk, have left him feeling child-like
 13 and unintelligent. Mr. Saucer does not wish to return to his SSA field office until
 14 he can use the kiosk independently.

15 52. The NFB has many other blind members across the country who wish
 16 to use the VIPr kiosks independently, but have been unable to do so.

17 **VIII. VIOLATION OF SECTION 504 OF THE REHABILITATION**

18 **ACT OF 1973**

19 53. The foregoing paragraphs are each re-alleged and incorporated as if
 20 fully set forth herein.

21 54. Section 504 of the Rehabilitation Act of 1973 (as amended) ("Section
 22 504") provides that:

23 No otherwise qualified individual with a disability in the United
 24 States . . . shall, solely by reason of his or her disability, be
 25 excluded from the participation in, be denied the benefits of, or be
 26 subjected to discrimination under any program or activity receiving
 27 Federal financial assistance or activity conducted by any Executive
 agency[.]”

28 29 U.S.C. § 794 (as amended).

1 55. Ms. Irving, Ms. Bonano, and other NFB members are “individual[s]
2 with a disability” as defined in 29 U.S.C. § 705(20) because each has a visual
3 impairment that substantially limits one or more of his or her major life activities,
4 including the major life activity of seeing.

5 56. As a result of being “individual[s] with a disability” as defined in 29
6 U.S.C. § 705(20), Plaintiffs and other NFB members are entitled to modifications
7 and auxiliary aids and services that provide them an equal opportunity to access
8 SSA’s programs.

9 57. As a program or activity of the Department of Health and Human
10 Services, an executive agency, SSA must comply with Section 504.

11 58. SSA is bound by regulations the Department of Health and Human
12 Services has promulgated under Section 504 of the Rehabilitation Act, 45 C.F.R.
13 Part 85.

14 59. These regulations require SSA to provide Plaintiffs with “auxiliary
15 aids,” which are “services or devices that enable persons with impaired sensory,
16 manual, or speaking skills to have an equal opportunity to participate in, and enjoy
17 the benefits of, programs or activities” that SSA conducts. 45 C.F.R. § 85.3. As
18 defined by the regulations, auxiliary aids that are “useful for persons with
19 impaired vision include readers, Brailled materials, audio recordings, and other
20 similar services and devices.” *Id.* The regulations also require SSA to “take
21 appropriate steps to ensure effective communication” and “furnish appropriate
22 auxiliary aids where necessary to afford an individual with handicaps an equal
23 opportunity” to participate in its programs. 45 C.F.R. § 85.51. In addition, SSA
24 must “give primary consideration to the requests of the individual with handicaps”
25 in determining the type of auxiliary aid it must provide. *Id.*

26 60. These regulations also state that “in providing any aid, benefit, or
27 service,” SSA may not “through contractual, licensing, or other arrangements”
28 deny individuals with disabilities “the opportunity to participate in or benefit

1 from” SSA’s aids, benefits, or services or afford individuals with disabilities an
2 opportunity to participate that “is not equal to that afforded others” or “not as
3 effective in affording equal opportunity.” 45 C.F.R. § 85.21. Furthermore, the
4 regulations prohibit SSA from “directly or through contractual or other
5 arrangements” using “methods of administration” that discriminate against
6 individuals with disabilities or “[d]efeate or substantially impair accomplishment of
7 the objectives of a program or activity with respect to individuals with handicaps.”
8 45 C.F.R. § 85.21(b)(3)(ii).

9 61. As alleged herein, SSA has and continues to discriminate unlawfully
10 against Plaintiffs and other members of the NFB by failing to provide fully
11 accessible VIPr touchscreen kiosks, which are integral to individuals’ ability to
12 access SSA field offices and thus participate in and benefit from SSA’s programs.
13 By refusing to provide accessible kiosks (such as by failing to ensure that the
14 audio component is activated, tactile keypads are connected, a headphone jack is
15 installed, and Braille and audio instructions are available for orientation to the
16 kiosks), SSA has created and continues to create a significant and unnecessary
17 obstacle to Plaintiffs’ and other NFB members’ participation in SSA’s programs
18 and activities.

19 62. Without the opportunity to use the VIPr kiosks independently,
20 Plaintiffs and other NFB members cannot access the information, assistance, and
21 other services available at SSA field offices in a manner equal to that of sighted
22 persons. To check in at SSA offices, they are forced to choose the only poor
23 option available: relying on sighted assistance from third parties, which requires
24 them to sacrifice their privacy, as they must disclose highly sensitive information -
25 including their Social Security numbers-and put themselves at risk of identity
26 theft.

27 63. Because of the greater hurdles Plaintiffs and other NFB members face
28 when attempting to check in at SSA offices, they are at a greater risk of invasion

1 of their privacy and deterrence from obtaining the life-sustaining benefits that
2 SSA provides.

3 64. Providing accessible kiosks and ensuring notice of their availability
4 would not fundamentally alter SSA's programs or create an undue administrative
5 or cost burden. Large commercial entities already provide accessible kiosks to
6 blind persons in contexts that require the secure maintenance and transfer of
7 confidential information.

8 65. SSA's conduct constitutes an ongoing and continuous violation of the
9 law. Unless restrained from doing so, SSA will continue to so violate the law.
10 SSA's conduct has caused and will continue to cause Plaintiffs immediate and
11 irreparable injury. Plaintiffs have no adequate remedy at law for the injuries they
12 suffer and will continue to suffer. Thus, Plaintiffs are entitled to injunctive relief.

13 WHEREFORE, Plaintiffs request relief as set forth below.

14 **IX. PRAYER FOR RELIEF**

15 WHEREFORE, Plaintiffs respectfully pray that this Court:

- 16 1. Declare that Defendant's failure to ensure that SSA offers and
17 provides accessible VIPr kiosks to blind individuals who visit or wish
18 to visit SSA offices violates Section 504 of the Rehabilitation Act of
19 1973;
- 20 2. Declare that Defendant has a duty to provide full and equal access to
21 all of SSA's kiosks in appropriately secure environments;
- 22 3. Grant a permanent injunction, requiring Defendant, her successors in
23 office, agents, assigns, representatives, employees, and all persons
24 acting in concert therewith, to:
 - 25 a. provide full and equal access to all of SSA's kiosks in
26 appropriately secure environments that allow blind individuals
27 using screen access software to check in to SSA offices entirely
28 independently;

- b. develop policies and procedures for ensuring that all VIPr kiosks have features required for nonvisual accessibility and that such features are operational at all SSA offices; that SSA staff and/or contractors understand how to maintain and operate the VIPr kiosks for nonvisual access, as well as their obligation to alert blind individuals to the presence and accessibility of the kiosks; and that VIPr kiosks are designed in a manner that provides blind visitors with equally effective and independent access to the office's check-in process; and
- c. develop policies and procedures, such as Section 504 compliance monitoring, for ensuring that all remediated SSA kiosks remain accessible and that all new SSA kiosks are accessible;
4. Award Plaintiffs' reasonable attorneys' fees and costs, as provided by law; and Order such other and further relief as the Court deems just and proper.

Dated: August 28, 2017

Respectfully submitted,
DISABILITY RIGHTS CALIFORNIA

/s/ Autumn M. Elliott

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JS 44 (Rev. 06/17)

CIVIL COVER SHEET

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by 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 use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON NEXT PAGE OF THIS FORM.)

I. (a) PLAINTIFFS

Irving, Lisa Marie; Bonano, Amy; and the National Federation of the Blind, Inc.

(b) County of Residence of First Listed Plaintiff San Diego

(EXCEPT IN U.S. PLAINTIFF CASES)

(c) Attorneys (Firm Name, Address, and Telephone Number)

Disability Rights California
350 South Bixel Street, Suite 290, Los Angeles, CA 90017
(213)213-8000, Autumn M. Elliott; (see attachment)

DEFENDANTS

Social Security Administration: Berryhill, Nancy A., in her official capacity as Acting Commissioner

County of Residence of First Listed Defendant Baltimore County, MD

(IN U.S. PLAINTIFF CASES ONLY)

NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE TRACT OF LAND INVOLVED.

Attorneys (If Known)

'17CV1730 BAS KSC

II. BASIS OF JURISDICTION (Place an "X" in One Box Only)

- ☐ 1 U.S. Government Plaintiff
- ☐ 3 Federal Question (U.S. Government Not a Party)
- ☒ 2 U.S. Government Defendant
- ☐ 4 Diversity (Indicate Citizenship of Parties in Item III)

III. CITIZENSHIP OF PRINCIPAL PARTIES (Place an "X" in One Box for Plaintiff and One Box for Defendant)

- | | PTF | DEF | | PTF | DEF |
|---|----------------------------|----------------------------|---|----------------------------|----------------------------|
| Citizen of This State | <input type="checkbox"/> 1 | <input type="checkbox"/> 1 | Incorporated or Principal Place of Business In This State | <input type="checkbox"/> 4 | <input type="checkbox"/> 4 |
| Citizen of Another State | <input type="checkbox"/> 2 | <input type="checkbox"/> 2 | Incorporated and Principal Place of Business In Another State | <input type="checkbox"/> 5 | <input type="checkbox"/> 5 |
| Citizen or Subject of a Foreign Country | <input type="checkbox"/> 3 | <input type="checkbox"/> 3 | Foreign Nation | <input type="checkbox"/> 6 | <input type="checkbox"/> 6 |

IV. NATURE OF SUIT (Place an "X" in One Box Only)

Click here for: Nature of Suit Code Descriptions.

CONTRACT	TORTS		FORFEITURE/PENALTY	BANKRUPTCY	OTHER STATUTES
<input type="checkbox"/> 110 Insurance <input type="checkbox"/> 120 Marine <input type="checkbox"/> 130 Miller Act <input type="checkbox"/> 140 Negotiable Instrument <input type="checkbox"/> 150 Recovery of Overpayment & Enforcement of Judgment <input type="checkbox"/> 151 Medicare Act <input type="checkbox"/> 152 Recovery of Defaulted Student Loans (Excludes Veterans) <input type="checkbox"/> 153 Recovery of Overpayment of Veteran's Benefits <input type="checkbox"/> 160 Stockholders' Suits <input type="checkbox"/> 190 Other Contract <input type="checkbox"/> 195 Contract Product Liability <input type="checkbox"/> 196 Franchise	PERSONAL INJURY <input type="checkbox"/> 310 Airplane <input type="checkbox"/> 315 Airplane Product Liability <input type="checkbox"/> 320 Assault, Libel & Slander <input type="checkbox"/> 330 Federal Employers' Liability <input type="checkbox"/> 340 Marine <input type="checkbox"/> 345 Marine Product Liability <input type="checkbox"/> 350 Motor Vehicle <input type="checkbox"/> 355 Motor Vehicle Product Liability <input type="checkbox"/> 360 Other Personal Injury <input type="checkbox"/> 362 Personal Injury - Medical Malpractice	PERSONAL INJURY <input type="checkbox"/> 365 Personal Injury - Product Liability <input type="checkbox"/> 367 Health Care/Pharmaceutical Personal Injury Product Liability <input type="checkbox"/> 368 Asbestos Personal Injury Product Liability PERSONAL PROPERTY <input type="checkbox"/> 370 Other Fraud <input type="checkbox"/> 371 Truth in Lending <input type="checkbox"/> 380 Other Personal Property Damage <input type="checkbox"/> 385 Property Damage Product Liability	<input type="checkbox"/> 625 Drug Related Seizure of Property 21 USC 881 <input type="checkbox"/> 690 Other LABOR <input type="checkbox"/> 710 Fair Labor Standards Act <input type="checkbox"/> 720 Labor/Management Relations <input type="checkbox"/> 740 Railway Labor Act <input type="checkbox"/> 751 Family and Medical Leave Act <input type="checkbox"/> 790 Other Labor Litigation <input type="checkbox"/> 791 Employee Retirement Income Security Act IMMIGRATION <input type="checkbox"/> 462 Naturalization Application <input type="checkbox"/> 465 Other Immigration Actions	<input type="checkbox"/> 422 Appeal 28 USC 158 <input type="checkbox"/> 423 Withdrawal 28 USC 157 PROPERTY RIGHTS <input type="checkbox"/> 820 Copyrights <input type="checkbox"/> 830 Patent <input type="checkbox"/> 835 Patent - Abbreviated New Drug Application <input type="checkbox"/> 840 Trademark SOCIAL SECURITY <input type="checkbox"/> 861 HIA (1395ff) <input type="checkbox"/> 862 Black Lung (923) <input type="checkbox"/> 863 DIWC/DIWW (405(g)) <input type="checkbox"/> 864 SSID Title XVI <input type="checkbox"/> 865 RSI (405(g)) FEDERAL TAX SUITS <input type="checkbox"/> 870 Taxes (U.S. Plaintiff or Defendant) <input type="checkbox"/> 871 IRS—Third Party 26 USC 7609	<input type="checkbox"/> 375 False Claims Act <input type="checkbox"/> 376 Qui Tam (31 USC 3729(a)) <input type="checkbox"/> 400 State Reapportionment <input type="checkbox"/> 410 Antitrust <input type="checkbox"/> 430 Banks and Banking <input type="checkbox"/> 450 Commerce <input type="checkbox"/> 460 Deportation <input type="checkbox"/> 470 Racketeer Influenced and Corrupt Organizations <input type="checkbox"/> 480 Consumer Credit <input type="checkbox"/> 490 Cable/Sat TV <input type="checkbox"/> 850 Securities/Commodities/Exchange <input type="checkbox"/> 890 Other Statutory Actions <input type="checkbox"/> 891 Agricultural Acts <input type="checkbox"/> 893 Environmental Matters <input type="checkbox"/> 895 Freedom of Information Act <input type="checkbox"/> 896 Arbitration <input type="checkbox"/> 899 Administrative Procedure Act/Review or Appeal of Agency Decision <input type="checkbox"/> 950 Constitutionality of State Statutes
REAL PROPERTY <input type="checkbox"/> 210 Land Condemnation <input type="checkbox"/> 220 Foreclosure <input type="checkbox"/> 230 Rent Lease & Ejectment <input type="checkbox"/> 240 Torts to Land <input type="checkbox"/> 245 Tort Product Liability <input type="checkbox"/> 290 All Other Real Property	CIVIL RIGHTS <input checked="" type="checkbox"/> 440 Other Civil Rights <input type="checkbox"/> 441 Voting <input type="checkbox"/> 442 Employment <input type="checkbox"/> 443 Housing/Accommodations <input type="checkbox"/> 445 Amer. w/Disabilities - Employment <input type="checkbox"/> 446 Amer. w/Disabilities - Other <input type="checkbox"/> 448 Education	PRISONER PETITIONS Habeas Corpus: <input type="checkbox"/> 463 Alien Detainee <input type="checkbox"/> 510 Motions to Vacate Sentence <input type="checkbox"/> 530 General <input type="checkbox"/> 535 Death Penalty Other: <input type="checkbox"/> 540 Mandamus & Other <input type="checkbox"/> 550 Civil Rights <input type="checkbox"/> 555 Prison Condition <input type="checkbox"/> 560 Civil Detainee - Conditions of Confinement			

V. ORIGIN (Place an "X" in One Box Only)

- ☒ 1 Original Proceeding
- ☐ 2 Removed from State Court
- ☐ 3 Remanded from Appellate Court
- ☐ 4 Reinstated or Reopened
- ☐ 5 Transferred from Another District (specify)
- ☐ 6 Multidistrict Litigation - Transfer
- ☐ 8 Multidistrict Litigation - Direct File

VI. CAUSE OF ACTION

Cite the U.S. Civil Statute under which you are filing (Do not cite jurisdictional statutes unless diversity):

Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. § 794 et seq.

Brief description of cause:

Failure to provide blind individuals an equal opportunity to access to SSA's touchscreen check-in kiosks

VII. REQUESTED IN COMPLAINT:

☐ CHECK IF THIS IS A CLASS ACTION UNDER RULE 23, F.R.Cv.P.

DEMAND \$

CHECK YES only if demanded in complaint:

JURY DEMAND: ☐ Yes ☒ No

VIII. RELATED CASE(S) IF ANY

(See instructions):

JUDGE

DOCKET NUMBER

DATE

SIGNATURE OF ATTORNEY OF RECORD

08/28/2017

FOR OFFICE USE ONLY

RECEIPT #

AMOUNT

APPLYING IFP

JUDGE

MAG. JUDGE

**CIVIL COVER SHEET
ATTACHMENT**

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* Applications for admission *Pro Hac Vice* to be submitted