

**IN THE UNITED STATES DISTRICT COURT  
FOR THE DISTRICT OF PUERTO RICO**

**EDWIN CINTRON PAGAN**

Plaintiff

v.

**CIVIL NO.**

**MUNICIPALITY OF TOA ALTA; MIMI'S  
BBQ PR CORP.; MARTINEZ NIEVES  
GROUP LLC; REY CHINO  
RESTAURANT L.L.C.; DELIRIUM  
RESTAURANT LLC; EL TANQUE BAR  
AND GRILL CORP.; PA Q PIQUES  
CORP.; MUNICIPALITY OF TOA BAJA;  
COOPERATIVA DE AHORRO Y  
CREDITO DE BARRANQUITAS; YAS  
CARIBE, INC.; RAMOS ENTERPRISES  
GROUP LLC; NEW WAH LUNG L.L.C.;  
COSTA CRIOLLA L.L.C.; POCKET  
PIZZA LLC; SECURITY GLOBAL  
SOLUTIONS INC.; "GRUPO  
COOPERATIVO SEGUROS  
MÚLTIPLES"; AHMED TECHNOLOGY  
CORP.; PIT LANE HOBBY  
INCORPORATED; PURE POWER  
PROTECTION, INC.; HIGH TIMES,  
CORP.; FOT INVESTMENTS, LLC; H&E  
TEAM LLC; KINGS PIZZA, CORP.;  
GRUPO RAMOS ROSA, LLC; CPML,  
INC.; SEA HORSE PR LLC; WEEKEND  
PUB, CORP.; CARIÑO'S PIZZA LLC;  
MISMA FASHION L.L.C.; EUROLED  
METRO INC.; FBF, CORPORATION; LA  
SABROSURA BY K LLC; MALMONA  
GROUP INC.; DRESS & ENJOY LLC;  
FARMERS BOYS CORPORATION;  
CUISINE GROUP LLC; FARMACIA  
LAGO VISTA, INC.; CRUZCRUZ CRL;  
RIOS MINIMARKET & BABY CENTER  
INC.**

Defendants

## COMPLAINT

### TO THE HONORABLE COURT:

The plaintiff, Edwin Cintron Pagan (hereinafter "plaintiff" or "Mr. Edwin"), on behalf of his own interests, and respectfully requests a permanent injunction<sup>1</sup> against Municipality of Toa Alta and Municipality of Toa Baja in accordance with the Title II of the *Americans with Disabilities Act*,<sup>1</sup> as well as damages and a permanent injunction under Section 504 of the Rehabilitation Act, 29 U.S.C, and, moreover, also requests a permanent injunction against Mimi's BBQ PR Corp.; Martinez Nieves Group LLC; Rey Chino Restaurant L.L.C.; Delirium Restaurant LLC; El Tanque Bar and Grill Corp.; Pa Q Piques Corp.; Cooperativa de Ahorro y Credito de Barranquitas; Yas Caribe, Inc.; Ramos Enterprises Group LLC; New Wah Lung L.L.C.; Costa Criolla L.L.C.; Pocket Pizza LLC; Security Global Solutions Inc.; "Grupo Cooperativo Seguros Múltiples"; Ahmed Technology Corp.; Pit Lane Hobby Incorporated; Pure Power Protection, Inc.; High Times, Corp.; Fot Investments, LLC; H&E Team LLC; Kings Pizza, Corp.; Grupo Ramos Rosa, LLC; CPML, Inc.; Sea Horse PR LLC; Weekend Pub, Corp.; Cariño's Pizza LLC; Misma Fashion L.L.C.; Euroled Metro Inc.; FBF, Corporation; La Sabrosura By K LLC; Malmona Group Inc.; Dress & Enjoy LLC; Farmers Boys Corporation; Cuisine Group LLC; Farmacia Lago Vista, Inc.; Cruzcruz CRL; Rios Minimarket & Baby Center Inc. in accordance with Title III of the *Americans with Disabilities Act*.

### I. PARTIES

1. The plaintiff's name is Edwin Cintrón Pagán, and he is a resident of the Municipality of Toa Alta

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<sup>1</sup> This Court may refer to the following source to address the obligations of all state or municipal public entities under Title II of the Americans with Disabilities Act: the Public Right-of-Way Accessibility Guidelines (PROWAG). These guidelines, which came into effect on September 7, 2023, are accessible via the following link: <https://www.access-board.gov/prowag/>.

2. The co-defendant, Municipality of Toa Alta, is a municipal entity with the capacity to sue and be sued. At all times relevant to this cause of action, it supervised, operated, or owned the sidewalks and streets adjacent to the locations situated on Toa Alta Heights Avenue, its surrounding areas, and other locations within the Municipality of Toa Alta.
3. The following co-defendants represent the respective businesses they own, lease, rent, or operate, located on Toa Alta Heights Avenue, its surrounding areas, and other locations within the Municipality of Toa Alta:
  - 3.1. Mimi's BBQ PR Corp. is the owner, lessor, lessee, and/or operator of the public accommodation known as Mimi's BBQ.
  - 3.2. Martinez Nieves Group LLC is the owner, lessor, lessee, and/or operator of the public accommodation known as Sabor Frappe Toa Alta.
  - 3.3. Rey Chino Restaurant L.L.C. is the owner, lessor, lessee, and/or operator of the public accommodation known as Rey Chino Restaurant.
  - 3.4. Delirium Restaurant LLC is the owner, lessor, lessee, and/or operator of the public accommodation known as Delirium Restaurant.
  - 3.5. El Tanque Bar and Grill Corp. is the owner, lessor, lessee, and/or operator of the public accommodation known as El Tanque Bar and Grill.
  - 3.6. Pa Q Piques Corp. is the owner, lessor, lessee, and/or operator of the public accommodation known as Pa' Q Piques Mexican Bistro.
4. The co-defendant, Municipality of Toa Baja, is a municipal entity with the capacity to sue and be sued. At all times relevant to this cause of action, it supervised, operated, or owned the sidewalks and streets adjacent to the locations situated in the La Candelaria neighborhood and Levittown Avenue, as identified in this complaint.

5. The following co-defendants represent the respective businesses they own, lease, rent, or operate, located in the La Candelaria neighborhood and on Levittown Avenue, within the Municipality of Toa Baja:

- 5.1. Cooperativa de Ahorro y Credito de Barranquitas is the owner, lessor, lessee, and/or operator of the public accommodation known as Credicentro Coop.
- 5.2. Yas Caribe, Inc. is the owner, lessor, lessee, and/or operator of the public accommodation known as Farmacia Carimas.
- 5.3. Ramos Enterprises Group LLC is the owner, lessor, lessee, and/or operator of the public accommodation known as Harry's Taco.
- 5.4. New Wah Lung L.L.C. is the owner, lessor, lessee, and/or operator of the public accommodation known as Wah Lung.
- 5.5. Costa Criolla L.L.C. is the owner, lessor, lessee, and/or operator of the public accommodation known as Restaurante Costa Criolla.
- 5.6. Pocket Pizza LLC is the owner, lessor, lessee, and/or operator of the place of public accommodation known as Pocket Pizza.
- 5.7. Security Global Solutions Inc. is the owner, lessor, lessee, and/or operator of the place of public accommodation known as Security Global Solutions.
- 5.8. "Grupo Cooperativo Seguros Múltiples" is the owner, lessor, lessee, and/or operator of the place of public accommodation known as Seguros Múltiples.
- 5.9. Ahmed Technology Corp. is the owner, lessor, lessee, and/or operator of the public accommodation known as Ahmed Technology.
- 5.10. Pit Lane Hobby Incorporated is the owner, lessor, lessee, and/or operator of the public accommodation known as Pit Lane Hobby.

- 5.11. Pure Power Protection, Inc. is the owner, lessor, lessee, and/or operator of the public accommodation known as Pure Power Protection.
- 5.12. High Times, Corp. is the owner, lessor, lessee, and/or operator of the public accommodation known as High Times Sports Bar.
- 5.13. Fot Investments, LLC is the owner, lessor, lessee, and/or operator of the public accommodation known as Domino's Pizza.
- 5.14. H&E Team LLC is the owner, lessor, lessee, and/or operator of the public accommodation known as Flor de Mayo.
- 5.15. Kings Pizza, Corp. is the owner, lessor, lessee, and/or operator of the public accommodation known as King's Pizza.
- 5.16. Grupo Ramos Rosa, LLC is the owner, lessor, lessee, and/or operator of the public accommodation known as Supermercado Ramos.
- 5.17. CPML, Inc. is the owner, lessor, lessee, and/or operator of the public known as Pico Rico BBQ.
- 5.18. Sea Horse PR LLC is the owner, lessor, lessee, and/or operator of the public accommodation known as Koki Roll.
- 5.19. Weekend Pub, Corp. is the owner, lessor, lessee, and/or operator of the public accommodation known as Weekend Pub.
- 5.20. Cariño's Pizza LLC is the owner, lessor, lessee, and/or operator of the place of public accommodation known as Cariño's Pizza.
- 5.21. Misma Fashion L.L.C. is the owner, lessor, lessee, and/or operator of the place of public accommodation known as Misma Fashion.
- 5.22. Euroled Metro Inc. is the owner, lessor, lessee, and/or operator of the place of public accommodation known as Euroled Metro.

- 5.23. FBF, Corporation is the owner, lessor, lessee, and/or operator of the place of public accommodation known as El Nuevo Boulevard BBQ & Grill.
- 5.24. La Sabrosura By K LLC is the owner, lessor, lessee, and/or operator of the place of public accommodation known as La Sabrosura By K.
- 5.25. Malmona Group Inc. is the owner, lessor, lessee, and/or operator of the place of public accommodation known as Panadería y Repostería La Nueva Carmen.
- 5.26. Dress & Enjoy LLC is the owner, lessor, lessee, and/or operator of the place of public accommodation known as Bergr Blvd 868.
- 5.27. Farmers Boys Corporation is the owner, lessor, lessee, and/or operator of the place of public accommodation known as El Kampestre.
- 5.28. Cuisine Group LLC is the owner, lessor, lessee, and/or operator of the place of public accommodation known as A La Paella.
- 5.29. Farmacia Lago Vista, Inc. is the owner, lessor, lessee, and/or operator of the place of public accommodation known as Farmacia Lago Vista.
- 5.30. Cruzcruz CRL is the owner, lessor, lessee, and/or operator of the place of public accommodation known as Gelo.
- 5.31. Rios Minimarket & Baby Center Inc. is the owner, lessor, lessee, and/or operator of the place of public accommodation known as Ríos Minimarket & Baby Center.

## II. ALLEGATIONS

### A. Regarding the Plaintiff's Medical Conditions

6. Mr. Edwin Cintron Pagan, due to a motor vehicle accident that took place on June 28, 1995, suffered the amputation of his right leg. Additionally, he was diagnosed with prostate cancer and, as a result, is currently undergoing psychiatric treatment.
7. Mr. Edwin Cintron Pagan, as a result of this accident, has a substantial mobility limitation compared to the average person in the general population. He uses a scooter, which is his preferred means of mobility, and also owns and occasionally uses a wheelchair. For example, the amputation of his leg has made it difficult for him to perform the same activities he once did, as he can no longer carry out basic actions such as walking, bending, standing, or running, relying instead on a wheelchair for movement. Additionally, his prostate cancer diagnosis and ongoing psychiatric treatment have led to further physical limitations, impacting his ability to move with agility, endure extended periods of physical activity, and remain standing for long durations. These conditions, combined with the amputation, have increased his daily mobility challenges, making him increasingly dependent on assistive devices to carry out his everyday activities.
8. The major life activities substantially impacted by Plaintiff's impairments are the following: firstly, walking, as the amputation of his right leg prevents him from moving independently, requiring him to rely on a scooter or wheelchair; furthermore, standing is limited to short periods due to both the amputation and the physical restrictions stemming from his prostate cancer diagnosis and psychiatric treatment. Additionally, bending has become challenging, as the loss of his leg has made it difficult to perform movements that require flexibility. Moreover, his

endurance and physical activity are affected, as his diagnosis and treatment limit his ability to engage in activities that require prolonged physical exertion. Finally, his overall mobility is considerably restricted, affecting his agility and increasing his dependence on assistive devices for daily activities. Together, these conditions also limit his ability to perform manual tasks that require balance, stamina, and strength, thereby reducing his independence in carrying out his daily activities.

9. Likewise, plaintiff is registered as an individual with disabilities with the Department of Health of Puerto Rico and he owns a valid permanent handicapped parking permit issued by the Department of Transportation of Puerto Rico and Public Works of Puerto Rico. This permanent disabled person's license permit allows Plaintiff to legally park in parking spaces designated as accessible and for use by persons with disabilities.

**B. Concerning the Properties in Question and the Court's Jurisdiction**

10. The sidewalks and streets in controversy are those located on Toa Alta Heights Avenue, its surrounding areas, and other locations within the Municipality of Toa Alta, where Mr. Cintrón has been unable to access. The following identifies each sidewalk, curb ramp, and other areas in violation in Toa Alta.
  - 10.1. The sidewalk located on Avenida Toa Alta Heights, Toa Alta, at coordinates 18.362899908926043, -66.21134128083459, in front of the Los Primos restaurant and next to the Gulf service station.
  - 10.2. The sidewalk located on Calle 1, Toa Alta, at coordinates 18.362959, -66.211251, where the Los Primos restaurant is located.
  - 10.3. The sidewalk located on Avenida Toa Alta Heights #F-36, Toa Alta, at coordinates 18.363703771150952, -66.20849840172082, where Yoskar Tire



is located, extends along the entire area where the Toa Alta Heights sign stands.

- 10.4. The sidewalk located on Avenida Toa Alta Heights, Toa Alta, at coordinates 18.362396, -66.212837, in front of the Jollymar clinical laboratory.
- 10.5. The public sidewalk and ramp located at AA-1 Calle 24, Toa Alta, at coordinates 18.361380, -66.216129.
- 10.6. The public sidewalk and ramp located at Toa Alta Heights Marginal, Calle 24, Toa Alta, at coordinates 18.360754, -66.217675.
- 10.7. The sidewalk and ramp located on Av. South Main, Toa Alta, at coordinates 18.358580, -66.213387, where the Alturas de Bucarabones urbanization in Toa Alta is located.
- 10.8. The sidewalk located on Cll 46, Toa Alta, specifically along the main avenue at coordinates 18.359722, -66.215278.
- 10.9. The sidewalk and ramp located on Av. Principal Sur, Toa Alta, at coordinates 18.36126445774824, -66.21605030095596, where Colmado El Boricua is located.
- 10.10. The sidewalk and ramp located on Avenida Principal Toa Alta Heights-13, Toa Alta, at coordinates 18.361417, -66.216028, in front of Sabor Frappe.
11. The sidewalks and streets in controversy are those located on Toa Alta Heights Avenue, its surrounding areas, and other locations within the Municipality of Toa Alta, where Mr. Cintrón has been unable to access. Specifically, these are adjacent to the following restaurants, stores, businesses, etc.:
  - 11.1. The location in controversy is a place of public accommodation, known as Mimi's BBQ, located at Calle 1 D-1 Ave Principal Toa Alta Heights, Toa

Alta, PR 00953-0000, with coordinates 18.363023711606438, -66.21118005939614.

11.1.1. The sidewalk in controversy is located in front of Mimi's BBQ, and it is situated at Calle 1 D-1 Ave Principal Toa Alta Heights, Toa Alta, PR 00953-0000, with coordinates 18.363023711606438, -66.21118005939614.

11.2. The location in controversy is a place of public accommodation, known as Sabor Frappe Toa Alta, located at Ave. Toa Alta Heights Ab-1, Toa Alta, PR 00953-0000, with coordinates 18.361750034627974, -66.21524961645922

11.2.1. The sidewalk in controversy is located in front of Sabor Frappe Toa Alta, and it is situated at Ave. Toa Alta Heights Ab-1, Toa Alta, PR 00953-0000, with coordinates 18.361750034627974, -66.21524961645922.

11.3. The location in controversy is a place of public accommodation, known as Rey Chino Restaurant, located at Carr. 861 Km. 5.8 Local #2 Bo. Piñas, Toa Alta, PR 00953-0000 with coordinates 18.367831057889582, -66.21678926729662.

11.3.1. The sidewalk in controversy is located in front of Rey Chino Restaurant, and it is situated at Carr. 861 Km. 5.8 Local #2 Bo. Piñas, Toa Alta PR 00953-0000 with coordinates 18.367831057889582, -66.21678926729662.

11.4. The location in controversy is a place of public accommodation, known as Delirium Restaurant, located at Local #1 Carr 829 Km 2.7 Toa Alta, PR 00953-0000 with coordinates 18.362912442929456, -66.20712954639527.

- 11.4.1. The sidewalk in controversy is located in front of Delirium Restaurant, and it is situated at Local #1 Carr 829 Km 2.7 Toa Alta, PR 00953-0000 with coordinates 18.362912442929456, -66.20712954639527.
  - 11.5. The location in controversy is a place of public accommodation, known as El Tanque Bar and Grill, located at Carr 829 Km 0.8 Bo. Ortiz Toa Alta, PR 00953-0000 with coordinates 18.366760581825066, -66.2083611328463.
    - 11.5.1. The sidewalk in controversy is located in front of El Tanque Bar and Grill, and it is situated at Carr 829 Km 0.8 Bo. Ortiz Toa Alta, PR 00953-0000 with coordinates 18.366760581825066, -66.2083611328463.
  - 11.6. The location in controversy is a place of public accommodation, known as Pa' Q Piques Mexican Bistro, located at Carr. 829 Km 1.3 Local #1 Toa Alta, PR 00953-0000 with coordinates 18.36351202514073, -66.20757110960821.
    - 11.6.1. The sidewalk in controversy is located in front of Pa' Q Piques Mexican Bistro, and it is situated at Carr. 829 Km 1.3 Local #1 Toa Alta, PR 00953-0000 with coordinates 18.36351202514073, -66.20757110960821.
12. The sidewalks and streets in controversy are those located in the La Candelaria neighborhood and on Levittown Avenue within the Municipality of Toa Baja, specifically adjacent to the following restaurants, stores, businesses, etc.:

12.1. The location in controversy is a place of public accommodation, known as Credicentro Coop, located at Carr. #2 KM 17.7, Sector Macún, Toa Baja, PR 00949, with coordinates 18.40346318146276, -66.21475743303806.

12.1.1. The sidewalk in controversy is located in front of Credicentro Coop, and it is situated at Carr. #2 KM 17.7, Macún, Toa Baja, PR 00949, with coordinates 18.40333831342236, -66.21476411859715.

12.2. The location in controversy is a place of public accommodation, known as Farmacia Carimas, located at Ave Boulevard Esquina, EB1, C. Jose Gautier Benitez, Toa Baja, PR 00949, whose coordinates are 18.4451507877783, -66.17057704213681.

12.2.1. The sidewalk in controversy is located in front of Farmacia Carimas, and it is situated at Ave Boulevard Esquina, EB1, C. Jose Gautier Benitez, Toa Baja, PR 00949, whose coordinates are 18.4451507877783, -66.17057704213681.

12.3. The location in controversy is a place of public accommodation, known as Harry's Taco, located at Avenida Boulevard #2716, Levittown, Toa Baja, PR 00949, whose coordinates are 18.44598333499989, -66.17564040889486.

12.3.1. The sidewalk in controversy is located in front of Harry's Taco, and it is situated at Avenida Boulevard #2716, Levittown, Toa Baja, PR 00949, whose coordinates are 18.44598333499989, -66.17564040889486.

12.4. The location in controversy is a place of public accommodation, known as Wah Lung, located at Blvd. Levittown #2766, Toa Baja, PR 00949, whose coordinates are 18.446824901452715, -66.17746876686928.

- 12.4.1. The sidewalk in controversy is located in front of Wah Lung, and it is situated at Avenida Boulevard #2716, Levittown, Toa Baja, PR 00949, whose coordinates are 18.44598333499989, -66.17564040889486.
- 12.5. The location in controversy is a place of public accommodation, known as Restaurante Costa Criolla, located at Ave, Blvd. S3 Levittown, PR 00949, whose coordinates are 18.448380906730826, -66.17966992718677.
  - 12.5.1. The sidewalk in controversy is located in front of Wah Lung, and it is situated at Ave, Blvd. S3 Levittown, PR 00949, whose coordinates are 18.448380906730826, -66.17966992718677.
- 12.6. The location in controversy is a place of public accommodation, known as Pocket Pizza, located at Ave Boulevard Levittown, Toa Baja, PR 00949, whose coordinates are 18.44532223181989, -66.16973644343771.
  - 12.6.1. The sidewalk in controversy is located in front of Pocket Pizza, and it is situated at Ave Boulevard Levittown, Toa Baja, PR 00949, whose coordinates are 18.44532223181989, -66.16973711398992.
- 12.7. The location in controversy is a place of public accommodation, known as Security Global Solutions, located at Ave Boulevard Levittown (2nd Floor Urb. La Rosaleda), Toa Baja, PR 00950, whose coordinates are 18.44523679900858, -66.16988161173073.
  - 12.7.1. The sidewalk in controversy is located in front of Security Global Solutions Inc, and it is situated at Ave Boulevard Levittown (2nd Floor Urb. La Rosaleda), Toa Baja, PR 00950, whose coordinates are 18.445166191491598, -66.1698688712384.

12.8. The location in controversy is a place of public accommodation, known as Seguros Múltiples, located at Calle José Gautier Benitez, Mansión del Mar, Toa Baja, PR 00949, whose coordinates are 18.445261431812227, -66.17034441992047.

12.8.1. The sidewalk in controversy is located in front of Seguros Múltiples, and it is situated at Calle José Gautier Benitez, Mansión del Mar, Toa Baja, PR 00949, whose coordinates are 18.44525888739806, -66.1703497843383.

12.9. The location in controversy is a place of public accommodation, known as Ahmed Technology, located at Calle José Gautier Benitez EE-1, Toa Baja, PR 00949-4610, whose coordinates are 18.445290300984848, -66.170277328403.

12.9.1. The sidewalk in controversy is located in front Ahmed Technology, and it is situated at Calle José Gautier Benitez, Toa Baja, PR 00949-4610, whose coordinates are 18.445273235856853, -66.1702767279373.

12.10. The location in controversy is a place of public accommodation, known as Pit Lane Hobby, located at Ave Boulevard, Toa Baja, PR 00949, whose coordinates are 18.445373762243424, -66.17161373529848.

12.10.1. The sidewalk in controversy is located in front of Pit Lane Hobby, and it is situated at Ave Boulevard, Toa Baja, PR 00949, whose coordinates are 18.44539157312984, -66.17161775861183.

12.11. The location in controversy is a place of public accommodation, known as Pure Power Protection, located at Urb. La Rosaleda Calle Trinitaria RA-17

Levittown, Toa Baja, PR 00950, whose coordinates are 18.445233189449333, -66.1734357890129.

12.11.1. The sidewalk in controversy is located in front of Pure Power Protection, and it is situated at Urb. La Rosaleda Calle Trinitaria RA-17 Levittown, Toa Baja, PR 00950, whose coordinates are 18.44523509776025, -66.17345121171412.

12.12. The location in controversy is a place of public accommodation, known as High Times Sports Bar, located at Ave. Boulevard Levittown, Toa Baja, PR 00949, whose coordinates are 18.445307316911144, -66.17427882852958.

12.12.1. The sidewalk in controversy is located in front of High Times Sports Bar, and it is situated at Ave. Boulevard Levittown, Toa Baja, PR 00949, whose coordinates are 18.445302864187543, -66.17427078190285.

12.13. The location in controversy is a place of public accommodation, known as Domino's Pizza, located at Blvd. Levittown, Toa Baja, PR 00949, whose coordinates are 18.445265681525647, -66.17361679454781

12.13.1. The sidewalk in controversy is located in front of Domino's Pizza, and it is situated at Blvd. Levittown, Toa Baja, PR 00949, whose coordinates are 18.445262501008024, -66.1736214884134

12.14. The location in controversy is a place of public accommodation, known as Flor de Mayo, located at Ave. Boulevard Esq. Los Dominicos, Levittown, Toa Baja, PR 00949, whose coordinates are 18.44540918783903, -66.17481771994828.

- 12.14.1. The sidewalk in controversy is located in front of Flor de Mayo, and it is situated at Ave. Boulevard Esq. Los Dominicos, Levittown, Toa Baja, PR 00949, whose coordinates are 18.445395193572736, -66.1748210727094.
- 12.15. The location in controversy is a place of public accommodation, known as King's Pizza, located at Boulevard Levittown, Toa Baja, PR 00949, whose coordinates are 18.44578459466829, -66.1750934045589.
- 12.15.1. The sidewalk in controversy is located in front of King's Pizza, and it is situated at Boulevard Levittown, Toa Baja, PR 00949, whose coordinates are 18.445765673282786, -66.17509521784505.
- 12.16. The location in controversy is a place of public accommodation, known as Supermercado Ramos, located at Ave. Boulevard, Levittown, Toa Baja, PR 00949, whose coordinates are 18.445823293456417, -66.17531973872818.
- 12.16.1. The sidewalk in controversy is located in front of Supermercado Ramos, and it is situated at Ave. Boulevard, Levittown, Toa Baja, PR 00949, whose coordinates are 18.44580421041173, -66.17531638596704.
- 12.17. The location in controversy is a place of public accommodation, known as Pico Rico BBQ, located at 2746 Blvd. Levittown #2754, Toa Baja, PR 00949, whose coordinates are 18.446186851453028, -66.17589479968085.
- 12.17.1. The sidewalk in controversy is located in front of Pico Rico BBQ, and it is situated at 2746 Blvd. Levittown #2754, Toa Baja, PR 00949, whose coordinates are 18.4461709489496, -66.17589278802417.



12.18. The location in controversy is a place of public accommodation, known as Koki Roll, located at Ave. Boulevard K 2739 Levittown Toa Baja PR 00949, whose coordinates are 18.446293826191756, -66.17606224458116.

12.18.1. The sidewalk in controversy is located in front of Koki Roll, and it is situated at Ave. Boulevard K 2739 Levittown Toa Baja PR 00949, whose coordinates are 18.44627728759845, -66.17606760899899.

12.19. The location in controversy is a place of public accommodation, known as Weekend Pub, located at W8 Ave Blvd. Levittown, Toa Baja, PR 00949, whose coordinates are 18.44609383482662, -66.1764559399943.

12.19.1. The sidewalk in controversy is located in front of Weekend Pub, and it is situated at W8 Ave Blvd. Levittown, Toa Baja, PR 00949, whose coordinates are 18.446101468031877, -66.17644051729306.

12.20. The location in controversy is a place of public accommodation, known as Cariño's Pizza, located at 2744 Blvd. Levittown, Toa Baja, PR 00949-0000 with coordinates 18.446760899528886, -66.17681833364999.

12.20.1. The sidewalk in controversy is located in front of Cariño's Pizza, and it is situated at 2744 Blvd. Levittown, Toa Baja, PR 00949-0000 with coordinates 18.446760899528886, -66.17681833364999.

12.21. The location in controversy is a place of public accommodation, known as Misma Fashion, located at 2748 Ave Boulevard, Mansión Del Mar, Toa Baja, PR 00949-0000, with coordinates 18.447031576543345, -66.17718480915246.

12.21.1. The sidewalk in controversy is located in front of Misma Fashion, and it is situated at 2748 Ave Boulevard, Mansión Del Mar, Toa

Baja, PR 00949-0000 with coordinates 18.447031576543345, -66.17718480915246.

12.22. The location in controversy is a place of public accommodation, known as Euroled Metro, located at 2764 Blvd. Levittown, Toa Baja, PR 00949-0000, with coordinates 18.44729457699549, -66.17799955144092.

12.22.1. The sidewalk in controversy is located in front of Euroled Metro, and it is situated at 2764 Blvd. Levittown, Toa Baja, PR 00949-0000 with coordinates 18.44729457699549, -66.17799955144092.

12.23. The location in controversy is a place of public accommodation, known as El Nuevo Boulevard BBQ & Grill, located at Ave. Boulevard, Calle Lealtad, Levittown, Toa Baja, PR 00949-0000, with coordinates 18.447654660357433, -66.17849945144093.

12.23.1. The sidewalk in controversy is located in front of El Nuevo Boulevard BBQ & Grill, and it is situated at Ave. Boulevard, Calle Lealtad, Levittown, Toa Baja, PR 00949-0000 with coordinates 18.447654660357433, -66.17849945144093.

12.24. The location in controversy is a place of public accommodation, known as La Sabrosura By K, located at Boulevard, Mansión Del Mar, Toa Baja, PR 00949-0000, with coordinates 18.448229628513424, -66.17886219195348.

12.24.1. The sidewalk in controversy is located in front of La Sabrosura By K, and it is situated at Boulevard, Mansión Del Mar, Toa Baja, PR 00949-0000 with coordinates 18.448229628513424, -66.17886219195348.

12.25. The location in controversy is a place of public accommodation, known as Panadería Y Repostería La Nueva Carmen, located at 1248 Ave. Boulevard Levittown, Toa Baja, PR 00949-0000, with coordinates 18.44859438977042, -66.17932784047359.

12.25.1. The sidewalk in controversy is located in front of Panadería y Repostería La Nueva Carmen, and it is situated at 1248 Ave. Boulevard Levittown, Toa Baja, PR 00949-0000, with coordinates 18.44859438977042, -66.17932784047359.

12.26. The location in controversy is a place of public accommodation, known as Burger Blvd 868, located at Ave. Boulevard, C. Marina, Levittown, Toa Baja, PR 00949-0000, with coordinates 18.452862121462168, -66.18525339814612.

12.26.1. The sidewalk in controversy is located in front of Bergr Blvd 868, and it is situated at Ave. Boulevard, C. Marina, Levittown, Toa Baja, PR 00949-0000, with coordinates 18.452862121462168, -66.18525339814612.

12.27. The location in controversy is a place of public accommodation, known as El Kampestre, located at Ave. Boulevard, Carretera 868, C. Marina, Toa Baja, PR 00949-0000, with coordinates 18.45303768377531, -66.18580592453651.

12.27.1. The sidewalk in controversy is located in front of El Kampestre, and it is situated at Avenida Boulevard, Carretera 868, C. Marina, Toa Baja, PR 00949-0000, with coordinates 18.45303768377531, -66.18580592453651.

12.28. The location in controversy is a place of public accommodation, known as A La Paella, located at Ave. Boulevard, Urb. Levittown Lakes, Toa Baja, PR 00949-0000, with coordinates 18.453206924998405, -66.18598019651918.

12.28.1. The sidewalk in controversy is located in front of A La Paella, and it is situated at Ave. Boulevard, Urb. Levittown Lakes, Toa Baja, PR 00949-0000, with coordinates 18.453206924998405, -66.18598019651918.

12.29. The location in controversy is a place of public accommodation, known as Farmacia Lago Vista, located at Avenida Boulevard 3385, Levittown, Toa Baja, PR 00949-0000, with coordinates 18.45427822259867, -66.18690764970401.

12.29.1. The sidewalk in controversy is located in front of Farmacia Lago Vista, and it is situated at Avenida Boulevard 3385, Levittown, Toa Baja, PR 00949-0000, with coordinates 18.45427822259867, -66.18690764970401.

12.30. The location in controversy is a place of public accommodation, known as Gelo, located at Ave. Boulevard, Levittown, Toa Baja, PR 00949-0000, with coordinates 18.455119846261287, -66.18750970978343.

12.30.1. The sidewalk in controversy is located in front of Gelo, and it is situated at Ave. Boulevard, Levittown, Toa Baja, PR 00949-0000, with coordinates 18.455119846261287, -66.18750970978343.

12.31. The location in controversy is a place of public accommodation, known as Ríos Minimarket & Baby Center, located at Avenida Boulevard 1567, Toa

Baja, Levittown, PR 00949-0000, with coordinates 18.451271471975456, -66.1831231748325.

12.31.1. The sidewalk in controversy is located in front of Ríos Minimarket & Baby Center, and it is situated at Avenida Boulevard 1567, Toa Baja, Levittown, PR 00949-0000, with coordinates 18.451271471975456, -66.1831231748325.

**C. Discrimination in Toa Baja, Toa Alta and other businesses against Mr. Edwin Cintron Pagán due to his disability**

13. Mr. Edwin Cintrón, a resident of Toa Alta, is a well-known enthusiast of exploring and enjoying new places. As a frequent visitor to the Municipality of Toa Baja, he delights in savoring delicious food and shopping at supermarkets, stores, and other businesses that are both accessible and affordable for him. During his free time, what he enjoys most is discovering new restaurants, businesses, and recreational spaces that allow him to partake in everyday life. However, Mr. Cintrón faces a significant physical limitation: due to the amputation of one of his legs, he relies on a wheelchair for mobility.
14. Despite his disability, Mr. Cintrón has made consistent efforts to continue engaging in the activities he loves. However, he encounters numerous barriers that hinder his access to places of public accommodation and public spaces in both the municipalities of Toa Alta and Toa Baja. One of the main challenges he faces is that many public sidewalks, which should ensure universal accessibility, are used as parking spaces by the very places of public accommodation he seeks to visit. This directly obstructs access routes, making it impossible for him to move safely and effectively.

15. Additionally, the sidewalks in both municipalities are in a state of disrepair due to a lack of maintenance and necessary repairs, further exacerbating the issue. Neither the Municipality of Toa Alta nor the Municipality of Toa Baja has taken meaningful action to ensure that sidewalks are maintained in a condition suitable for individuals with reduced mobility. As a result, Mr. Cintrón is not only unable to access these places of public accommodation safely, but he also feels discouraged from attempting to visit them, knowing in advance that he will encounter significant obstacles along the way.
16. Moreover, even when he manages to overcome the barriers on the sidewalks and reach the exteriors of the places of public accommodation, Mr. Cintrón faces another limitation: architectural barriers within the establishments themselves. These include a lack of adequate ramps, narrow aisles, or facilities that are not adapted to accommodate individuals with disabilities. Such barriers make it impossible for him to enjoy the goods and services offered by these places of public accommodation in either municipality.
17. Mr. Edwin Cintrón feels discouraged from visiting several places located in Toa Alta because he knows he cannot enjoy them due to the architectural barriers present at those locations:

**Responsibility of the Municipality of Toa Alta**

18. Mr. Edwin Cintrón has encountered an architectural barrier at the ramp located on Avenida Toa Alta Heights, Toa Alta, at coordinates 18.362899908926043, -66.21134128083459, in front of the Los Primos restaurant and next to the Gulf service station, which restricts his mobility. Due to the deteriorated condition of the ramp and sidewalk, Mr. Cintrón has frequently been forced to use the roadway,

exposing himself to hazardous situations. The ramp is visibly worn and discolored, with cracks along its edges and an elevated height relative to the road, making access particularly challenging for individuals with mobility impairments like Mr. Cintrón. As a result, he feels discouraged from visiting this area, especially the Los Primos restaurant, as the lack of accessibility prevents him from reaching it safely and comfortably.

19. The inaccessibility of the ramp located on the sidewalk on Calle 1, Toa Alta, at coordinates 18.362959, -66.211251, where the Los Primos restaurant is located, further discourages Mr. Edwin Cintrón from visiting the restaurant. The ramp is discolored, has cracks, and shows signs of vegetation growth. Additionally, the sidewalk next to the restaurant is completely deteriorated, with deep cracks and indentations, and is also overgrown with vegetation, making it entirely impassable for Mr. Cintrón, forcing him to use the roadway to move around safely. Mr. Cintrón is aware that this sidewalk has been in this condition for a long time without receiving proper maintenance, and no action has ever been taken to address the issue. This makes it evident that the Municipality has not considered the needs of individuals with disabilities.
20. Mr. Edwin Cintrón has been unable to use the sidewalk located on Avenida Toa Alta Heights #F-36, Toa Alta, at coordinates 18.363703771150952, -66.20849840172082, where Yoskar Tire is located and which extends along the entire area where the Toa Alta Heights sign stands, as there is no visible ramp that would allow him to access it. Additionally, the edges of the sidewalk are damaged and overgrown with vegetation. Mr. Cintrón frequently travels through this area

because it is close to his parents' residence. However, due to the absence of ramps, he is forced to use the roadway, putting himself at risk of an accident.

21. Mr. Edwin Cintrón has been discouraged from using the public sidewalk located on Avenida Toa Alta Heights, Toa Alta, at coordinates 18.362396, -66.212837, in front of the Jollymar clinical laboratory, as there are no ramps to access it. Additionally, the sidewalk is cracked and uneven. Furthermore, vehicles are often parked on this sidewalk, which has blocked Mr. Cintrón's passage on multiple occasions, forcing him to use the roadway where vehicles are in motion.
22. Mr. Edwin Cintrón feels strongly discouraged from using the sidewalk and ramp located at AA-1 Calle 24, Toa Alta, at coordinates 18.361380, -66.216129, due to their extremely poor condition. Although there is a ramp, it is in a state of severe disrepair, with visible cracks, holes, and overgrown vegetation, making it clear that it has not received proper maintenance for a long time. The adjacent sidewalk is also in a deteriorated state, with additional cracks and vegetation further obstructing the path. For Mr. Cintrón, who relies on accessible pathways for safe mobility, the state of this infrastructure creates a significant barrier. The damaged surfaces make it difficult, if not impossible, for him to use the sidewalk and ramp safely. As a result, he often feels forced to navigate the roadway instead, putting himself at risk. The ongoing neglect of this area makes him feel that his needs as a person with mobility limitations have been disregarded, further discouraging him from attempting to use this route.
23. Mr. Edwin Cintrón feels increasingly discouraged from attempting to use the public sidewalk and ramp located at Toa Alta Heights Marginal, Calle 24, Toa Alta, at coordinates 18.360754, -66.217675, due to the numerous obstacles and hazardous



conditions present. The ramp itself is visibly deteriorated, with faded markings and cracks that make it unsafe and difficult to navigate. However, even if he manages to use the ramp, the sidewalk it leads to presents additional challenges, as it is obstructed by utility poles and other fixed objects that significantly limit the available space for passage. For Mr. Cintrón, who relies on a wheelchair for mobility, these conditions create a nearly insurmountable barrier. The lack of a clear and unobstructed pathway forces him to maneuver around obstacles in ways that are unsafe and impractical. Each time he approaches this area, he is faced with the dilemma of either attempting to navigate the hazardous sidewalk or using the roadway, which exposes him to significant risks from passing vehicles. The continued neglect of this infrastructure makes him feel that the needs of individuals with mobility impairments have not been considered, further discouraging him from traveling through this area.

24. Mr. Edwin Cintrón feels deeply discouraged from using the sidewalk and ramp located on Avenida Toa Alta Heights, Toa Alta, at coordinates 18.361391, -66.219128, near the Abelardo Díaz Alfaro School and in front of the school store. Although a ramp is present, it is in poor condition, with faded markings and a design that is far too narrow to accommodate a wheelchair properly. Each time Mr. Cintrón attempts to use this ramp, he struggles to maneuver his wheelchair, often getting stuck due to the limited space. This experience is not only frustrating but also deeply disheartening, as it forces him into uncomfortable and undignified situations. The repeated difficulty he faces in accessing an area that should be accessible makes him feel overlooked and excluded. The fact that such an essential piece of infrastructure remains in this inadequate state reinforces his sense that the

needs of individuals with mobility impairments are not being properly addressed, further discouraging him from attempting to use this route.

25. The obstacles present on the sidewalk and ramp located on Av. South Main, Toa Alta, at coordinates 18.358580, -66.213387, near the Alturas de Bucarabones urbanization, have discouraged Mr. Edwin Cintrón from attempting to travel through the area. Although multiple ramps exist, none of them meet the necessary conditions to ensure safe and accessible use for him. The ramps are visibly deteriorated, with cracks and structural damage that make them unsafe. Additionally, their steep incline makes it nearly impossible for Mr. Cintrón to ascend without difficulty. Each attempt to navigate these ramps results in frustration and a sense of exclusion, as he is unable to move freely and independently. The lack of proper maintenance and design suitable for individuals with mobility impairments forces him to either struggle with unsafe infrastructure or resort to using the roadway, further increasing his risk. These conditions make him feel that accessibility needs are being ignored, further discouraging him from traveling through this area.
26. The lack of accessibility on the public sidewalk located on Cll 46, Toa Alta, specifically along the main avenue at coordinates 18.359722, -66.215278, has made Mr. Edwin Cintrón feel discouraged from attempting to travel through the area. One of the biggest obstacles he faces is the complete absence of a ramp, preventing him from accessing the sidewalk. As a result, he is frequently forced to use the roadway, exposing himself to the danger of passing vehicles and increasing his risk of an accident. Even if a ramp were available, the condition of the sidewalks themselves presents additional challenges. The surfaces are in a severe state of disrepair, with

deep cracks, indentations, and uneven sections that make navigation hazardous. Furthermore, excessive vegetation has overgrown into the walkway, further obstructing the already limited space. These conditions make it nearly impossible for Mr. Cintrón to move safely and independently, reinforcing his sense that the needs of individuals with mobility impairments are not being addressed. Ultimately, this discourages him from attempting to use this route, as it poses constant risks and difficulties.

27. Mr. Edwin Cintrón feels strongly discouraged from using the sidewalk and ramp located on Av. Principal Sur, Toa Alta, at coordinates 18.36126445774824, -66.21605030095596, where Colmado El Boricua is situated. Although a ramp is present, its deteriorated condition makes it extremely difficult and unsafe for him to access. The ramp has broken edges, deep cracks, and faded markings, all of which contribute to its lack of functionality. Each time Mr. Cintrón attempts to use it with his wheelchair, he faces significant obstacles that make the process not only frustrating but also dangerous. The risk of getting stuck or losing balance is high, forcing him to reconsider using this route altogether. The continued neglect of this infrastructure reinforces his sense of exclusion, as it is evident that the needs of individuals with mobility impairments have not been properly addressed. As a result, he often avoids traveling through this area to prevent unnecessary struggles and potential accidents.
28. Mr. Edwin Cintrón feels highly discouraged from using the sidewalk and ramp located on Avenida Principal Toa Alta Heights-13, Toa Alta, at coordinates 18.361417, -66.216028, in front of Sabor Frappe. While a ramp does exist in this location, it is elevated too high above the roadway, making it difficult to access.

Additionally, it is in poor condition, with cracks and indentations that further complicate its use. Beyond the ramp itself, the surrounding sidewalks are severely deteriorated, riddled with cracks, holes, and deep indentations, rendering them nearly impossible for Mr. Cintrón to navigate safely. Furthermore, the public sidewalk is frequently used as a parking area for nearby businesses, creating an additional obstacle. This situation is particularly frustrating for Mr. Cintrón, as it is evident that the repeated misuse of the sidewalk has contributed to its worsening condition. As a result, pedestrians, especially individuals like Mr. Cintrón who rely on a wheelchair, are effectively deprived of a safe and accessible path, reinforcing his reluctance to travel through this area.

**Responsibility of the Municipality of Toa Alta and Mimi's BBQ PR Corp.**  
**Mimi's BBQ**

29. Mr. Cintrón is aware that Mimi's BBQ offers excellent roasted chicken, and not only that, the desserts they sell have completely captured his attention. However, Mr. Cintrón has felt discouraged from visiting Mimi's BBQ since November 2, 2024, because he is aware of several architectural barriers that prevent his access:

29.1. Obstructed Sidewalks: Mr. Edwin Cintrón is aware that Mimi's BBQ uses public sidewalks as parking spaces, creating a dual obstruction:

29.1.1. First, Mr. Cintrón cannot use the public sidewalks because they are blocked by vehicles, leaving him with only one option: using the roadway to get around, where vehicles pass at varying speeds. This situation is also the responsibility of the Municipality of Toa Alta, which permits businesses like Mimi's BBQ to appropriate public sidewalks for private benefit.

- 29.1.2. Second, Mr. Cintrón cannot access Mimi's BBQ because the use of the sidewalk as parking prevents him from maneuvering his wheelchair properly. As a result, there is no suitable access route for him. Compounding this issue, the restaurant's entrance is a step, meaning it is not level, and no ramp is provided as an alternative.
- 29.1.3. Consequently, Mr. Cintrón feels discouraged from visiting Mimi's BBQ, as he cannot enter the establishment and must navigate his wheelchair in the roadway, where vehicles are passing.
- 29.2. Inaccessible Counter: Mr. Cintrón is aware that the counter at Mimi's BBQ is inaccessible, as it exceeds 36 inches in height. This prevents him from accessing the goods and services offered at the restaurant. For this reason, he feels further discouraged from visiting Mimi's BBQ, as he cannot see the products displayed at the counter or be properly attended to.
- 29.3. Inaccessible Tables: Mr. Cintrón is also aware that Mimi's BBQ does not provide any accessible tables for individuals with disabilities. This further adds to his sadness and frustration at being unable to enjoy the restaurant's offerings.
- 29.4. Insufficient Clear Floor Space Around the Restroom Toilet: Mr. Cintrón is aware that the clear floor space in the bathroom is insufficient, as the bathroom is narrow and does not meet accessibility requirements. There is no minimum clear space of at least 60 inches from the side wall and at least 56 inches from the rear wall around the toilet. This lack of space prevents Mr. Cintrón from safely and comfortably using the restroom, which deters him from visiting Mimi's BBQ.

29.5. Mimi's BBQ can address these barriers by implementing the following measures: lowering a portion of the counter to 36 inches or less to ensure accessibility, providing at least one table that accommodates wheelchair users, and ceasing the use of the public sidewalk as a parking space to restore safe access. Additionally, installing a ramp at the entrance would ensure compliance with accessibility standards and provide an adequate route for individuals with disabilities. To resolve the restroom barrier, the restaurant should rearrange the fixtures and layout to create a clear floor space of at least 60 inches from the side wall and 56 inches from the rear wall around the toilet, ensuring the restroom is safe and accessible for wheelchair users.

**Responsibility of the Municipality of Toa Alta and Martinez Nieves Group LLC**  
**Sabor Frappe Toa Alta**

30. Mr. Edwin Cintrón loves frappes, which is why he is aware that Sabor Frappe offers excellent options, particularly the strawberry and lemon flavors. However, since November 15, 2024, he has felt discouraged from visiting this establishment due to several barriers that have prevented him from enjoying the goods and services provided there:

30.1. Obstructed Sidewalks: Mr. Edwin Cintrón has observed that Sabor Frappe frequently allows public sidewalks to be used as parking areas, creating significant obstacles for pedestrians.

30.1.1. Firstly, Mr. Cintrón is unable to utilize the sidewalks because they are consistently blocked by parked vehicles. This forces him to travel on the roadway, exposing him to the risk of passing traffic at various

speeds. The Municipality of Toa Alta shares responsibility for this issue by failing to regulate or enforce the proper use of public sidewalks and allowing businesses like Sabor Frappe to misuse these public spaces.

30.1.2. Secondly, the obstruction caused by parked vehicles makes it impossible for Mr. Cintrón to safely maneuver his wheelchair and access Sabor Frappe.

30.1.3. As a result, Mr. Cintrón feels disheartened and deterred from attempting to visit Sabor Frappe, knowing he would face unsafe conditions outside and find the entrance inaccessible to him.

30.2. Inaccessible Ramp: Mr. Edwin Cintrón is aware that there is a ramp along the access route; however, it is not accessible. The handrail or guardrail does not extend beyond the length of the ramp, preventing Mr. Cintrón from adequately supporting himself while ascending it. Additionally, the ramp is excessively steep, further hindering its usability. As a result, Mr. Cintrón feels discouraged from visiting Sabor Frappe, knowing that this barrier prevents him from accessing it safely.

30.3. Counter Accessibility Issues: Mr. Edwin Cintrón has observed that the counter at Sabor Frappe is positioned at a height exceeding 36 inches, making it inaccessible for him to comfortably view the products or interact with staff from his wheelchair. This barrier prevents him from accessing the goods and services offered at the establishment. As a result, Mr. Cintrón feels discouraged from visiting Sabor Frappe, knowing that the counter's design would hinder his ability to fully enjoy his experience there.

- 30.4. Lack of Accessible Tables: Mr. Cintrón is aware that Sabor Frappe does not provide any tables that accommodate wheelchair users. Without accessible seating, he cannot sit and enjoy the frappe he desires. This lack of accessibility leaves Mr. Cintrón feeling excluded and disheartened, further discouraging him from visiting the establishment.
- 30.5. Inadequate Clear Floor Space in the Restroom: Mr. Cintrón has observed that the bathroom at Sabor Frappe Toa Alta lacks sufficient clear floor space to accommodate accessibility needs. The narrow layout fails to provide the required minimum clearance of 60 inches from the side wall and 56 inches from the rear wall around the toilet. This inadequate space makes it difficult for Mr. Cintrón to use the restroom safely and comfortably, discouraging him from visiting the establishment.
- 30.6. Sabor Frappe can address these barriers by implementing the following measures: lowering a portion of the counter to 36 inches or less to make it accessible for individuals in wheelchairs, providing at least one table designed to accommodate wheelchair users, and ensuring the ramp along the access route is compliant with accessibility standards. Specifically, the ramp should have a proper slope and handrails that extend beyond the ramp to allow for safe use. Additionally, Sabor Frappe must cease the use of the public sidewalk as a parking space, ensuring it remains clear and accessible for pedestrians, particularly those with disabilities. To resolve the restroom barrier, the restaurant should rearrange the fixtures and layout to create a clear floor space of at least 60 inches from the side wall and 56 inches from



the rear wall around the toilet, ensuring the restroom is safe and accessible for wheelchair users.

**Responsibility of the Municipality of Toa Alta and Rey Chino Restaurant L.L.C.  
Rey Chino Restaurant**

31. Mr. Edwin Cintrón is a fan of Chinese food and is particularly drawn to the excellent flavor combinations offered at Rey Chino Restaurant. Among his favorites are the various types of rice dishes and the chicken chow mein, which have caught his attention. However, since December 10, 2024, he has felt discouraged from visiting this restaurant because he is aware of the following barriers:

31.1. Obstructed Sidewalks: Mr. Edwin Cintrón has observed that Rey Chino Restaurant uses the public sidewalk as a parking area, which creates significant mobility challenges for him:

31.1.1. When vehicles are parked on the sidewalk, Mr. Cintrón is forced to use the roadway to navigate, placing him in danger as he shares the space with moving traffic. The Municipality of Toa Alta has failed to address this issue, allowing businesses like Rey Chino Restaurant to misuse public sidewalks for private purposes.

31.1.2. This obstruction also prevents Mr. Cintrón from approaching the entrance to Rey Chino Restaurant safely. The sidewalk's use as parking makes it impossible for him to maneuver his wheelchair. Additionally, the entrance has a step that blocks access entirely, as no ramp has been installed to accommodate wheelchair users.

31.1.3. These barriers have deterred Mr. Cintrón from visiting the restaurant, knowing that entering safely is not an option for him.

- 31.2. Counter Inaccessibility: Mr. Cintrón is aware that the counter at Rey Chino Restaurant is too high for wheelchair users, as it exceeds 36 inches in height. This prevents him from viewing the menu items or interacting effectively with staff. The counter's inaccessibility creates a barrier to enjoying the goods and services offered by the restaurant, leaving Mr. Cintrón feeling excluded and discouraged from attempting to visit.
- 31.3. Tables Not Accessible: Mr. Cintrón has also noted that Rey Chino Restaurant does not provide any tables designed to accommodate wheelchair users. Without accessible seating, he is unable to enjoy a meal comfortably at the restaurant. This lack of accommodations makes him feel unwelcome and further dissuades him from visiting Rey Chino Restaurant, knowing that he would not be able to have an inclusive dining experience.
- 31.4. Limited Clear Floor Space in the Restroom: Mr. Cintrón has noted that the restroom at Rey Chino Restaurant does not provide adequate clear floor space to meet accessibility standards. The confined design lacks the required clearance of 60 inches from the side wall and 56 inches from the rear wall around the toilet. This insufficient space makes it challenging for Mr. Cintrón to use the facilities safely and comfortably, leading him to feel discouraged from visiting the restaurant.
- 31.5. Rey Chino Restaurant can resolve these issues by prohibiting the use of the sidewalk as a parking area, ensuring it remains clear and accessible. Installing a ramp at the entrance would provide a safe route for wheelchair users. Lowering a portion of the counter to 36 inches or less and adding at least one accessible table would further accommodate individuals with

disabilities. To resolve the restroom barrier, the restaurant should rearrange the fixtures and layout to create a clear floor space of at least 60 inches from the side wall and 56 inches from the rear wall around the toilet, ensuring the restroom is safe and accessible for wheelchair users.

**Responsibility of the Municipality of Toa Alta and Delirium Restaurant LLC**  
**Delirium Restaurant**

32. Mr. Edwin Cintrón is aware that Delirium Restaurant offers delicious burgers and wraps, and he finds the atmosphere of the establishment truly exceptional. However, since December 9, 2024, he has felt discouraged from visiting because there are architectural barriers that prevent him from accessing the restaurant properly:

32.1. Inaccessible Sidewalks: The sidewalks located at the entrance to Delirium Restaurant are in poor condition, making access extremely difficult. Furthermore, there is no accessible ramp in place to facilitate entry. The Municipality of Toa Alta has failed to provide proper maintenance and care for these sidewalks, further contributing to the inaccessibility.

32.2. Inaccessible Counter: Mr. Edwin Cintrón has noticed that the counter at Delirium Restaurant is not designed to accommodate wheelchair users, as it exceeds 36 inches in height. Additionally, the counter appears to double as a bar area, surrounded by stools for patrons to sit. However, there is no designated space at the counter where Mr. Cintrón can approach directly from the front in his wheelchair. This further limits his ability to access and enjoy this section of the restaurant. The height and lack of accessible seating at the counter create significant barriers, preventing Mr. Cintrón from fully

participating in the restaurant's offerings and leaving him feeling excluded and discouraged from visiting Delirium Restaurant.

32.3. Lack of Accessible Tables: Mr. Cintrón has also observed that Delirium Restaurant does not provide tables suitable for wheelchair users. Without accessible seating, he is unable to comfortably enjoy his meal at the establishment. This lack of accommodations excludes Mr. Cintrón from having a welcoming or inclusive dining experience, further discouraging him from attempting to visit the restaurant.

32.4. Insufficient Space Around the Toilet in the Restroom: Mr. Cintrón has identified that the restroom at Delirium Restaurant does not have enough clear floor space to comply with accessibility guidelines. The restroom's limited layout does not provide the necessary clearance of 60 inches from the side wall and 56 inches from the rear wall around the toilet. This lack of adequate space makes it difficult for Mr. Cintrón to use the restroom safely and comfortably, discouraging him from visiting the restaurant.

32.5. To address the accessibility barriers at Delirium Restaurant, the Municipality of Toa Alta should prioritize repairing and maintaining the sidewalks leading to the restaurant to ensure they are safe and navigable for all individuals. Delirium Restaurant, on its part, can improve accessibility by lowering a portion of its counter to 36 inches or less, designating a space at the counter-bar area where wheelchair users can approach directly, and providing at least one table designed for wheelchair accessibility. To resolve the restroom barrier, the restaurant should rearrange the fixtures and layout to create a clear floor space of at least 60 inches from the side wall and 56

inches from the rear wall around the toilet, ensuring the restroom is safe and accessible for wheelchair users.

**Responsibility of the Municipality of Toa Alta and El Tanque Bar and Grill Corp.  
El Tanque Bar and Grill**

33. Mr. Edwin Cintrón is aware that El Tanque Bar and Grill is an incredible place, offering great drinks, delicious dishes, excellent music, and a family-friendly atmosphere. However, since November 18, 2024, he has felt discouraged from visiting due to the following barriers.

33.1. Inaccessible Sidewalks: The sidewalks located at the entrance to El Tanque Bar and Grill are narrow, cracked, and uneven, with overgrown vegetation further obstructing the pathway. These conditions make it extremely difficult for Mr. Edwin Cintrón to maneuver his wheelchair safely. Because the sidewalk is not fully accessible or adequate, Mr. Cintrón is left with no choice but to use the roadway to navigate, putting him at risk from passing traffic. Additionally, there is no accessible ramp to facilitate entry, further limiting his ability to access the establishment. The Municipality of Toa Alta has failed to maintain and repair these sidewalks, which contributes significantly to the inaccessibility of the restaurant.

33.2. Inaccessible Entrance: Mr. Cintrón cannot enter El Tanque Bar and Grill because part of the entrance is not level, featuring a step that blocks wheelchair access. Without a ramp or alternative pathway, the entrance remains completely inaccessible to him.

33.3. Counter Inaccessibility: Mr. Cintrón has observed that the counter at El Tanque Bar and Grill is too high for wheelchair users, exceeding 36 inches.

This prevents him from interacting comfortably with staff or viewing the menu items displayed at the counter. The inaccessibility of the counter creates a significant barrier, making Mr. Cintrón feel excluded and further discouraging him from visiting the restaurant.

33.4. Tables Not Accessible: Mr. Cintrón has also noticed that El Tanque Bar and Grill does not offer any tables that accommodate wheelchair users. The lack of accessible seating makes it impossible for him to enjoy a meal comfortably at the establishment, leaving him feeling unwelcome and excluded from the dining experience.

33.5. Insufficient Space Around the Toilet in the Restroom: The restroom at El Tanque Bar and Grill does not provide the required space needed for proper accessibility. Mr. Cintrón has noticed that the area around the toilet is too confined, lacking the recommended measurements of 60 inches from the side wall and 56 inches from the back wall. This restricted space creates significant challenges for safe and comfortable use, making Mr. Cintrón feel unable to fully access the facilities and discouraging him from visiting the establishment.

33.6. To address the accessibility barriers at El Tanque Bar and Grill, the Municipality of Toa Alta should prioritize repairing, widening, and maintaining the sidewalks leading to the restaurant to ensure they are safe, free of obstructions, and suitable for all individuals, including those using wheelchairs. El Tanque Bar and Grill, on its part, can improve accessibility by lowering a portion of its counter to 36 inches or less, ensuring that wheelchair users can interact with staff and access the menu items

comfortably. Additionally, the restaurant should ensure that at least 5% of all tables are accessible, with adequate knee clearance and positioned in an easily accessible area to accommodate wheelchair users. Installing a ramp at the entrance to eliminate the step would further ensure safe entry for individuals with mobility challenges. To resolve the restroom barrier, the restaurant should rearrange the fixtures and layout to create a clear floor space of at least 60 inches from the side wall and 56 inches from the rear wall around the toilet, ensuring the restroom is safe and accessible for wheelchair users.

**Responsibility of the Municipality of Toa Alta and Pa' Q Piques Corp.**  
**Pa' Q Piques Mexican Bistro**

34. Mr. Edwin Cintrón loves tacos and knows that the ones served at Pa' Q Piques Mexican Bistro are excellent. He also appreciates the authentic Mexican ambiance the restaurant offers. However, since November 25, 2024, he has felt discouraged from visiting due to the following architectural barriers:

34.1. Inaccessible Sidewalks: The sidewalks leading to the entrance of Pa' Q Piques Mexican Bistro are in poor condition, with uneven surfaces and cracks that make them challenging to navigate. Additionally, there is no accessible ramp to facilitate entry for wheelchair users, further limiting safe access. Due to these conditions, Mr. Edwin Cintrón has no choice but to use the roadway to move around the area, exposing himself to the dangers of passing vehicles. The Municipality of Toa Alta has failed to maintain and repair these sidewalks, further contributing to the barriers faced by individuals like Mr. Cintrón.

- 34.2. Inaccessible Counter: Mr. Cintrón has observed that the counter at Pa' Q Piques Mexican Bistro is too high for wheelchair users, exceeding 36 inches. This height creates a significant obstacle, preventing him from comfortably interacting with staff or viewing the menu items. The design of the counter leaves Mr. Cintrón feeling excluded and discouraged from visiting, as it restricts his ability to enjoy the restaurant's offerings.
- 34.3. Lack of Accessible Tables: Mr. Cintrón has also noticed that Pa' Q Piques Mexican Bistro does not provide tables that are accessible for wheelchair users. Without tables designed with proper height and knee clearance, he cannot enjoy a meal comfortably. This lack of accessible seating makes the restaurant feel unwelcoming and further deters Mr. Cintrón from attempting to visit.
- 34.4. Insufficient Space Around the Toilet in the Restroom: The restroom at Pa' Q Piques Mexican Bistro has a layout that limits accessibility, as the area surrounding the toilet is too small to meet the necessary guidelines. Mr. Cintrón is aware that the space does not provide the minimum clearance of 60 inches from the side wall and 56 inches from the rear wall. This cramped design makes it difficult for him to use the facilities with ease or safety, which discourages him from choosing this location for dining.
- 34.5. The Municipality of Toa Alta should prioritize repairs and proper maintenance of the sidewalks leading to Pa' Q Piques Mexican Bistro to ensure they are smooth, level, and navigable for all individuals. The restaurant itself can enhance accessibility by lowering a portion of its counter to 36 inches or less, creating a designated space for wheelchair users



to approach comfortably. Additionally, at least 5% of all tables should be accessible, offering appropriate knee clearance and placement to accommodate wheelchair users. To resolve the restroom barrier, the restaurant should rearrange the fixtures and layout to create a clear floor space of at least 60 inches from the side wall and 56 inches from the rear wall around the toilet, ensuring the restroom is safe and accessible for wheelchair users.

35. Mr. Edwin Cintrón has refrained from visiting various places of public accommodation in Toa Baja, as he is aware of the numerous architectural barriers that prevent him from fully accessing and enjoying the services provided at those locations:

**Responsibility of the Municipality of Toa Baja and Cooperativa de Ahorro y Credito de Barranquitas - Credicentro Coop**

36. Mr. Cintrón Pagán has been a loyal client of Credicentro Coop since 2012; however, since June and November of 2024, he has encountered several difficulties during his visits due to the following architectural barriers.

- 36.1. Inaccessible Sidewalks: The sidewalks leading to the entrance of Credicentro Coop in Toa Baja are in a state of disrepair, with cracks, uneven surfaces, and other obstacles that make navigation difficult for wheelchair users. Furthermore, the lack of an accessible ramp further hinders safe entry to the establishment. As a result of these conditions, Mr. Edwin Cintrón is forced to use the roadway to move through the area, placing himself in danger from passing vehicles. The Municipality of Toa Baja has neglected to

ensure the proper maintenance and accessibility of these sidewalks, worsening the challenges faced by individuals like Mr. Cintrón.

36.2. Inaccessible Counter: Mr. Cintrón is aware that the counter at Credicentro Coop exceeds 36 inches in height, making it inaccessible for wheelchair users. This excessive height prevents him from comfortably seeing or interacting with the staff, leaving him in a frustrating position where even basic communication becomes difficult. Additionally, the counter lacks any lowered section to accommodate individuals in wheelchairs, as required by the ADA. Without proper clearance beneath the counter, Mr. Cintrón cannot approach it directly, forcing him to remain at a distance, which further complicates his ability to complete transactions.

36.3. The counter, made of brown material, encircles the entire customer service area, leaving no alternative access point for Mr. Cintrón to maneuver or interact effectively with the staff. This design creates a physical and emotional sense of exclusion, as if the space had not been designed with people like him in mind. To compound matters, no auxiliary aids or alternative accommodations were offered to help bridge the accessibility gap. The staff did not modify their interaction or provide adjustments that would allow Mr. Cintrón to fully access the services offered.

36.4. These barriers have left Mr. Cintrón feeling dissuaded from visiting Credicentro Coop, as the inaccessibility of the counter, coupled with the lack of accommodations, denies him equal access to services and creates an environment that is unwelcoming to individuals with disabilities.

36.5. To address the accessibility barriers at Credicentro Coop, the counter should be modified to include a section that is no higher than 36 inches, ensuring compliance with ADA standards and allowing wheelchair users to interact comfortably with staff. Adequate knee clearance should also be provided beneath the counter to enable a direct approach for individuals in wheelchairs. Additionally, the counter area should be redesigned to include a clear and accessible pathway that allows for better maneuverability.

**Responsibility of the Municipality of Toa Baja and Yas Caribe, Inc. - Farmacia Carimas**

37. Mr. Edwin Cintrón Pagán is aware that Farmacia Carimas offers essential medical supplies and services which are crucial for his health management. However, since June, 2024, he feels discouraged from visiting the establishment due to his awareness of specific architectural barriers that restrict his access. These obstacles have created significant challenges, discouraging him from pursuing his intent to visit Farmacia Carimas for essential services.

37.1. Obstructed Sidewalks: Mr. Edwin Cintrón is aware that Farmacia Carimas uses public sidewalks as parking spaces, creating a dual obstruction:

37.2. Based on his observations and knowledge, Mr. Edwin Cintrón has identified that the public sidewalk in front of Farmacia Carimas is consistently blocked by parked vehicles, fully obstructing his path and making navigation impossible.

37.3. The obstruction caused by vehicles parked on the sidewalk in front of Farmacia Carimas eliminates the space necessary for individuals using motorized wheelchairs, like Mr. Cintrón, to navigate safely. The sidewalk,

repurposed as parking, significantly reduces pedestrian access, creating severe mobility challenges for Mr. Cintrón, who faces substantial limitations. This issue is further exacerbated by the Municipality that permits businesses like Farmacia Carimas to misuse public sidewalks, resulting in serious barriers to accessibility and endangering pedestrian safety.

37.4. Farmacia Carimas can address these barriers by ensuring that the sidewalks remain unobstructed and fully functional for safe pedestrian use. An accessible pathway must also be guaranteed from the entrance to a designated point on the public sidewalk, fully complying with the accessibility standards required by applicable laws.

37.5. Mr. Cintrón Pagán is fully aware of the architectural barriers at Farmacia Carimas, which prevent him from accessing the establishment safely and independently. These obstacles significantly affect his ability to manage his health through necessary medical supplies and discourage him from visiting. However, he is certain that, with the removal of these barriers and the implementation of proper accessibility improvements, he will be able to visit Farmacia Carimas comfortably, access the essential services offered, and have a safe and dignified experience.

**Responsibility of the Municipality of Toa Baja and Ramos Enterprises Group  
LLC - Harry's Tacos**

38. Mr. Edwin Cintrón Pagán is eager to visit Harry's Tacos to try their authentic Mexican cuisine, savor their unique flavors, and enjoy the atmosphere of the establishment. However, since June, 2024, he feels dissuaded from visiting due to

several architectural barriers that hinder his ability to access the location safely and independently. These obstacles have created significant challenges, discouraging him from pursuing his intent to enjoy the offerings at Harry's Tacos.

38.1. Obstructed Sidewalks: Mr. Edwin Cintrón is aware that Harry's Tacos uses public sidewalks as parking spaces, creating a dual obstruction: Based on his observations and knowledge, Mr. Edwin Cintrón has identified that the public sidewalk in front of Harry's Tacos is consistently blocked by parked vehicles, fully obstructing his path and making navigation impossible. The obstruction caused by vehicles parked on the sidewalk in front of Harry's Tacos eliminates the space necessary for individuals using motorized wheelchairs, like Mr. Cintrón, to navigate safely. The sidewalk, repurposed as parking, significantly reduces pedestrian access, creating severe mobility challenges for Mr. Cintrón, who faces substantial limitations due to the amputation of his right leg. This issue is further exacerbated by the Municipality of Toa Baja, which permits businesses like Harry's Tacos to misuse public sidewalks, resulting in serious barriers to accessibility and endangering pedestrian safety.

38.2. Inaccessible Counters: When approaching the counter at Harry's Tacos, Mr. Cintrón encountered significant difficulties. The counter is inaccessible due to its excessive height, making it impossible for him to see over it or interact comfortably with the staff from his wheelchair. The counter also fails to meet accessibility requirements, as it does not include a portion that is accessible for individuals using wheelchairs. There is no free space underneath the counter, nor does it allow for a frontal approach, further

exacerbating the barriers Mr. Cintrón faces in accessing the services provided by Harry's Tacos.

- 38.3. Inaccessible Bathrooms: The bathrooms at Harry's Tacos do not have adequate support bars, presenting an additional risk and a barrier for safe and independent use by individuals with disabilities.
- 38.4. To solve the barriers related to the sidewalks, it is essential to take immediate corrective action. This includes ensuring that the sidewalks remain unobstructed and fully functional for safe pedestrian use. An accessible pathway must also be guaranteed from the entrance to a designated point on the public sidewalk, fully complying with the accessibility standards required by applicable laws.
- 38.5. To address the barriers at Harry's Tacos, the counter must be lowered to a maximum height of 36 inches with adequate clearance underneath to allow a frontal approach, ensuring compliance with accessibility standards. Additionally, the area around the counter should be cleared of any obstructions to ensure easy access. These changes will enable individuals using wheelchairs, like Mr. Cintrón, to interact with staff comfortably and independently.
- 38.6. Mr. Cintrón Pagán is fully aware of the architectural barriers at Harry's Tacos, which prevent him from accessing the establishment safely and independently. These obstacles significantly affect his ability to enjoy the experience and discourage him from visiting. However, he is certain that, with the removal of these barriers and the implementation of proper accessibility improvements, he will be able to visit Harry's Tacos

comfortably, enjoy their renowned Mexican cuisine, and have a safe and dignified experience.

**Responsibility of the Municipality of Toa Baja and New Wah Lung L.L.C. - Wah Lung**

39. Mr. Edwin Cintrón Pagán is attracted to Wah Lung for its authentic Chinese cuisine and diverse menu. However, since June, 2024, he has been discouraged from visiting due to various architectural barriers that limit his ability to access the location safely and independently. These barriers have created significant challenges, dissuading him from enjoying the offerings at Wah Lung.

39.1. Mr. Cintrón is aware that the counter at Wah Lung is set at a height exceeding the accessible standard of 36 inches. This excessive height prevents him from comfortably viewing the menu items and interacting with staff, which limits his ability to order independently and hinders his participation in the customary interactions that enhance the dining experience, leaving him feeling excluded from the service process.

39.2. Additionally, Mr. Cintrón is conscious that Wah Lung does not provide tables that are accessible for individuals using wheelchairs. The absence of suitable table accommodations restricts his ability to dine comfortably and interact socially in the restaurant environment. This limitation not only impacts his physical comfort but also affects his social engagement and overall dining experience, contributing to a sense of exclusion.

39.3. Mr. Cintrón has observed that the sidewalks near Wah Lung are consistently blocked by parked vehicles. This issue is exacerbated by the Municipality of Toa Baja, which allows businesses like Wah Lung to use public sidewalks as

parking spaces, resulting in serious accessibility barriers and endangering pedestrian safety. When sidewalks are blocked by vehicles, individuals like Mr. Cintrón are forced to descend onto the street to bypass the obstacles, exposing themselves to the imminent danger of being struck by moving vehicles. This situation completely compromises the safety, dignity, and independence of individuals, while subjecting them to humiliation and discrimination by forcing them to use the roadway instead of the sidewalk intended for pedestrian use.

- 39.4. To address these barriers, it is essential to take immediate corrective action. Ensuring that the sidewalks remain unobstructed and fully functional for safe pedestrian use is crucial. Additionally, the counter must be lowered to a maximum height of 36 inches with adequate clearance underneath to allow a frontal approach, and the area around the counter should be cleared of any obstructions to ensure easy access.

**Responsibility of the Municipality of Toa Baja and Costa Criolla L.L.C. of Restaurante - Costa Criolla**

40. Mr. Edwin Cintrón Pagán is drawn to the local flavors offered at Restaurante Costa Criolla, which specializes in traditional Criolla cuisine. However, since October 17, 2024, he feels discouraged from visiting the restaurant due to several architectural barriers that severely restrict his accessibility. These obstacles have created significant challenges, discouraging him from pursuing his intent to enjoy the offerings at Restaurante Costa Criolla.

- 40.1. The ramp at the entrance of Restaurante Costa Criolla has an excessively steep incline, which poses a significant challenge for Mr. Cintrón. The



steepness of the ramp makes it difficult and unsafe for him to maneuver his wheelchair, increasing the risk of accidents. Additionally, the absence of support bars on the ramp exacerbates the difficulty, leaving no options for stable support while navigating the incline. Such a ramp does not comply with ADA guidelines, which specify the maximum slope for ramps and require support bars to ensure safety and usability for individuals with mobility impairments.

- 40.2. The restaurant does not provide an accessible route from the parking area to the entrance, forcing Mr. Cintrón to navigate potentially hazardous terrain or longer routes to reach the entrance, complicating his access and exposing him to unnecessary physical strain or injury. Furthermore, there is no designated accessible parking at Restaurante Costa Criolla, which presents additional challenges. Without appropriately marked and designed accessible parking spaces, Mr. Cintrón cannot safely park and exit his vehicle, affecting his ability to visit the restaurant independently.
- 40.3. The counter and bar at Restaurante Costa Criolla are set at heights that are not conducive to wheelchair access. The excessive height of both the counter and the bar prevents Mr. Cintrón from ordering food, viewing menu items, or enjoying the bar experience comfortably from his wheelchair. These barriers not only limit his functional access but also diminish his social interaction and enjoyment of the restaurant's amenities.
- 40.4. Consequently, Mr. Cintrón feels discouraged from visiting Restaurante Costa Criolla, as the combination of these barriers significantly impairs his ability to enjoy a meal and the atmosphere in a comfortable and dignified manner.

**Responsibility of the Municipality of Toa Baja and Pocket Pizza LLC**  
**Pocket Pizza**

41. Mr. Cintrón Pagán is eager to visit Pocket Pizza to try their delicious and highly recommended pizza pockets, savor their unique flavors, and enjoy the atmosphere of the establishment. However, since July 3, 2024 he feels dissuaded from visiting due to several architectural barriers that hinder his ability to access the location safely and independently. These obstacles have created significant challenges, discouraging him from pursuing his intent to enjoy the offerings at Pocket Pizza.

41.1. Obstructed Sidewalks: Mr. Edwin Cintrón is aware that Pocket Pizza uses public sidewalks as parking spaces, creating a dual obstruction:

41.1.1. Based on his observations and knowledge, Mr. Edwin Cintrón has identified that the public sidewalk in front of Pocket Pizza is consistently blocked by parked vehicles, fully obstructing his path and making navigation impossible.

41.1.2. The obstruction caused by vehicles parked on the sidewalk in front of Pocket Pizza eliminates the space necessary for individuals using motorized wheelchairs, like Mr. Cintrón, to navigate safely. The sidewalk, repurposed as parking, significantly reduces pedestrian access, creating severe mobility challenges for Mr. Cintrón, who faces substantial limitations due to the amputation of his right leg. This issue is further exacerbated by the Municipality of Toa Baja, which permits businesses like Pocket Pizza to misuse public sidewalks, resulting in serious barriers to accessibility and endangering pedestrian safety.

- 41.1.3. When sidewalks are blocked by vehicles, individuals like Mr. Cintrón are forced to descend onto the street to bypass the obstacles, exposing themselves to the imminent danger of being struck by moving vehicles. This situation fully compromises safety, dignity, and independence, while subjecting individuals to humiliation and discrimination by forcing them to use the roadway instead of the sidewalk intended for pedestrian use. These barriers unjustifiably endanger individuals and completely prevent them from navigating safely and independently.
- 41.2. Inaccessible counters: When approaching the counter at Pocket Pizza, Mr. Cintrón encountered significant difficulties. The counter is inaccessible due to its excessive height, making it impossible for him to see over it or interact comfortably with the staff from his wheelchair. The counter also fails to meet accessibility requirements, as it does not include a portion that is accessible for individuals using wheelchairs. There is no free space underneath the counter, nor does it allow for a frontal approach, further exacerbating the barriers Mr. Cintrón faces in accessing the services provided by Pocket Pizza.
- 41.3. To solve the barriers related to the sidewalks, it is essential to take immediate corrective action. This includes ensuring that the sidewalks remain unobstructed and fully functional for safe pedestrian use. An accessible pathway must also be guaranteed from the entrance to a designated point on the public sidewalk, fully complying with the accessibility standards required by applicable laws.

41.4. To address the barriers at Pocket Pizza, the counter must be lowered to a maximum height of 36 inches with adequate clearance underneath to allow a frontal approach, ensuring compliance with accessibility standards. Additionally, the area around the counter should be cleared of any obstructions to ensure easy access. These changes will enable individuals using wheelchairs, like Mr. Cintrón, to interact with staff comfortably and independently.

41.5. Mr. Cintrón Pagán is fully aware of the architectural barriers at Pocket Pizza, which prevent him from accessing the establishment safely and independently. These obstacles significantly affect his ability to enjoy the experience and discourage him from visiting. However, he is certain that, with the removal of these barriers and the implementation of proper accessibility improvements, he will be able to visit Pocket Pizza comfortably, enjoy their renowned pizza pockets, and have a safe and dignified experience.

**Responsibility of the Municipality of Toa Baja and Security Global Solutions Inc.  
Security Global Solutions**

42. Mr. Cintrón Pagán is interested in learning about the services and pricing offered by Security Global Solutions, a company specializing in private security. However, since July 25, 2024, he has had knowledge of several architectural barriers that prevent him from accessing the location safely and independently. These obstacles have created significant challenges, discouraging him from pursuing his intent to explore their offerings and gather the necessary information about their services.

42.1. Obstructed Sidewalks: Mr. Cintrón has learned that vehicles frequently park on the public sidewalk in front of Security Global Solutions, creating significant obstructions.

42.1.1. First, Mr. Cintrón is unable to use the sidewalk because it is blocked by these vehicles, forcing him to navigate the roadway, where vehicles pass at varying speeds, exposing him to significant danger. This situation is further aggravated by the Municipality of Toa Baja, which allows businesses like Security Global Solutions to use public sidewalks in a way that hinders accessibility.

42.1.2. Second, the obstruction caused by vehicles makes it impossible for Mr. Cintrón to approach or access Security Global Solutions safely. The lack of a clear and accessible route prevents him from maneuvering his wheelchair properly and reaching the entrance independently.

42.1.3. As a result, Mr. Cintrón feels discouraged from visiting Security Global Solutions, as he cannot safely access the establishment and is forced to navigate his wheelchair in the roadway, putting his safety and independence at risk.

42.2. Insufficient Clear Floor Space in the Restroom: Mr. Cintrón is aware that the restroom at Security Global Solutions does not provide the necessary space for safe and comfortable wheelchair maneuvering. The lack of sufficient clearance prevents him from using the restroom independently, creating a major accessibility barrier. This limitation discourages him from visiting

Security Global Solutions, as it compromises his ability to access the facilities safely and with dignity.

42.3. To resolve the issue of obstructed sidewalks, it is necessary to ensure that they remain clear and accessible at all times. Vehicles must be prohibited from parking on sidewalks, and regulations must be enforced to maintain these spaces for pedestrian use. Clear signage should be installed to designate no-parking areas, and penalties for violations should be applied consistently. Regular monitoring and maintenance are also essential to prevent obstructions and ensure that sidewalks provide safe, unobstructed pathways for all individuals, especially those with mobility challenges. These measures will restore the intended purpose of sidewalks, guaranteeing equitable and safe access for everyone.

42.4. To address the issue of insufficient clear floor space in the restroom at Security Global Solutions, the layout must be adjusted to provide adequate space for wheelchair maneuvering. This includes expanding the area around the toilet to ensure unobstructed access and repositioning fixtures to optimize usability. Any unnecessary obstructions should be removed to create a clear and accessible environment. Installing grab bars and ensuring the doorway is wide enough for wheelchair access are also essential steps. These modifications will ensure the restroom meets accessibility standards, allowing individuals like Mr. Cintrón to use it independently and with dignity.

42.5. Mr. Cintrón Pagán is aware of the architectural barriers at Security Global Solutions that prevent him from accessing the establishment safely and independently. These challenges have made it difficult for him to explore their private security and surveillance services, ultimately discouraging him from visiting. However, he is confident that, once these barriers are removed and accessibility improvements are implemented, he will be able to visit Security Global Solutions with ease, obtain the information he needs, and have a safe and dignified experience.

**Responsibility of the Municipality of Toa Baja and "Grupo Cooperativo Seguros Múltiples" - Seguros Múltiples**

43. Mr. Cintrón Pagán is interested in learning more about the Multipack Personal offered by Seguros Múltiples, an annual policy that allows customers to group all their personal insurance coverages. However, since August 12, 2024 he feels dissuaded from visiting the establishment after becoming aware of several architectural barriers that prevent him from accessing the location safely and independently. These obstacles have created significant challenges, discouraging him from pursuing his intent to obtain detailed information about the policy and its benefits.

43.1. Obstructed Sidewalks: Mr. Edwin Cintrón is aware that Seguros Múltiples allows vehicles to park on the public sidewalk in front of its premises, creating significant accessibility challenges.

43.1.1. The sidewalk is frequently blocked by parked vehicles, making it impossible for Mr. Cintrón to use it. This forces him to navigate the roadway, where passing vehicles create dangerous and unsafe

conditions. Additionally, the sidewalks are in poor condition, with uneven surfaces and cracks that further complicate transit for individuals using wheelchairs. This situation is exacerbated by the Municipality of Toa Baja, which permits businesses like Seguros Múltiples to misuse public sidewalks in ways that obstruct accessibility and compromise pedestrian safety.

43.1.2. The combination of parked vehicles and deteriorated sidewalks makes it entirely inaccessible for Mr. Cintrón to approach or enter Seguros Múltiples safely. The lack of a clear, unobstructed, and well-maintained pathway prevents him from independently reaching the entrance.

43.1.3. These barriers discourage Mr. Cintrón from visiting Seguros Múltiples, as the unsafe and inaccessible conditions compromise his safety, independence, and dignity.

43.2. Insufficient Clear Floor Space in the Restroom: Mr. Cintrón is aware that the restroom at Seguros Múltiples does not provide enough clear floor space to allow for safe and comfortable maneuvering with a wheelchair. The limited space makes it impossible for him to use the restroom independently, creating a significant barrier to accessibility and discouraging him from visiting Seguros Múltiples.

43.3. To resolve problems with sidewalks, it is essential to ensure they are safe, accessible, and functional for all individuals. Vehicles must be strictly prohibited from parking on sidewalks, with clear signage installed to designate these areas for pedestrian use only, alongside regular enforcement



of no-parking regulations to prevent obstructions. Additionally, sidewalks must be properly maintained to address hazards such as uneven surfaces, cracks, and other structural issues that complicate mobility for individuals using wheelchairs or other mobility aids. Providing a clear, unobstructed, and well-maintained pathway is crucial to guaranteeing safe and independent access for everyone, promoting inclusivity, safety, and dignity for all pedestrians.

- 43.4. To resolve the issue of insufficient restroom space, Seguros Múltiples should expand the area around the toilet to allow safe wheelchair maneuvering, reposition fixtures as needed, and remove obstructions. Adding grab bars and ensuring the doorway is wide enough will further enhance accessibility, enabling independent and dignified use of the facilities.
- 43.5. Mr. Cintrón Pagán is fully aware of the architectural barriers at Seguros Múltiples, which hinder his ability to access the establishment safely and independently. These obstacles have prevented him from learning more about the Multipack Personal policy, an annual insurance option that consolidates personal coverages, ultimately discouraging him from visiting. However, he is certain that with the removal of these barriers and the implementation of necessary accessibility improvements, he will be able to visit Seguros Múltiples comfortably, gather the information he needs, and enjoy a safe and dignified experience.

**Responsibility of the Municipality of Toa Baja and Ahmed Technology Corp.**  
**Ahmed Technology**

44. Mr. Cintrón Pagán is interested in purchasing the products and materials offered by Ahmed Technology for his computer. However, since July 2024, he has been aware of the architectural barriers that hinder his safe and independent access to the establishment. These challenges have created a negative experience, discouraging him from pursuing his intention to shop there.

44.1. Obstructed Sidewalks: Mr. Edwin Cintrón is aware that Ahmed Technology uses public sidewalks as parking spaces, creating a dual obstruction:

44.1.1. Based on his research and knowledge, Mr. Edwin Cintrón is aware that the ramp providing access to the sidewalk is obstructed by a white post positioned directly in front of it, preventing proper mobility. Additionally, the public sidewalk at the property's entrance is frequently blocked by parked vehicles, which significantly hinder his movement.

44.1.2. The obstruction caused by vehicles parked on the sidewalk in front of Ahmed Technology leaves insufficient space for individuals using motorized wheelchairs, such as Mr. Cintrón, to navigate safely. The use of sidewalks for parking drastically reduces the area available for pedestrian access, further aggravating mobility challenges. This issue is exacerbated by the actions of the Municipality of Toa Baja, which allows businesses like Ahmed Technology to misuse public sidewalks, creating significant barriers to accessibility and endangering pedestrian safety.

- 44.1.3. The architectural barriers identified outside Ahmed Technology have a direct and adverse impact on Mr. Cintrón, who has a substantial mobility limitation due to the amputation of his right leg. When sidewalks are blocked by vehicles, individuals in similar situations be forced to descend onto the street to bypass the obstacles, exposing themselves to the danger of being struck by moving vehicles. This situation compromises safety, dignity, and independence, while also being humiliating and discriminatory by forcing individuals to use the roadway instead of the sidewalk intended for pedestrian use. Such barriers unjustifiably endanger individuals and negatively impact their ability to navigate safely and independently.
- 44.2. Parking: Mr. Cintrón is aware that Ahmed Technology does not provide designated accessible parking spaces for individuals with disabilities. None of the parking areas meet the legal requirements for size, markings, or accessibility features needed to accommodate those with mobility impairments. Additionally, there is no accessible pathway connecting the parking area or sidewalk to the entrance of the store, leaving individuals like Mr. Cintrón without a safe and dependable way to access the premises.
- 44.3. Insufficient Clear Floor Space in the Restroom: Mr. Cintrón is aware that the restroom at Ahmed Technology lacks adequate clear floor space, as it is too narrow to meet accessibility standards. The space does not provide the required minimum of 60 inches from the side wall and 56 inches from the rear wall around the toilet. This limitation makes it impossible for him to

maneuver safely and comfortably, discouraging him from visiting Ahmed Technology.

- 44.4. To address these accessibility issues, immediate corrective action is necessary. This includes providing at least one accessible parking space on private property that meets the dimensions and specifications established by current regulations, along with a direct access route from the parking area to the entrance. Additionally, it is essential to ensure the existence of an accessible pathway from the entrance to a point on the public sidewalk, in full compliance with accessibility standards required by applicable laws.
- 44.5. Ahmed Technology can resolve the restroom issue by expanding the space to meet accessibility standards, ensuring at least 60 inches from the side wall and 56 inches from the rear wall around the toilet. Repositioning fixtures and removing obstructions would also create a safe and comfortable environment for individuals with mobility challenges.
- 44.6. Mr. Cintrón Pagán, aware of the architectural barriers present at Ahmed Technology, is discouraged from visiting the establishment due to the significant challenges these barriers pose to his safety, mobility and independence. However, he is confident that if these barriers are removed and the necessary accessibility improvements are implemented, he will feel comfortable visiting the establishment to purchase the products and materials he needs for his computer, ensuring a dignified and safe experience.

**Responsibility of the Municipality of Toa Baja and Pit Lane Hobby Incorporated**  
**Pit Lane Hobby**

45. Mr. Edwin Cintrón is interested in purchasing radio control products and materials offered by Pit Lane Hobby. However, since August 20, 2024, he has been discouraged from visiting the establishment after identifying several architectural barriers that impede accessibility. These obstacles have made it difficult for him to access the store safely and independently, ultimately dissuading him from pursuing his interest in shopping there.

45.1. Obstructed Sidewalks: Mr. Edwin Cintrón is aware that Pit Lane uses public sidewalks as parking spaces, creating a obstruction:

45.1.1. Mr. Edwin Cintrón is aware that the public sidewalk at the entrance to Pit Lane Hobby is used as a parking area, resulting in vehicles obstructing access to the property. This obstruction prevents him from reaching the front door of the establishment, as there is no accessible route to navigate safely and independently.

45.1.2. The use of the sidewalk for parking severely affects Mr. Cintrón, who depends on a motorized wheelchair for mobility. Parked vehicles block the space necessary for safe access, creating significant obstacles that make it difficult for him to approach the store. This problem is compounded by the Municipality of Toa Baja, which allows businesses like Pit Lane Hobby to improperly utilize public sidewalks, leading to major accessibility barriers and compromising pedestrian safety.

- 45.1.3. The conditions at Pit Lane Hobby significantly impact individuals with physical disabilities, including Mr. Cintrón, who experiences considerable mobility challenges. Without an appropriate access route to the property, he encounters barriers that undermine his safety, dignity, and independence. These obstacles place an unnecessary burden on him, preventing equitable access to the store.
- 45.2. Parking: Mr. Cintrón is aware that while Pit Lane Hobby provides parking spaces for its customers, none are marked as accessible or meet the required dimensions and standards for individuals with disabilities. This failure violates the legal obligation to provide at least one properly demarcated accessible parking space, along with a safe and direct route from the parking area to the store entrance.
- 45.3. Entrance Door: The entrance to Pit Lane Hobby poses multiple accessibility challenges for individuals with mobility impairments. The slightly raised surface at the entrance and the door's lack of an easily operable handle further exacerbate these issues. For individuals like Mr. Cintron, who uses a wheelchair, the door becomes difficult to open independently, requiring significant effort and making entry unsafe and undignified.
- 45.4. Inaccessible counters: Mr. Cintrón is aware that the counter at Pit Lane Hobby is inaccessible due to its height exceeding 36 inches, making it difficult for individuals using wheelchairs to see over it and interact comfortably with the staff. The counter also does not meet accessibility requirements, as it lacks a portion designed to be accessible for wheelchair users. There is no free space underneath the counter, nor does it allow a

frontal approach, creating significant barriers for individuals with mobility challenges like Mr. Cintrón.

- 45.5. Insufficient Clear Floor Space in the Restroom: The restroom at Pit Lane is not designed with sufficient clear floor space to accommodate wheelchair users. The area around the toilet is too narrow and does not meet the required accessibility dimensions. This lack of space prevents him from maneuvering safely and comfortably, making it challenging for Mr Cintrón to use the restroom independently and discouraging him from visiting Pit Lane.
- 45.6. The problems with obstructions on the sidewalks must be addressed as a priority, as they create significant barriers for individuals with mobility challenges. To resolve these accessibility issues, immediate action must be taken to comply with accessibility standards. This includes ensuring that parking areas do not block access to the sidewalk, keeping these spaces clear and functional to provide safe and unobstructed pathways for all users to navigate independently.
- 45.7. To address the accessibility barriers on the property, it is essential to establish at least one accessible parking space that complies with legal size and specification requirements, along with ensuring a clear and unobstructed path from the parking area to the entrance. The property's entrance should also be made wheelchair-accessible by installing a ramp with the appropriate slope and width to provide safe passage over any raised surfaces. Inside the property, a section of the counter should be lowered to a maximum height of

36 inches, with sufficient clearance underneath to allow wheelchair users to approach comfortably and complete transactions with ease.

45.8. Pit Lane can address the restroom accessibility issue by expanding the space around the toilet to meet the required dimensions of 60 inches from the side wall and 56 inches from the rear wall. Adjusting the layout and removing obstacles would ensure safe and independent use for wheelchair users.

45.9. Mr. Cintrón Pagán recognizes the architectural barriers at Pit Lane Hobby and finds them discouraging, as they make it difficult for him to access the establishment safely and independently. Nevertheless, he is certain that, with the removal of these obstacles and the implementation of proper accessibility measures, he would feel motivated to visit the store and acquire the radio control products and materials he seeks, confident in a safe and accommodating environment.

**Responsibility of the Municipality of Toa Baja and Pure Power Protection, Inc.**  
**Pure Power Protection**

46. Mr. Cintrón Pagán has expressed an interest in purchasing tools and electrical supplies available at Pure Power Protection, a store he wishes to visit. However, since August 24, 2024 he has been aware of various structural barriers that make the establishment difficult to access. These barriers not only create significant challenges but also dissuade him from visiting the store, despite his strong interest in its offerings. As a result, Mr. Cintrón has noted the following accessibility issues within Pure Power Protection:

46.1. Obstructed Sidewalks: Mr. Edwin Cintrón is aware that Pure Power Protection uses public sidewalks as parking spaces, creating a obstruction:



46.1.1. Mr. Edwin Cintrón is aware that vehicles are often parked on the public sidewalk in front of Pure Power Protection, obstructing access to the property. This misuse of the sidewalk as a parking area prevents Mr. Cintrón, who relies on a motorized wheelchair, from navigating safely and independently to the store entrance. The vehicles block the pedestrian path and eliminate the functionality of the sidewalk as a safe route for individuals with mobility challenges.

46.1.2. Additionally, the public ramp intended to provide access to the property loses its purpose, as vehicles frequently park directly in front of it. This creates a physical barrier for Mr. Cintrón and others who depend on the ramp for access, making it impossible to use the ramp as intended. The obstruction forces him to seek alternative and unsafe routes, exposing him to unnecessary risks and significant inconvenience.

46.1.3. These conditions have a significant and direct impact on individuals with disabilities, particularly Mr. Cintrón, as they undermine his ability to access the property with dignity, safety, and independence. The absence of a clear and accessible route, coupled with the misuse of sidewalks and ramps, creates an environment that excludes individuals like Mr. Cintrón, who face mobility challenges. This issue is further exacerbated by the Municipality of Toa Baja, which allows businesses like Pure Power Protection to misuse public sidewalks, resulting in serious accessibility barriers and jeopardizing pedestrian safety.

- 46.2. Parking: Mr. Cintrón is aware that Pure Power Protection does not provide designated accessible parking spaces for individuals with disabilities. None of the available parking areas meet the legal requirements for size, markings, or accessibility features necessary to accommodate those with mobility impairments. Furthermore, there is no accessible pathway linking the parking area or sidewalk to the entrance of the store, leaving individuals like Mr. Cintrón without a safe and reliable way to enter the premises.
- 46.3. Entrance: Mr. Edwin Cintrón is aware that the entrance to Pure Power Protection poses significant challenges for individuals with mobility impairments. The presence of stairs at the entrance makes it impossible for wheelchair users to access the property. There is no ramp or alternative accessible path, creating an insurmountable barrier for Mr. Cintrón. This prevents him from entering the premises independently and safely, forcing him to rely on others for assistance or forgo entry altogether.
- 46.4. Inaccessible counters: The payment and customer service counter at Pure Power Protection presents another major accessibility issue. Its excessive height prevents Mr. Cintrón from seeing over the counter or interacting comfortably with staff from his wheelchair. The counter does not include a lowered section or provide adequate space for a frontal approach. As a result, Mr. Cintrón is unable to complete transactions or communicate with staff in a manner that is equal to other customers, further exacerbating his exclusion from the services offered by the business.
- 46.5. Insufficient Clear Floor Space in the Restroom: Mr. Cintrón is aware that the restroom at Pure Power Protection does not provide enough clear floor space

for wheelchair accessibility. The area around the toilet is too confined, failing to meet the necessary dimensions of 60 inches from the side wall and 56 inches from the rear wall. This lack of adequate space hinders his ability to maneuver comfortably and safely, making it difficult for him to use the restroom independently and deterring him from visiting Pure Power Protection.

46.6. The issues with the sidewalks will be resolved to ensure compliance with accessibility standards. Vehicles must not obstruct the sidewalks or ramps, and these areas will remain clear and functional for all users, particularly individuals with disabilities. Additionally, a safe and direct route must be established from the sidewalk to the store entrance, guaranteeing equitable access for all customers.

46.7. To address the accessibility issues at parking in Pure Power Protection, the business must take immediate steps to comply with accessibility regulations. This includes designating at least one accessible parking space that meets the required dimensions and specifications, ensuring that individuals with disabilities can park safely and access the property independently.

46.8. The entrance should be made accessible by installing a properly designed ramp with an appropriate slope, allowing wheelchair users to navigate safely and independently while eliminating the barrier posed by stairs. Furthermore, the payment and customer service counter should be redesigned to include a lowered section no higher than 36 inches, with sufficient clearance underneath to allow a frontal approach for wheelchair users. These modifications would enable individuals like Mr. Cintrón to

interact comfortably with staff, conduct transactions independently, and access the store's services with dignity and ease.

46.9. To address the restroom accessibility issue, Pure Power Protection must modify the space to comply with accessibility standards. This includes expanding the area around the toilet to provide at least 60 inches from the side wall and 56 inches from the rear wall, ensuring enough room for wheelchair users to maneuver comfortably. Adjusting the layout and eliminating any obstacles would make the restroom safe and accessible for all individuals.

46.10. Mr. Cintrón Pagán is fully aware of the architectural barriers at Pure Power Protection, which discourage him from visiting, as they prevent him from accessing the establishment safely and independently. However, he is confident that if these obstacles were removed and the necessary accessibility improvements implemented, he would be encouraged to visit the store and purchase the tools and electrical supplies he needs, assured of a safe and inclusive environment that accommodates his mobility needs.

**Responsibility of the Municipality of Toa Baja and High Times, Corp.  
High Times Sports Bar**

47. Mr. Cintrón Pagán has shown interest in visiting High Times Sports Bar to enjoy the services and atmosphere the establishment offers. However, since July 19, 2024 he feels dissuaded from visiting the bar due to several structural obstacles he is aware of. These barriers make it challenging for him to access the establishment safely and independently. Based on his findings, Mr. Cintrón has pointed out the following accessibility issues present at High Times Sports Bar:

47.1. Obstructed Sidewalks: Mr. Edwin Cintrón is aware that High Times Sports Bar uses public sidewalks as parking spaces, creating a dual obstruction:

47.1.1. Mr. Edwin Cintrón is aware that vehicles frequently park directly in front of the sidewalk at High Times Sports Bar, creating significant barriers for individuals with mobility impairments like himself. As someone who relies on a motorized wheelchair, Mr. Cintrón faces considerable difficulty navigating the area safely and independently due to these obstructions. The misuse of the area as a parking zone blocks his path entirely, leaving no safe or viable route for him to access the bar's entrance. Furthermore, the sidewalk lacks a ramp, making it impossible for Mr. Cintrón to overcome the obstacles and enter the establishment on his own.

47.1.2. This situation directly impacts Mr. Cintrón by blocking his ability to access High Times Sports Bar safely and independently. Parked vehicles obstruct the sidewalk, leaving no viable path for his motorized wheelchair and forcing him to abandon his attempt or take unsafe routes, such as navigating the roadway, which endangers his safety. This issue is worsened by the Municipality of Toa Baja, which permits businesses like High Times Sports Bar to misuse public sidewalks, creating significant accessibility barriers and compromising pedestrian safety.

47.1.3. The lack of enforcement to prevent vehicles from parking in front of the sidewalk further exacerbates the problem. Without proper monitoring, the obstruction remains constant, depriving Mr. Cintrón

of the accessibility he needs and deserves. These conditions directly affect him by denying his ability to approach the property with dignity, safety, and autonomy, ultimately making it impossible for him to enjoy the services offered by High Times Sports Bar.

47.2. Inaccessible counters: Mr. Edwin Cintrón is aware that the service counter at High Times Sports Bar creates significant accessibility challenges for individuals with mobility impairments. The counter is excessively high, preventing Mr. Cintrón, who uses a wheelchair, from seeing over it or comfortably interacting with staff. Furthermore, the counter lacks a lowered section and does not provide the necessary space for a frontal approach, making it impossible for him to access the services equally. To make matters worse, tall chairs are positioned directly in front of the counter, further obstructing access and creating an additional physical barrier. This setup completely excludes Mr. Cintrón from having meaningful interaction with the staff or conducting transactions in a dignified and independent manner, denying him the ability to fully enjoy the services offered by High Times Sports Bar.

47.3. Insufficient Clear Floor Space in the Restroom: Mr. Cintrón is aware that the restroom at High Time Sport Bar lacks adequate space to accommodate wheelchair users. The confined area around the toilet makes it difficult for him to maneuver safely and comfortably, preventing him from using the restroom independently and discouraging him from visiting High Time Sport Bar.

- 47.4. To address the issues with the sidewalks, immediate action must be taken to ensure that they and their access points remain clear and fully functional. This involves actively enforcing regulations to prevent vehicles from parking in front of the sidewalk, which creates significant obstructions. Additionally, installing a ramp that meets accessibility standards is crucial to provide a safe and functional route for individuals with mobility challenges, such as Mr. Cintrón. By implementing these measures, equal and independent access can be ensured for individuals with disabilities, fostering a more inclusive and welcoming environment.
- 47.5. To address the barriers on the property, the service counter at High Times Sports Bar must be modified to meet accessibility standards. A section of the counter should be lowered to a maximum height of 36 inches, ensuring it accommodates wheelchair users like Mr. Cintrón. Adequate clearance beneath the counter must also be provided to allow for a comfortable frontal approach, enabling individuals in wheelchairs to access the area independently. Additionally, the tall chairs currently positioned in front of the counter should be relocated or removed to maintain a clear path for patrons with mobility impairments, ensuring that the space is accessible and functional for all.
- 47.6. To improve restroom accessibility at High Time Sport Bar, the layout should be redesigned to create more open space around the toilet, ensuring it accommodates wheelchair users. This can include expanding the restroom dimensions, repositioning fixtures, and removing any unnecessary obstructions. Installing grab bars at appropriate locations and ensuring the

door is wide enough for wheelchair access are additional steps that would make the restroom safe and functional for individuals with mobility challenges.

47.7. Mr. Cintrón Pagán is fully aware of the architectural barriers at High Times Sports Bar, which discourage him from visiting, as they prevent him from accessing the establishment safely and independently. Despite this, he would greatly enjoy the opportunity to experience the vibrant atmosphere of the bar, savor the drinks it offers, and immerse himself in the social environment. He is confident that if these barriers were removed and the necessary accessibility improvements made, he would feel encouraged to visit and fully enjoy everything the bar has to offer in a safe, dignified, and inclusive environment.

**Responsibility of the Municipality of Toa Baja and Fot Investments, LLC**  
**Domino's Pizza**

48. Mr. Cintrón Pagán has expressed his enthusiasm for enjoying the delicious pizzas and excellent service offered by Domino's Pizza, a brand he values for its quality and convenience. However, since August 2024, he feels dissuaded from visiting the Domino's Pizza located at Bulevar de Levittown in Toa Baja due to several structural barriers that make it challenging for him to access the establishment safely and independently. These barriers not only prevent him from enjoying his favorite meals but also diminish the overall experience that Domino's Pizza is known for. Mr. Cintrón has specifically highlighted the following accessibility challenges, which significantly impact his ability to fully enjoy the offerings of this location:



48.1. Obstructed Sidewalks: Mr. Edwin Cintrón is aware that Domino's Pizza uses public sidewalks as parking spaces, creating a obstruction:

48.1.1. Mr. Edwin Cintrón is aware that vehicles frequently park on the sidewalk in front of Domino's Pizza, creating serious obstacles for accessing the restaurant. Although these spaces are marked as parking areas, their location on the sidewalk blocks the pedestrian path, making it unsafe and impractical for Mr. Cintrón, who uses a motorized wheelchair, to navigate independently to the entrance. This improper use of the sidewalk removes its intended purpose as a safe and accessible route for individuals with mobility challenges.

48.1.2. This situation directly impacts Mr. Cintrón by blocking his ability to safely and independently access Domino's Pizza. Vehicles parked on the sidewalk completely obstruct the pedestrian path, leaving him with no safe route to navigate using his motorized wheelchair. This improper use of the sidewalk removes its purpose as a secure and accessible pathway for individuals with mobility challenges, forcing Mr. Cintrón into unsafe conditions. The problem is further aggravated by the Municipality of Toa Baja, which allows businesses like Domino's Pizza to misuse public sidewalks, resulting in serious accessibility barriers and endangering pedestrian safety.

48.1.3. These conditions significantly impact Mr. Cintrón by denying him the ability to access Domino's Pizza in a dignified and independent manner. The lack of accessible parking, the obstruction of the sidewalk, or proper pathway create an environment that excludes

individuals with disabilities from fully enjoying the services offered by the restaurant.

- 48.2. Parking: Mr. Cintrón is fully aware that, although Domino's Pizza offers parking for its customers, none of the spaces are designated as accessible or comply with the legal dimensions and requirements for individuals with disabilities. For instance, the parking spaces do not include adjacent transfer zones, which are essential for a wheelchair user to safely enter or exit a vehicle.
- 48.3. Inaccessible counters: Mr. Edwin Cintrón is aware that the service counter at Domino's Pizza in Bulevar de Levittown presents significant accessibility challenges for individuals with mobility impairments. The counter, which is white, is excessively high, preventing Mr. Cintrón, who uses a wheelchair, from seeing over it or comfortably interacting with staff. Furthermore, the counter lacks a lowered section and does not provide the necessary space for a frontal approach, making it impossible for him to access the services equally. This design flaw excludes Mr. Cintrón from engaging in meaningful interaction with the staff, placing orders, or conducting transactions in a dignified and independent manner. These barriers not only prevent him from fully enjoying the services offered by Domino's Pizza but also diminish his sense of inclusion and autonomy.
- 48.4. Insufficient Clear Floor Space in the Restroom: Mr. Cintrón is aware that the restroom at Domino's Pizza is not designed to accommodate wheelchair users. The limited space around the toilet makes it challenging for him to maneuver safely and comfortably, preventing him from using the restroom

independently. This lack of accessibility discourages him from visiting Domino's Pizza.

- 48.5. To address the issues with the sidewalks, measures must be taken to ensure they remain clear and accessible for pedestrian use. This includes preventing vehicles from parking on the sidewalk and obstructing pathways, maintaining the sidewalks as safe and functional spaces for individuals with mobility challenges. By implementing these steps, the sidewalks can provide the accessibility and independence needed for all users.
- 48.6. To address the barriers on the property, steps must be taken to ensure compliance with accessibility standards. This includes providing at least one designated accessible parking space that meets legal requirements for size, markings, and proximity to the entrance, ensuring safe and independent access for individuals with mobility challenges. Additionally, the service counter should be modified by lowering a portion to a height of 36 inches or less and providing adequate clearance underneath to allow wheelchair users to approach comfortably. These changes would make the property more inclusive and accessible for all individuals.
- 48.7. To resolve the restroom accessibility issue at Domino's Pizza, the space should be reconfigured to allow wheelchair users to maneuver comfortably and safely. This could involve increasing the clearance around the toilet, repositioning fixtures for better accessibility, and installing supportive features such as grab bars. Additionally, ensuring the doorway is wide enough for wheelchair access would make the restroom more inclusive, enabling independent use for all patrons.

48.8. Mr. Cintrón Pagán is well aware of the architectural barriers at Domino's Pizza in Bulevar de Levittown, which deter him from visiting because they make it difficult for him to access the establishment safely and independently. However, he truly enjoys the delicious pizzas Domino's is known for and would love the opportunity to indulge in his favorite dishes while experiencing the quality service the restaurant provides. He firmly believes that if these barriers were removed and proper accessibility measures put in place, he would feel encouraged to visit and fully enjoy everything the restaurant has to offer in a welcoming, safe, and inclusive environment.

**Responsibility of the Municipality of Toa Baja and H&E Team LLC**  
**Flor De Mayo**

49. Mr. Cintrón Pagán wants to visit Flor de Mayo, a restaurant renowned for its delicious rice dishes and oriental cuisine, as he is particularly eager to try their sushi. However, since July 2, 2024 he feels dissuaded from visiting because he knows that there are several structural barriers at the restaurant that make it difficult for him to access the establishment safely and independently. Mr. Cintrón has specifically identified the following accessibility challenges, which significantly hinder his ability to fully enjoy the offerings of this location:

49.1. Obstructed Sidewalks: Mr. Edwin Cintrón is aware that Flor de Mayo uses public sidewalks as parking spaces, creating a obstruction:

49.1.1. Based on his knowledge, Mr. Edwin Cintrón says accessibility barriers at the Flor de Mayo restaurant, primarily due to its use of

public sidewalks as parking spaces, a practice the business has actively implemented.

49.1.2. The obstruction caused by vehicles parked on the sidewalk in front of Flor de Mayo leaves insufficient space for individuals using motorized wheelchairs, like Mr. Cintrón, to navigate safely. Repurposing the sidewalk as a parking area severely restricts pedestrian access, creating significant mobility challenges for Mr. Cintrón, who depends on clear, unobstructed pathways to move securely and independently. This issue is further aggravated by the Municipality of Toa Baja, which permits businesses like Flor de Mayo to misuse public sidewalks, leading to major accessibility barriers and compromising pedestrian safety.

49.1.3. The architectural barriers at Flor de Mayo have a direct and adverse impact on Mr. Cintrón, who faces substantial mobility limitations due to the amputation of his right leg. This situation compromises their safety, dignity, and independence, while also being humiliating and discriminatory by forcing them to use the roadway instead of the sidewalk designed for pedestrian use. Such barriers unnecessarily endanger individuals and prevent them from navigating safely and independently.

49.2. Parking: Mr. Cintrón is fully aware that, while Flor de Mayo provides parking for its customers, none of the spaces are designated as accessible or meet the dimensions and features required by law for persons with

disabilities. For example, the parking spaces lack the adjacent transfer areas necessary for a wheelchair user to enter or exit a vehicle safely.

49.3. Inaccessible counters: Mr. Edwin Cintrón is aware that the brown service counter at Flor de Mayo, creates significant accessibility challenges for individuals with mobility impairments. The counter's excessive height prevents Mr. Cintrón, who uses a wheelchair, from seeing over it or comfortably interacting with staff. Moreover, the counter does not include a lowered section or provide enough space for a frontal approach, making it impossible for him to place an order or complete a transaction independently. As a result, Mr. Cintrón is unable to transfer personal payment or communicate directly with staff to make his request, forcing him to rely on others for assistance.

49.4. Inaccessible Tables: Mr. Edwin Cintrón is aware that the dining area at Flor de Mayo presents significant accessibility challenges due to the design and arrangement of the tables. The brown tables in the restaurant do not meet the accessibility requirements needed to accommodate individuals who use wheelchairs, such as Mr. Cintrón. Specifically, the tables are not high enough to allow him to comfortably slide his wheelchair underneath, creating a barrier that prevents him from dining with ease and dignity. Additionally, the current layout of the dining area further complicates accessibility. The arrangement of the tables and chairs does not provide sufficient clearance or space for Mr. Cintrón to maneuver his wheelchair around the dining area safely and independently. This lack of proper

circulation forces him to rely on assistance or avoid the space altogether, excluding him from enjoying the full experience of dining at Flor de Mayo.

49.5. Insufficient Clear Floor Space in the Restroom: Mr. Cintrón is aware that the restroom at Flor de Mayo is not wheelchair accessible, as the space around the toilet does not meet the necessary dimensions of at least 60 inches from the side wall and 56 inches from the rear wall. The lack of adequate clearance makes it difficult for him to maneuver safely and comfortably, preventing him from using the restroom independently. This absence of accessibility deters Mr. Cintrón from visiting Flor de Mayo.

49.6. The issues with sidewalks can be resolved by ensuring that sidewalks and ramps remain unobstructed at all times. It is essential to maintain these areas as clear and functional pathways for pedestrians, particularly individuals with mobility impairments, to ensure safe and independent access.

49.7. The barriers on the property can be addressed through several immediate actions. An accessible parking space must be provided on-site, meeting the dimensions and features required by current regulations. A direct and accessible route should be established from the parking area to the entrance to ensure compliance with accessibility standards. Additionally, the service counter should include a lowered section no higher than 36 inches, with enough clearance underneath to allow wheelchair users to interact with staff and complete transactions independently. In the dining area, tables should be adjusted to provide adequate height and clearance for wheelchair users, and the layout must be reconfigured to ensure sufficient space for safe and independent navigation.

49.8. To resolve the restroom accessibility issue at Flor de Mayo, the space around the toilet should be expanded to at least 60 inches from the side wall and 56 inches from the rear wall. Adding grab bars and removing obstructions would ensure safe, independent use for wheelchair users and create an inclusive environment.

49.9. Mr. Cintrón Pagán recognizes the architectural barriers at Flor de Mayo, which currently make it challenging for him to access the restaurant safely and independently, discouraging him from visiting. Despite this, he is eager to enjoy the restaurant's renowned oriental dishes, flavorful rice plates, and sushi. He is confident that with the removal of these barriers and the implementation of proper accessibility features, he would feel comfortable visiting Flor de Mayo and fully enjoying the delicious food and inviting atmosphere in a safe and inclusive environment.

**Responsibility of the Municipality of Toa Baja and Kings Pizza, Corp.  
King's Pizza**

50. Mr. Cintrón Pagán is interested in visiting King's Pizza, a restaurant he knows serves delicious pizzas and calzones, as he is eager to try the variety of flavors they offer. However, since August 10, 2024 he feels dissuaded from visiting because he is aware that the establishment has several structural barriers that make it difficult for him to access the restaurant safely and independently. These obstacles significantly affect his ability to fully enjoy the experience and the wide range of options available at King's Pizza. The barriers are:

50.1. Obstructed Sidewalks: Mr. Edwin Cintrón is aware that King's Pizza uses public sidewalks as parking spaces, creating an obstruction:



50.1.1. Based on his knowledge, Mr. Edwin Cintrón knows that the entrance to King's Pizza is frequently blocked by vehicles parked on the sidewalk, completely obstructing access to the property. This misuse of the sidewalk leaves no space for wheelchair users like Mr. Cintrón to navigate safely, forcing him to find alternative and often unsafe routes to approach the restaurant. These obstructions violate the intended purpose of the sidewalk as a safe pathway for pedestrians and create a significant barrier to entry for individuals with mobility impairments.

50.1.2. The blocked entrance creates a hazardous and exclusionary environment for individuals like Mr. Cintrón, significantly hindering their ability to access the restaurant. These barriers not only fail to comply with accessibility standards but also deny him the dignity and independence he deserves, forcing him to navigate unsafe conditions or forgo visiting altogether.

50.1.3. The frequent obstruction of the sidewalk in front of King's Pizza by parked vehicles directly prevents Mr. Cintrón from safely accessing the restaurant. The misuse of the sidewalk leaves no room for wheelchair users like him, forcing unsafe detours or discouraging visits entirely. This barrier denies Mr. Cintrón the independence and dignity he deserves. The problem is worsened by the Municipality of Toa Baja, which permits businesses like King's Pizza to misuse public sidewalks, creating serious accessibility barriers and compromising pedestrian safety.

- 50.2. Parking: King's Pizza does not have any designated accessible parking spaces, nor do the existing parking areas provide the required adjacent transfer zone for safe entry or exit from a vehicle for wheelchair users. This lack of accessible parking makes it even harder for Mr. Cintrón to approach the establishment safely and independently.
- 50.3. Access Ramp: Although King's Pizza has an access ramp, it is rendered ineffective due to the vehicles that consistently block the route leading to it. Even when the ramp is accessible, its uneven slope makes it noncompliant with accessibility standards and difficult for wheelchair users like Mr. Cintrón to navigate safely. These issues not only limit the functionality of the ramp but also deny him the independence and ease of access that the ramp is meant to provide.
- 50.4. Inaccessible counters:: For Mr. Edwin Cintrón, the white payment counter at King's Pizza presents a significant barrier to accessing the services independently. Its height makes it impossible for him, as a wheelchair user, to see over the counter or engage comfortably with staff. The absence of a lowered section or adequate space for a frontal approach further limits his ability to place orders or handle payments on his own. This setup forces Mr. Cintrón to depend on others to assist with basic interactions, depriving him of the independence and dignity he values.
- 50.5. Inaccessible tables: Mr. Cintrón is aware of the challenges posed by the design and arrangement of the blue tables in the dining area of King's Pizza. The tables are too low for him to position his wheelchair underneath comfortably, making it difficult for him to sit and enjoy his meal with ease.

Moreover, the tight spacing of the dining area prevents him from moving freely between tables, creating additional obstacles that limit his ability to navigate the space safely and independently. These barriers exclude Mr. Cintrón from fully experiencing and enjoying the environment and offerings at King's Pizza, making what should be a pleasant dining experience frustrating and inaccessible.

- 50.6. Insufficient Clear Floor Space in the Restroom: Mr. Cintrón is aware that the restroom at King's Pizza is not designed to accommodate wheelchair users. The limited space around the toilet makes it challenging for him to maneuver safely and comfortably, preventing him from using the restroom independently. This lack of accessibility features discourages him from visiting King's Pizza.
- 50.7. The barriers on the sidewalk must be resolved to ensure the path leading to the ramp remains unobstructed at all times, providing clear and safe access to the property. Addressing these issues will create an inclusive and welcoming environment, allowing individuals with mobility challenges to navigate safely and independently while enjoying the services and offerings available.
- 50.8. The barriers on the property can be addressed by making key accessibility improvements. At least one designated accessible parking space must be provided, meeting legal standards for size, markings, and proximity to the entrance. The existing ramp should be repaired or redesigned to ensure proper slope and functionality, allowing safe access for wheelchair users. The white payment counter should include a lowered section to enable

wheelchair users to approach comfortably and handle transactions independently. In the dining area, the blue tables should be adjusted to provide sufficient height and space underneath to accommodate wheelchairs, and the layout should be reorganized to create wider pathways for safe and independent navigation.

50.9. To address the restroom accessibility issues at King's Pizza, the restroom layout should be adjusted to provide sufficient space around the toilet, allowing wheelchair users to maneuver comfortably and safely. Installing grab bars in key locations and ensuring the area is free of obstructions would further enhance usability. These changes would make the restroom accessible, enabling independent use for individuals with mobility challenges and fostering a more inclusive environment.

50.10. Mr. Cintrón Pagán is aware of the architectural barriers at King's Pizza, which prevent him from accessing the restaurant safely and independently, making it difficult for him to visit. Nevertheless, he is excited about the opportunity to enjoy their delicious pizzas and calzones and to explore the wide range of flavors they offer. He believes that if these barriers were addressed and proper accessibility improvements made, he would feel welcome and comfortable visiting King's Pizza to fully enjoy its inviting environment and flavorful menu in a safe and accommodating space.

**Responsibility of the Municipality of Toa Baja and Grupo Ramos Rosa, LLC**  
**Supermercado Ramos**

51. Mr. Cintrón Pagán is interested in visiting Supermercado Ramos, a store that values its excellent deals on essential items and its wide selection of high-quality fresh

produce, meats, and pantry staples. He enjoys the variety of products it offers and appreciates the competitive prices that make shopping there worthwhile. However, since July 8, 2024 he feels dissuaded from visiting because he is aware that the establishment has several structural barriers that make it challenging for him to access the supermarket safely and independently. These obstacles significantly affect his ability to fully enjoy the shopping experience and take advantage of the quality and variety that Supermercado Ramos provides. The barriers are:

51.1. Obstructed Sidewalks: Mr. Edwin Cintrón is aware that Supermercado Ramos uses public sidewalks as parking spaces, creating a obstruction:

51.1.1. Mr. Edwin Cintrón is aware that the entrance to Supermercado Ramos is often blocked by parked vehicles, making access to the property impossible for individuals using wheelchairs. This complete obstruction prevents him from reaching the store's front door, as there is no safe or accessible route available for him to navigate independently.

51.1.2. Using the entrance area as a parking zone directly affects Mr. Cintrón, who relies on a motorized wheelchair for mobility. The parked vehicles completely block the space necessary for safe access, creating significant obstacles that prevent him from entering Supermercado Ramos. This issue is further exacerbated by the Municipality of Toa Baja, which allows businesses like Supermercado Ramos to misuse public sidewalks, leading to major accessibility barriers and jeopardizing pedestrian safety.

51.1.3. These conditions at Supermercado Ramos greatly affect individuals with physical disabilities, including Mr. Cintrón, by depriving them of a safe, independent, and dignified way to access the store. The lack of an accessible pathway creates unnecessary difficulties, hindering his ability to enjoy equitable access to the supermarket and its services.

51.2. Parking: Mr. Cintrón is aware that the parking area located on the public sidewalk at Supermercado Ramos does not include any spaces designated as accessible or compliant with the required dimensions and standards for individuals with disabilities. This lack of accessible parking violates the legal obligation to provide at least one properly marked space that meets accessibility regulations, including a safe and direct route from the parking area to the supermarket entrance.

51.3. Inaccessible counters: Mr. Cintrón is aware that the payment counters in the supermarket create significant accessibility challenges. The counters are too high and lack a lowered section, making it difficult for him to interact with staff or complete transactions comfortably from his wheelchair. Additionally, the limited clearance in front of the counters restricts his ability to maneuver his wheelchair, adding to his frustration and making the experience inconvenient and undignified.

51.4. Aisles: Mr. Cintrón is aware supermarket aisles are frequently obstructed by promotional displays, narrow shelving arrangements, and items left on the floor. These obstacles make it challenging for individuals like Mr. Cintrón, who uses a wheelchair, to navigate safely and independently. The lack of

clear pathways not only hinders his movement but also creates potential safety hazards, significantly affecting his ability to shop with ease.

51.5. Product Display Accessibility: Mr. Cintrón is aware that the placement of products on high shelves or in tightly packed areas represents a significant barrier because it makes it nearly impossible for him to reach certain items from his wheelchair. This lack of accessibility forces him to depend on assistance to access essential products, which diminishes his independence and prevents him from fully enjoying the shopping experience. The design of these displays fails to account for the needs of individuals with limited reach or mobility, unnecessarily restricting access to goods and creating an exclusionary environment.

51.6. Insufficient Clear Floor Space in the Restroom: Mr. Cintrón is aware that the restroom at Supermercado Ramos lacks the necessary accessibility features for wheelchair users. The space around the toilet does not meet the required dimensions of at least 60 inches from the side wall and 56 inches from the rear wall. This insufficient clearance prevents him from maneuvering safely and comfortably, making independent use of the restroom impossible. The absence of these standards discourages Mr. Cintrón from visiting Supermercado Ramos.

51.7. The issues with the sidewalk must be addressed to ensure that the path to the ramp remains clear and accessible at all times. Maintaining an unobstructed and safe route will allow individuals with mobility challenges to navigate independently and access the property comfortably, fostering a more inclusive and welcoming environment

- 51.8. The barriers on the property could be resolved by implementing several key changes. An accessible parking space should be designated near the entrance, meeting proper dimensions, markings, and including an adjacent transfer area, with a safe and direct route to the supermarket entrance. Payment counters should be modified to include a lowered section no higher than 36 inches, with sufficient clearance underneath for wheelchair users, and the area in front of the counters should be cleared to allow easy maneuverability. Aisles must be reorganized to eliminate obstructions such as promotional displays or items left on the floor, ensuring wide, clear, and hazard-free pathways. Additionally, product displays should be adjusted to place commonly needed items within reach for individuals using wheelchairs, reducing reliance on high shelves and tightly packed areas to create a more inclusive shopping experience.
- 51.9. To resolve the restroom accessibility issues at Supermercado Ramos, the layout should be modified to meet accessibility standards. This includes expanding the space around the toilet to provide at least 60 inches from the side wall and 56 inches from the rear wall, allowing wheelchair users to maneuver safely and comfortably. Installing grab bars in key locations and removing any obstructions in the restroom would further enhance usability. These improvements would ensure the restroom is fully accessible, allowing independent use and creating a more inclusive environment for all customers.
- 51.10. Mr. Cintrón Pagán is aware of the architectural barriers at Supermercado Ramos, which prevent him from accessing the store safely and



independently, making it challenging for him to visit. Despite this, he is enthusiastic about the opportunity to shop for the store's high-quality products and take advantage of its great deals on fresh produce, pantry staples, and other essentials. He believes that if these barriers were addressed and proper accessibility improvements made, he would feel welcome and comfortable visiting Supermercado Ramos to fully enjoy its inviting atmosphere and diverse offerings in a safe and accommodating environment.

**Responsibility of the Municipality of Toa Baja and CPML, Inc.**  
**Pico Rico BBQ**

52. Mr. Cintrón Pagán has a strong interest in visiting Pico Rico BBQ, a spot he highly values for its tasty dishes like chicken with guineos, its affordable prices, and its rich flavors that make every meal enjoyable. He appreciates the quality and variety offered, as well as the budget-friendly options that make it a favorite dining destination. However, since September 2024, he feels discouraged to visit because the establishment has several physical challenges that limit his ability to access it safely and comfortably. These issues hinder his opportunity to fully enjoy the delicious food and great value that Pico Rico BBQ is known for. The specific challenges include:

52.1. Obstructed Sidewalks: Mr. Edwin Cintrón is aware that Pico Rico BBQ uses public sidewalks as parking spaces, creating a obstruction:

52.1.1. Mr. Edwin Cintrón is aware that the entrance to Pico Rico BBQ is completely obstructed by vehicles parked on the sidewalk, making it impossible for him to access the establishment with his motorized

wheelchair. This blockage leaves no safe or accessible route for Mr. Cintrón to independently reach the restaurant's entrance.

52.1.2. The use of the sidewalk as a parking area directly affects Mr. Cintrón's ability to navigate safely. The parked vehicles not only block his access to Pico Rico BBQ but also force him to leave the sidewalk and move into the street to bypass the obstruction. This exposes him to the dangers of passing vehicles, significantly increasing the risk of accidents and creating a hazardous and stressful situation. This issue is further aggravated by the Municipality of Toa Baja, which permits businesses like Pico Rico BBQ to misuse public sidewalks, resulting in serious accessibility barriers and compromising pedestrian safety.

52.1.3. These conditions severely impact Mr. Cintrón's ability to visit Pico Rico BBQ, as they prevent him from enjoying a safe, independent, and dignified dining experience. The lack of an unobstructed and accessible pathway creates unnecessary barriers, depriving him of the opportunity to fully enjoy the delicious food and welcoming atmosphere that Pico Rico BBQ offers.

52.2. Inaccessible counters: For Mr. Edwin Cintrón, the high counters at Pico Rico BBQ create a significant barrier to accessing services independently, as their height prevents him, as a wheelchair user, from seeing over them or engaging comfortably with staff. The issue is further exacerbated by the presence of tall red benches directly in front of the counters, which block clear access and make it impossible for him to approach or position himself

effectively. This setup forces Mr. Cintrón to rely on others for basic interactions like placing orders depriving him of the independence and dignity he values.

52.3. Insufficient Clear Floor Space in the Restroom: Mr. Cintrón is aware that the restroom at Pico Rico BBQ is not equipped with the necessary accessibility features for wheelchair users. The limited space around the toilet makes it difficult for him to maneuver safely and comfortably, preventing independent use of the facility. This lack of accessibility discourages Mr. Cintrón from visiting Pico Rico BBQ.

52.4. To address the issues with the sidewalks, it is essential to ensure that they remain clear and accessible at all times. This includes removing any parked vehicles or obstructions that block safe passage. Maintaining an unobstructed and safe path will allow individuals with mobility challenges to navigate independently and securely toward the ramp and the property entrance, fostering a more inclusive and welcoming environment.

52.5. At Pico Rico BBQ, the restaurant must address the barriers created by the counters and the surrounding area. This involves modifying the counters to include a lowered section no higher than 36 inches, with adequate clearance underneath to allow frontal access for wheelchair users. Additionally, the tall benches in front of the counters should be relocated to clear the space and enable comfortable maneuverability. These adjustments are crucial to ensure that all customers can place orders and make payments independently, enhancing accessibility and promoting a more inclusive experience.

52.6. To address the restroom accessibility issues at Pico Rico BBQ, the layout should be adjusted to provide sufficient space around the toilet for wheelchair users to maneuver safely and comfortably. Installing grab bars, ensuring a clear and unobstructed area, and optimizing the placement of fixtures would make the restroom more accessible. These changes would create a more inclusive environment, allowing all customers to use the facility independently and with dignity.

52.7. Mr. Cintrón Pagán is aware of the architectural barriers at Pico Rico BBQ, which prevent him from accessing the restaurant safely and independently, making it challenging for him to visit. However, he is very interested in trying the restaurant's signature dishes, such as chicken with guineos, and experiencing its highly praised flavors and affordable prices. He believes that if these barriers were addressed and accessibility improvements made such as clear pathways and modifications to the counters, he would feel welcome and comfortable visiting Pico Rico BBQ to enjoy its offerings in a safe, inclusive, and accommodating environment.

**Responsibility of the Municipality of Toa Baja and Sea Horse PR LLC**  
**Koki Roll**

53. Mr. Cintrón Pagán is very interested in visiting Koki Roll to try its renowned sushi rolls and enjoy its refreshing cocktails, such as the Japan Mule. The combination of delicious food and a lively ambiance makes Koki Roll an appealing destination for him. However, since July 31, 2024 he has been aware of physical barriers at the establishment that make it difficult for him to access the restaurant safely and comfortably. These obstacles prevent him from fully experiencing the exceptional

cuisine and inviting atmosphere that Koki Roll is known for. The challenges he faces include:

- 53.1. Inaccessible Sidewalks: The sidewalks leading to Koki Roll are difficult to navigate due to poor maintenance, with uneven surfaces and obstacles that create significant challenges for wheelchair users. The absence of an accessible ramp adds to the difficulty, making it nearly impossible for Mr. Edwin Cintrón to access the restaurant safely. These conditions often force him to move onto the roadway, putting him at risk from passing vehicles. The lack of accessible infrastructure not only poses safety concerns but also prevents Mr. Cintrón from enjoying Koki Roll independently and comfortably.
- 53.2. Inaccessible counters: For Mr. Edwin Cintrón, the high counters at Koki Roll, both the payment counter and the service counter, create significant barriers to accessing services independently. Their height prevents him, as a wheelchair user, from seeing over the counters or engaging comfortably with staff. Additionally, the counters do not feature a lowered section or provide adequate space for a frontal approach, making it impossible for Mr. Cintrón to position himself effectively to interact with the staff. This setup forces him to rely on others for basic interactions such as placing orders or making payments, depriving him of the independence and dignity he values. Knowing these barriers exist discourages him from visiting and fully enjoying the dining experience at Koki Roll.
- 53.3. Inaccessible Tables: Mr. Edwin Cintrón is aware that the dining area at Koki Roll presents significant accessibility challenges due to the design of the

black tables and chairs, which do not meet the requirements needed to accommodate wheelchair users. The tables are not high enough to allow him to slide his wheelchair underneath comfortably, nor do they provide adequate space for frontal access or accommodation. These barriers prevent Mr. Cintrón from enjoying the dining experience at Koki Roll with ease and dignity, forcing him to rely on assistance or avoid the space altogether.

53.4. **Insufficient Clear Floor Space in the Restroom:** Mr. Cintrón is aware that the restroom at Koki Rolls is not designed to accommodate wheelchair users effectively. The space surrounding the toilet is too limited, making it difficult for him to maneuver comfortably or safely. Without sufficient clearance or proper accessibility features, he is unable to use the restroom independently, which discourages him from visiting Koki Rolls.

53.5. The issues with inaccessible sidewalks can be resolved by repairing uneven surfaces, removing obstacles, and installing a compliant accessible ramp. These improvements would ensure a safe, smooth pathway, eliminating the need for wheelchair users to use the roadway and reducing safety risks.

53.6. To solve the accessibility barriers at Koki Roll, the restaurant should implement key modifications to ensure inclusivity and ease of access for all customers. The high counters, both for payment and service, should include a lowered section no higher than 36 inches, with adequate clearance underneath to allow for comfortable frontal access for wheelchair users. Similarly, the black tables in the dining area should be replaced or modified to ensure they provide sufficient height and space to accommodate

wheelchairs, allowing customers like Mr. Cintrón to slide underneath comfortably and interact with the dining space independently.

53.7. To improve restroom accessibility at Koki Rolls, the layout should be adjusted to provide sufficient space around the toilet for safe wheelchair maneuvering. Adding grab bars, repositioning fixtures, and ensuring a clear, unobstructed entryway would make the restroom functional and inclusive for all customers.

53.8. Mr. Cintrón Pagán is aware of the architectural barriers at Koki Roll, which prevent him from accessing the restaurant safely and independently. Despite this, he is eager to try its signature sushi rolls and cocktails, such as the Japan Mule. He believes that with accessibility improvements, including clear pathways, modified counters, and accessible seating, he would feel welcome and comfortable enjoying Koki Roll's offerings in a safe and inclusive environment.

**Responsibility of the Municipality of Toa Baja and Weekend Pub, Corp.**  
**Weekend Pub**

54. Mr. Cintrón Pagán is very interested in visiting Weekend Pub to try its delicious margaritas and sample the appetizers on the menu, while enjoying the lively ambiance and music that the venue offers. The combination of flavorful drinks, tasty food, and vibrant atmosphere makes Weekend Pub a highly appealing destination for him. However, since August 28, 2024 he has been aware of physical barriers at the establishment that make it difficult for him to access the pub safely and comfortably. These obstacles prevent him from fully enjoying the exceptional experience that Weekend Pub is known for. The challenges he faces include:

54.1. Obstructed Sidewalks: Mr. Edwin Cintrón is aware that Weekend Pub uses public sidewalks as parking spaces, creating a obstruction:

54.1.1. Mr. Edwin Cintrón is aware that the entrance to Weekend Pub is often blocked by vehicles parked on the sidewalk directly in front of the establishment, making it impossible for individuals using motorized wheelchairs to access the pub. This obstruction eliminates any safe or accessible route, leaving Mr. Cintrón unable to independently reach the entrance.

54.1.2. Parking on the sidewalk not only blocks access but forces Mr. Cintrón to move into the street to navigate around the vehicles. This exposes him to the dangers of passing traffic, significantly increasing the risk of accidents and making the experience stressful and unsafe. The situation is made worse by the Municipality of Toa Baja, which enables businesses like Weekend Pub to improperly utilize public sidewalks, resulting in significant accessibility challenges and putting pedestrian safety at risk.

54.1.3. These barriers prevent Mr. Cintrón from visiting Weekend Pub to enjoy its delicious margaritas, appetizers, and vibrant atmosphere. Without a clear and accessible pathway, he is unable to fully experience the inviting ambiance and music that Weekend Pub offers.

54.2. Inaccessible Counters: Mr. Cintrón is aware that the payment counters at Weekend Pub present significant accessibility challenges. The counters are too high, making it difficult for him to interact with staff or complete



transactions comfortably from his wheelchair. Furthermore, there are black stools placed directly in front of the counters, further obstructing access and preventing him from positioning his wheelchair properly. This lack of a lowered section and the restricted space make the experience inconvenient and undignified, leaving Mr. Cintrón unable to fully and independently enjoy his visit to Weekend Pub.

54.3. **Insufficient Clear Floor Space in the Restroom:** Mr. Cintrón is aware that the restroom at Weekend Pub is not adequately designed to accommodate wheelchair users. The limited space around the toilet makes it challenging for him to maneuver safely and comfortably. The lack of proper clearance and accessibility features prevents him from using the restroom independently, discouraging him from visiting Weekend Pub.

54.4. To resolve the issues with the sidewalks at Weekend Pub, it is crucial to keep them clear and accessible at all times. This involves removing parked vehicles and any other obstacles that block safe passage. Ensuring an unobstructed and secure pathway will allow individuals with mobility challenges to navigate independently and reach the entrance with ease, creating a more inclusive and welcoming environment for all patrons.

54.5. To address the accessibility barriers at Weekend Pub, the payment counters should be modified to include a lowered section that allows wheelchair users to interact with staff and complete transactions comfortably. The stools in front of the counters should be removed or repositioned to ensure unobstructed access and sufficient clearance for maneuvering a wheelchair. These adjustments would provide a more inclusive and dignified experience,

enabling individuals like Mr. Cintrón to visit and enjoy Weekend Pub independently and comfortably.

- 54.6. Mr. Cintrón Pagán recognizes the architectural barriers at Weekend Pub that make it difficult for him to access the establishment safely and independently. Nonetheless, he is enthusiastic about the idea of trying the pub's renowned margaritas, flavorful appetizers, and enjoying the lively atmosphere and music. He is confident that with key accessibility upgrades, such as improved pathways, adjusted counters, and inclusive seating options, he would be able to fully enjoy the experience that Weekend Pub provides in a welcoming and accommodating environment.

**Responsibility of the Municipality of Toa Baja and Cariño's Pizza LLC**  
**Cariño's Pizza**

55. Mr. Edwin is aware that Cariño's Pizza offers excellent quality products and a welcoming atmosphere, and he believes their pizzas are made with genuine culinary passion, making him excited to be an active consumer. The location is also conveniently close, just 32 minutes or 13.7 km by car. However, Mr. Cintrón Pagán has been aware of architectural barriers at Cariño's Pizza since the beginning of May 2024, and due to his health condition, which requires the use of a wheelchair, he feels deterred from visiting. He believes that the establishment, in its current state, would expose him to a discriminatory experience. Although he has not interacted with the barriers, he is aware of the following architectural obstacles at Cariño's Pizza:

- 55.1. Obstructed Sidewalks: Mr. Edwin Cintrón is aware that Cariño's Pizza uses public sidewalks as parking spaces, creating a obstruction:

- 55.1.1. The use of the sidewalk as a parking area creates significant challenges for Mr. Cintrón, who relies on a motorized wheelchair for mobility. Parked vehicles obstruct the space required for proper access, forcing him to confront difficulties when attempting to enter the store. This situation severely limits his ability to navigate safely, undermining his independence and dignity.
- 55.1.2. The conditions at Cariño's Pizza create barriers that directly affect individuals with physical disabilities, including Mr. Cintrón. Without an appropriate access route to the property, he faces obstacles that jeopardize his safety and independence. These barriers prevent equitable access to the store and place an undue burden on him, limiting his ability to enjoy the same rights as others.
- 55.1.3. The conditions at Cariño's Pizza present significant challenges for individuals with physical disabilities, including Mr. Cintrón. The lack of an accessible route to the property creates barriers that impact his safety, dignity, and independence. These obstacles hinder his ability to access the store freely, preventing him from experiencing the same level of access and opportunity as others.
- 55.2. High Counter: Based on his knowledge, Mr. Edwin Cintrón is aware that the counter at Cariño's Pizza is excessively high, creating a significant barrier for individuals like him who rely on a wheelchair. This architectural barrier prevents him from independently interacting with the establishment's staff, as he cannot reach the counter comfortably. Due to his health condition, which requires the use of a wheelchair, this high counter exposes him to a

discriminatory situation. He is unable to perform basic tasks such as ordering food autonomously or viewing products located behind the counter, which is frustrating and limiting. This situation not only affects his independence but also makes him feel excluded, as it fails to consider his needs and the needs of other individuals with similar disabilities.

55.3. Counter Depth: Furthermore, Mr. Cintrón is aware that the counter at Cariño's Pizza lacks the appropriate depth necessary for comfortable frontal access while using a wheelchair. This additional deficiency exacerbates his concerns, as it prevents him from positioning himself properly in front of the counter to interact effectively with the staff. The lack of space forces him to approach the counter at an uncomfortable angle, which further reduces his autonomy and creates a barrier to effective communication. This combined with the high counter creates an environment where Mr. Cintrón is forced to depend on others for basic tasks, exposing him to a frustrating and discriminatory experience. These architectural barriers significantly limit his ability to access services on equal terms with other customers.

55.4. Clear Floor Space: Mr. Edwin Cintrón is aware that the restrooms at Cariño's Pizza have very limited floor space, which presents another significant barrier for him. Due to the small dimensions of the restroom, he is unable to maneuver his motorized wheelchair comfortably inside. This lack of clear floor space makes it difficult for him to move freely, positioning him in a vulnerable situation where he could be unable to access essential facilities without assistance. The confined space also limits his ability to use the restroom independently, which not only compromises his privacy but also

exacerbates the sense of exclusion and frustration he experiences. This barrier further underscores the lack of consideration for individuals with mobility impairments, preventing them from having a dignified and independent experience at the establishment.

- 55.5. The barriers on the property could be resolved or eliminated by ensuring that parking spaces are properly designated as accessible and kept clear of obstructions, providing a lower counter with appropriate depth to allow comfortable access for wheelchair users, and expanding the floor space in the restrooms to accommodate mobility aids. These changes would improve accessibility, allow Mr. Cintrón and others with similar disabilities to interact independently with the staff, and ensure a dignified, safe, and equal experience for all customers.

**Responsibility of the Municipality of Toa Baja and Misma Fashion L.L.C.-  
Misma Fashion**

56. Mr. Edwin Cintrón is interested in the fashion store Misma Fashion, known for its stylish and modern clothing, such as dresses, bags, and shoes, which attract him as potential gifts for his wife and family members. Although he is not an expert in fashion, he knows the store offers quality products at affordable prices. However, he has been aware of the architectural barriers at the establishment since mid-June 2024, which, combined with his health condition that requires the use of a wheelchair, discourages him from visiting. Fearing a discriminatory experience, he feels unable to access the store in its current state. He has specific knowledge of the following architectural barriers at Misma Fashion:

56.1. Obstructed Sidewalks: Mr. Edwin Cintrón is aware that Misma Fashion uses public sidewalks as parking spaces, creating an obstruction:

56.1.1. The use of the sidewalk in front of Misma Fashion as a parking area creates significant challenges for Mr. Cintrón, who relies on a motorized wheelchair for mobility. Vehicles frequently obstruct pedestrian transit areas as Misma Fashion customers park in these zones, reducing the space needed for safe navigation. This situation severely limits his ability to move freely, compromising his safety, independence, and dignity. The lack of sufficient space to maneuver increases the difficulty for Mr. Cintrón to access the store and raises concerns about his ability to enjoy the same rights and opportunities as others.

56.1.2. The conditions around Misma Fashion create substantial barriers for individuals with physical disabilities, including Mr. Cintrón. The frequent obstruction of the sidewalk by parked vehicles not only hinders his ability to navigate safely through the area but also denies him an appropriate access route to the property. Although Misma Fashion is aware of these issues, it chooses not to take the necessary steps to discourage its customers from parking in these areas or to notify the police whenever this occurs, demonstrating a lack of responsibility in managing accessibility.

56.1.3. The lack of oversight and action by Misma Fashion prevents Mr. Cintrón and other individuals with mobility challenges from accessing the store safely. The constant obstruction of the sidewalks

by vehicles and the store's inaction create conditions that affect his ability to visit the establishment. These barriers not only undermine his safety, dignity, and independence but also make Misma Fashion accountable for failing to meet the required accessibility standards.

- 56.2. Lack of Ramp at the Main Entrance: Mr. Edwin is aware that there is no ramp to access the business, and instead, there are two large steps. This directly affects him, as his wheelchair does not allow him to overcome the steps, preventing his entry into the establishment through the main entrance. This not only excludes him from accessing the business but also places him in a vulnerable position by having to rely on others to attempt entry, such as seeking assistance to be lifted, which can be unsafe, humiliating, and frustrating.
- 56.3. Lack of Signage for an Alternative Accessible Entrance: Mr. Edwin is aware that there is no signage indicating whether an alternative accessible entrance exists. This affects him by making it difficult to identify viable access alternatives to the business. As there is no clear indication of where an accessible entrance is located (or if one does not exist), Edwin feels frustrated, wastes time, and is forced to leave the location without being able to enter. Such an omission indirectly excludes him, as it fails to consider his need for clear information to make decisions about access. Additionally, it causes him heightened stress by leaving him uncertain about whether the business is truly prepared to welcome him as a customer.
- 56.4. Excessively High Counter: Mr. Edwin is aware that the business's counter is excessively high. This affects him because, as a wheelchair user, he cannot

reach the counter to perform basic actions such as making payments, receiving assistance, or interacting with staff. This exclusive design places him at a disadvantage compared to other customers, as he needs to request additional help, which makes him feel uncomfortable or humiliated. It also reduces his autonomy, as he entirely depends on someone coming down to his level to assist him. This limits his customer experience and discourages him from returning to the business.

56.5. Lack of Space to Move Inside the Business: Mr. Edwin is aware that the interior of the business has merchandise obstructing the pathways. This affects him severely, as the limited space prevents his wheelchair from moving freely within the premises. The lack of clear pathways excludes him by not allowing access to all products independently, thus limiting his customer experience and restricting his purchasing options. Additionally, the obstructed pathways generate dangerous situations for him, such as getting stuck between merchandise or having items fall, posing a safety hazard. This also makes the space feel uncomfortable and unsuitable for him.

56.6. Counter Lacking Adequate Depth: Mr. Edwin is aware that the business's counter does not have sufficient depth to allow him to approach it frontally. This affects him severely by forcing him to position himself at an angle or uncomfortably to perform basic tasks such as signing documents, making payments, or interacting with staff. This architectural barrier not only limits his customer experience but also excludes him by making it difficult for him to perform tasks independently and on equal terms with other customers. Moreover, this lack of inclusive design generates frustration for him and



makes him feel that his needs were not considered in the physical layout of the business.

56.7. Clear Floor Space: Mr. Edwin Cintrón is aware that the restrooms at Misma Fashion have very limited floor space, which presents another significant barrier for him. Due to the small dimensions of the restroom, he is unable to maneuver his motorized wheelchair comfortably inside. This lack of clear floor space makes it difficult for him to move freely, placing him in a vulnerable situation where he may not be able to access essential facilities without assistance. The confined space also limits his ability to use the restroom independently, which not only compromises his privacy but also exacerbates the sense of exclusion and frustration he experiences. This barrier further highlights the lack of consideration for individuals with mobility impairments, preventing them from having a dignified and independent experience at the establishment.

56.8. The barriers on the property could be resolved or eliminated by designating and enforcing accessible parking spaces, installing clear signage for alternative entrances, placing a ramp at the main entrance, lowering the counter to an accessible height, removing obstacles inside the store to create clear pathways, ensuring the counter has adequate depth for wheelchair users, and expanding the floor space in the restrooms to allow for safe and independent mobility. These changes would improve accessibility, promote independence, and ensure equal access for all customers.

**Responsibility of the Municipality of Toa Baja and Euroled Metro Inc.- Euroled Metro**

57. Mr. Edwin is particularly interested in visiting Euroled Metro for its unique variety of products, such as lamps, fans, rugs, and bathroom items, which would enhance the functionality and aesthetics of his home. The store also offers attractive deals, making it an ideal place for him to explore and take advantage of promotions for quality products at better prices. Its convenient location, just 30 minutes and 13.2 km away, adds to its appeal. However, Mr. Cintrón Pagán has been aware of the architectural barriers at Euroled Metro since the beginning of May 2024, and due to his health condition, which requires the use of a wheelchair, he feels deterred from visiting. He believes that the current conditions would expose him to a discriminatory experience. Although he has not interacted with the barriers, he is specifically aware of the following architectural obstacles at Euroled Metro:

57.1. Obstructed Sidewalks: Mr. Edwin Cintrón is aware that Euroled Metro uses public sidewalks to store merchandise, creating an obstruction:

57.1.1. Mr. Edwin Cintrón is aware that Euroled Metro places merchandise on the public sidewalk in front of their establishment, creating a significant obstruction. This practice blocks the pedestrian pathway, making it difficult, if not impossible, for individuals like Mr. Cintrón, who rely on a motorized wheelchair for mobility, to safely navigate the area. The cluttered sidewalk reduces the necessary space for movement, directly hindering his ability to access the store and forcing him to confront dangerous alternatives, such as moving along the street, which exposes him to unnecessary risks.

57.1.2. This obstruction is especially problematic for Mr. Cintrón due to his health condition, which requires the use of a wheelchair. His mobility challenges, exacerbated by his condition, make it crucial for him to have adequate space on the sidewalk to move independently and safely. The lack of clear pathways around the merchandise pile prevents him from using the sidewalk as intended, leaving him with no choice but to seek assistance or risk moving through traffic, which significantly compromises his safety, dignity, and autonomy.

57.1.3. The continued practice of placing merchandise on the sidewalk not only violates Mr. Cintrón's right to dignified and independent access but also shows a lack of consideration for individuals with disabilities. By obstructing the sidewalk, Euroled Metro prevents Mr. Cintrón and others in similar situations from enjoying the same rights and opportunities as other customers. This situation highlights the business's failure to ensure accessibility and meet legal standards, leaving people with mobility impairments excluded from entering the establishment independently and safely.

57.2. Clear Floor Space in the Restroom: Mr. Edwin Cintrón is aware that the restroom at Euroled Metro has very limited space, making it difficult for him to maneuver his motorized wheelchair. The lack of adequate space prevents him from moving freely within the restroom, placing him in a vulnerable situation where he cannot use the facilities independently. This barrier directly impacts his ability to have a dignified and autonomous experience at the establishment.

57.3. The barriers on the property could be resolved or eliminated by removing merchandise from the public sidewalk to ensure clear, unobstructed pedestrian pathways, and designating specific areas for storage that do not interfere with accessibility. Additionally, the restroom should be redesigned to provide adequate space for wheelchair users, allowing for independent use of the facilities. These changes would improve safety, dignity, and autonomy for Mr. Cintrón, ensuring equal access to the establishment for individuals with mobility impairments and meeting legal accessibility standards.

**Responsibility of the Municipality of Toa Baja and FBF, Corporation - El Nuevo Boulevard BBQ & Grill**

58. Mr. Edwin is very interested in visiting El Nuevo Boulevard BBQ & Grill due to the quality of its food, especially the juicy and flavorful chicken it offers, which stands out among other establishments. This culinary appeal motivates him to explore the menu options, knowing that he would enjoy a unique experience. Additionally, the location is convenient for him, as it is only 29 minutes by car or 13.3 km away from his home, making the visit even more attractive. However, Mr. Cintrón has been aware of the architectural barriers at the establishment since mid-May 2024. Due to his health condition, which requires the use of a wheelchair, he feels discouraged from visiting, as he believes the existing barriers would expose him to a discriminatory experience. Although he has not directly interacted with the barriers, he is aware of the challenges these present to his access. He is specifically aware of the following architectural barriers at El Nuevo Boulevard BBQ & Grill:

58.1. Obstructed Sidewalks: Mr. Edwin Cintrón is aware that El Nuevo Boulevard BBQ & Grill uses the public sidewalk for parking, creating an obstruction. Additionally, the sidewalk and the ramp connected to it are in poor condition, with potholes and irregularities, making it difficult for him to navigate safely and increasing the risk of falls or damage to his wheelchair.

58.1.1. Mr. Edwin Cintrón is aware that the public sidewalks surrounding El Nuevo Boulevard BBQ & Grill are frequently obstructed by vehicles parked in areas designated for pedestrian transit. Additionally, these sidewalks are in poor condition, as is the ramp connected to them, which are full of potholes and irregularities that further hinder access. For Mr. Cintrón, who relies on a motorized wheelchair, these conditions pose a serious risk, as he is at risk of losing his balance and falling, as well as potentially damaging his scooter due to the uneven terrain. This greatly exacerbates the challenges of safely accessing the establishment.

58.1.2. Although El Nuevo Boulevard BBQ & Grill is aware of these obstructions and the poor condition of the sidewalks, they do nothing to prevent their customers from parking on the sidewalk nor do they take action to contact authorities when this occurs. This lack of action by the establishment directly contributes to the mobility challenges Mr. Cintrón faces, as they fail to ensure adequate and safe access for individuals with disabilities.

58.1.3. The continued obstruction of the sidewalk, the poor condition of the walkway, and the lack of intervention by El Nuevo Boulevard BBQ

& Grill violate Mr. Cintrón's right to safe, independent, and dignified access. These barriers prevent him from accessing the location independently, exposing him to unnecessary risks and discriminating against him due to his mobility challenges. This situation reflects the establishment's failure to meet legal accessibility standards, making them accountable for these deficiencies.

58.2. High Counter: Mr. Edwin is aware that the business's counter is too high, preventing him from reaching the service area from his wheelchair. This makes it difficult for him to perform basic actions such as paying, signing documents, or interacting with the staff comfortably. This situation places him in an unequal position and limits his customer experience, as he completely depends on the employees' willingness to assist him in a manner that is accessible to him. The lack of consideration for individuals with disabilities in the counter's design creates a barrier that hinders Mr. Cintrón's ability to engage independently, making the experience feel discriminatory and exclusionary.

58.3. Counter with Insufficient Depth: Mr. Edwin is aware that the counter lacks sufficient depth for him to approach it frontally in his wheelchair. This lack of space prevents him from positioning himself properly in front of the counter, forcing him to position himself uncomfortably at an angle in order to be attended to. This design flaw not only reduces his autonomy but also excludes him from equal interaction with the staff, making him feel that his needs are not taken into account in the business's layout. This barrier

significantly impacts his overall experience, further emphasizing the business's failure to provide an accessible and inclusive environment.

58.4. Clear Floor Space in the Restroom: Mr. Edwin Cintrón knows that the restroom at El Nuevo Boulevard BBQ & Grill has very limited space, making it difficult for him to maneuver his motorized wheelchair. The lack of adequate space prevents him from moving freely within the restroom, placing him in a vulnerable situation where he cannot use the facilities independently. This barrier directly impacts his ability to have a dignified and autonomous experience at the establishment.

58.5. The barriers on the property could be eliminated by ensuring the sidewalks are clear of vehicles, providing proper signage to prevent parking in pedestrian areas, and repairing and maintaining the sidewalks and ramps to remove potholes and irregularities, ensuring a safe and accessible path for wheelchair users. Additionally, to address the high counter, the business could lower the counter and ensure it has sufficient depth to allow wheelchair users to approach it comfortably. The restroom should also be redesigned to provide adequate space for wheelchair users, allowing for independent use of the facilities. These modifications would improve accessibility, safety, and the customer experience for Mr. Cintrón and others with mobility challenges, ensuring compliance with legal accessibility standards.

**Responsibility of the Municipality of Toa Baja and La Sabrosura By K  
LLC - La Sabrosura By K**

59. Mr. Edwin is interested in visiting the restaurant La Sabrosura By K due to its varied menu, especially the juicy seafood and meats, which are offered at affordable prices for him. Additionally, the restaurant is known for its excellent seasoning, which further motivates him to want to try it. The location is convenient, as it is only 29 minutes by car from his home. However, Mr. Cintrón Pagán has been aware of the architectural barriers at the establishment since the beginning of May 2024, which, combined with his health condition that requires the use of a wheelchair, discourages him from visiting. He believes that visiting the restaurant in its current state would expose him to a discriminatory experience. He is specifically aware of the following architectural barriers at La Sabrosura By K:

59.1. Obstructed Sidewalks: Mr. Edwin Cintrón is aware that vehicles frequently block the sidewalks around La Sabrosura By K, limiting space for wheelchair users like him. This obstruction makes it difficult for him to safely access the establishment. The vehicles parked on the sidewalk create additional challenges, forcing him to navigate through a narrow path, which increases the risk of accidents. These barriers violate his right to safe, dignified, and independent access.

59.1.1. Mr. Edwin Cintrón is aware that the parking spaces at La Sabrosura By K are located on the pedestrian sidewalk, making it difficult for individuals like him, who use a wheelchair, to pass. This obstruction limits his ability to move safely and prevents him from accessing the establishment independently. The vehicles parked in these areas



create a risk to his safety and increase the mobility challenges he faces when trying to access the location.

59.1.2. Additionally, Mr. Cintrón knows that La Sabrosura By K offers parking spaces for its customers, but because they are located on the sidewalk, this further complicates his ability to access the establishment.

59.1.3. These obstructions violate Mr. Cintrón's right to dignified, safe, and independent access. The failure of La Sabrosura By K to address these barriers exposes him to risks and discrimination, preventing him from enjoying equal access to the establishment.

59.2. Inaccessible Parking Spaces: Mr. Cintrón is aware that the parking spaces at La Sabrosura By K do not meet the required dimensions to be considered accessible for wheelchair users. This lack of adequate space further hinders his ability to access the establishment, forcing him to look for parking in less convenient areas. The absence of properly sized accessible spaces limits his autonomy and creates additional barriers for independent access.

59.3. Lack of Accessible Parking Signage: Mr. Cintrón knows that, although La Sabrosura By K provides parking spaces for its customers, none of these spaces are properly marked to indicate if there is an accessible parking spot. The lack of this signage makes it difficult for him to identify and access an accessible space, creating further barriers for him to access the establishment.

59.4. Inadequate Ramp at the Entrance: In front of the entrance, Mr. Cintrón is aware that there is a ramp that does not meet the necessary measurements or

slope requirements. This makes the ramp risky for him to use safely, as it increases the risk of falls and makes independent access difficult. Since Mr. Cintrón relies on a motorized wheelchair, an incorrect slope makes it difficult for him to maneuver, causing him to lose balance. The ramp, in its current condition, not only limits his autonomy but also places him in a vulnerable situation, as each attempt to access the entrance becomes a risky experience. This barrier prevents Mr. Cintrón from entering the establishment in a dignified and safe manner, affecting his ability to enjoy equal and unobstructed access.

59.5. Clear Floor Space in the Restroom: Mr. Edwin Cintrón is aware that the restroom at La Sabrosura By K has very limited space, which makes it difficult for him to maneuver his motorized wheelchair. The insufficient space restricts his movement within the restroom, preventing him from using the facilities independently. This barrier significantly impacts his ability to have a dignified and autonomous experience at the establishment.

59.6. The barriers on the property could be eliminated by ensuring that the sidewalks are kept clear of vehicles, providing proper signage for accessible parking spaces, and ensuring that all parking spaces meet the required dimensions. The ramp should be redesigned to meet the necessary measurements and slope requirements, ensuring it is safe and accessible for wheelchair users. These changes would improve Mr. Cintrón's ability to access the establishment safely and independently, ensuring compliance with legal accessibility standards and providing equal access for all customers.

**Responsibility of the Municipality of Toa Baja and Malmona Group Inc. -  
Panadería y Repostería La Nueva Carmen**

60. Mr. Edwin is interested in visiting La Nueva Carmen Bakery and Pastry Shop due to its variety of high-quality products and affordable prices. The bakery is conveniently located just 27 minutes or 14.1 km from his home. However, Mr. Cintrón Pagán has been aware of the architectural barriers at the establishment since the beginning of June 2024, and due to his health condition requiring the use of a wheelchair, he feels deterred from visiting. He believes that visiting in its current state would expose him to a discriminatory experience. Although he has not interacted with the barriers, he is specifically aware of the following architectural barriers at Panadería y Repostería La Nueva Carmen:

60.1. Obstructed Sidewalks: Mr. Edwin Cintrón is aware that vehicles frequently block the sidewalks around Panadería y Repostería La Nueva Carmen, limiting space for wheelchair users like him. This obstruction makes it difficult for him to safely access the establishment. Additionally, the bakery provides parking spaces on the sidewalks, further hindering his access. These barriers violate his right to safe, dignified, and independent access.

60.1.1. Mr. Edwin Cintrón is aware that the public sidewalks surrounding Panadería y Repostería La Nueva Carmen are frequently obstructed by vehicles parked in areas designated for pedestrian transit. These vehicles reduce the space available for individuals like Mr. Cintrón, who relies on a motorized wheelchair, making it difficult for him to navigate safely. This obstruction not only prevents him from

accessing the establishment but also exacerbates his mobility challenges.

60.1.2. Additionally, Mr. Cintrón knows that, although Panadería y Repostería La Nueva Carmen provides parking spaces for its customers, these spaces hinder his ability to access the establishment.

60.1.3. These obstructions violate Mr. Cintrón's right to dignified, safe, and independent access. The failure of Panadería y Repostería La Nueva Carmen to address these barriers exposes him to risks and discrimination, preventing him from enjoying equal access to the establishment.

60.2. Lack of Accessible Parking Signage: Mr. Cintrón is aware that, although Panadería y Repostería La Nueva Carmen provides parking spaces for its customers, none of these spaces are properly marked as accessible. This lack of signage also causes him insecurity and frustration, as he cannot be sure whether he will be able to access the establishment independently. This barrier increases discomfort and complicates planning his visit, making him feel that his needs are not considered.

60.3. Inaccessible Parking Spaces: Mr. Cintrón is also aware that the parking spaces do not meet the necessary dimensions to be considered accessible for wheelchair users. This means that, even if there is a place to park, the space is insufficient for him to maneuver safely in his wheelchair. The lack of an adequate access aisle between the vehicles and the entrance to the establishment ensures that Mr. Cintrón is exposed to personal harm, as he

cannot maneuver safely. This barrier significantly limits his autonomy, preventing him from accessing the place comfortably and safely.

60.4. Inadequate Counter: Mr. Edwin is aware that La Panadería y Repostería La Nueva Carmen has a counter that is too high and lacks sufficient depth, which directly impacts his ability to access the service comfortably and independently. Since he relies on a motorized wheelchair, this design places him in an unequal position, as he cannot approach the counter properly, forcing him to depend on the employees' assistance to perform simple tasks like making payments or receiving help.

60.5. Carpet at the Entrance: Mr. Edwin is also aware that La Panadería y Repostería La Nueva Carmen has a carpet in front of the entrance, which creates difficulties for him when trying to access the establishment. Due to his motorized wheelchair, the carpet causes him to lose his balance, exposing him to the risk of falls. This barrier places him in a vulnerable situation, preventing him from accessing the establishment safely and independently.

60.6. Clear Floor Space in the Restroom: Mr. Edwin Cintrón is aware that the restroom at Panadería y Repostería La Nueva Carmen has very limited space, which makes it difficult for him to maneuver his motorized wheelchair. The insufficient space restricts his movement within the restroom, preventing him from using the facilities independently. This barrier directly impacts his ability to have a dignified and autonomous experience at the bakery.

60.7. The barriers on the property could be eliminated by ensuring the sidewalks are kept clear of vehicles and providing proper signage to prevent parking in pedestrian areas. The parking spaces should be properly marked as accessible and meet the required dimensions to ensure safe and independent access for wheelchair users. Additionally, the counter should be lowered and have sufficient depth to allow wheelchair users to approach it comfortably, eliminating the need for assistance. The carpet at the entrance should be removed or replaced with a smooth, wheelchair-friendly surface to prevent balance issues and falls. These changes would improve accessibility, safety, and independence for Mr. Cintrón and others with mobility challenges, ensuring equal access to the establishment.

**Responsibility of the Municipality of Toa Baja and Dress & Enjoy LLC -  
Begr Blvd 868**

61. Mr. Edwin is aware of the excellent reputation of Begr Blvd 868 as a destination for gourmet burger enthusiasts, offering a modern atmosphere, high-quality food, and a variety of burgers, including the Begr Blvd Classic. He is also interested in the truffle fries and house-made pickles. However, Mr. Cintrón Pagán has been aware of the architectural barriers at the establishment since the beginning of June 2024, and due to his health condition requiring the use of a wheelchair, he feels deterred from visiting. He believes that visiting in its current state would expose him to a discriminatory experience. He is specifically aware of the following architectural barriers at Begr Blvd 868:

61.1. Obstructed Sidewalks: Mr. Edwin Cintrón is aware that Begr Blvd 868 uses the sidewalk as parking, limiting the space available for wheelchair users

like him. This obstruction makes it difficult for him to safely access the establishment. He is also aware that the sidewalk is in poor condition, with dangerous holes and potholes, posing an additional risk to his mobility. These barriers violate his right to safe, dignified, and independent access.

61.1.1. Mr. Edwin Cintrón is aware that Bergr Blvd 868 uses the sidewalk for parking, significantly reducing the space available for wheelchair users like him. This frequent obstruction makes it difficult for him to navigate the sidewalk safely, forcing him to maneuver around parked vehicles or find alternative routes, which puts his safety and independence at risk. The limited space especially makes it difficult for him to access the establishment without assistance, exacerbating his mobility challenges and creating a frustrating experience each time he tries to visit.

61.1.2. Moreover, Mr. Cintrón is aware that the sidewalk in front of Bergr Blvd 868 is in poor condition, with dangerous holes and potholes that make it hazardous for him to navigate. The uneven terrain increases the risk of losing balance or damaging his wheelchair, making his movement unsafe. These physical barriers prevent him from accessing the establishment independently and with dignity, leaving him exposed to unnecessary risks and discrimination. The combination of these factors significantly hinders his visit to Bergr Blvd 868, violating his right to safe, independent, and equal access.

61.2. Lack of Accessible Parking Signage: Mr. Cintrón is aware that the parking spaces near the establishment are not properly marked as accessible. This

lack of signage prevents him from quickly identifying a suitable parking spot. It creates insecurity and frustration, as he cannot be certain that he will be able to park near the establishment and access it independently.

61.3. Inaccessible Parking Spaces: Mr. Cintrón is aware that the parking spaces do not meet the required dimensions to be considered accessible for wheelchair users. This makes it difficult for him to access the establishment, as even if he finds a place to park, he cannot maneuver safely between the vehicles or approach the entrance without risking getting stuck or damaging his wheelchair. The lack of adequate space limits his autonomy, as he cannot access the location independently, forcing him to depend on assistance or risk moving in unsafe conditions.

61.4. Clear Floor Space in the Restroom: Mr. Edwin Cintrón is aware that the restroom at Bergr Blvd 868 has very little space, which makes it challenging for him to maneuver his motorized wheelchair. The insufficient space restricts his movement within the restroom, forcing him into a vulnerable situation where he cannot use the facilities independently. This barrier affects his ability to enjoy a dignified and autonomous experience at the establishment.

61.5. The barriers on the property could be eliminated by ensuring that the sidewalk is kept clear of vehicles, allowing sufficient space for wheelchair users to navigate safely. Proper signage should be installed to indicate accessible parking spaces, and these spaces must meet the required dimensions to accommodate wheelchair users. Additionally, the sidewalk should be repaired to eliminate dangerous holes and potholes, creating a



smooth, safe path for mobility. Inside, the restroom should be redesigned to provide enough space for wheelchair users to maneuver comfortably, allowing for independent use of the facilities. These changes would improve accessibility, safety, and independence for Mr. Cintrón and other individuals with mobility challenges, ensuring equal access to the establishment.

**Responsibility of the Municipality of Toa Baja and Farmers Boys Corporation - El Kampestre**

62. Mr. Edwin is interested in visiting El Kampestre due to his knowledge of the excellent service provided by the staff, as well as the delicious food and desserts they offer. He also knows that the wide selection of drinks, including the Argentine beer Quilmes, is of excellent quality. Additionally, the location is close to his home, only 26 minutes or 15.0 km away, making the visit even more convenient for him. However, Mr. Cintrón Pagán has been aware of the architectural barriers at the establishment since mid-June 2024, and due to his health condition requiring the use of a wheelchair, he feels deterred from visiting. He believes that visiting in its current state would expose him to a discriminatory experience. He is specifically aware of the following architectural barriers at El Kampestre:

62.1. Obstructed Sidewalks: Mr. Cintrón is aware that El Kampestre uses the sidewalk for parking, limiting the space available for wheelchair users like him. This obstruction, along with the poor condition of the sidewalk, which is filled with potholes and irregularities, makes it extremely difficult for him to move safely. The lack of a clear path and the uneven terrain put him in a vulnerable position, making it hard for him to access the establishment

independently and safely, exposing him to additional risks every time he attempts to enter.

62.1.1. Mr. Cintrón is aware that El Kampestre uses the sidewalk for parking, which limits the space available for wheelchair users like him. This obstruction makes it difficult for him to maneuver safely, as he has to navigate around parked vehicles, which creates a sense of insecurity every time he tries to access the place.

62.1.2. Furthermore, the poor condition of the sidewalk exacerbates the situation. The sidewalk is full of potholes and irregularities, making it difficult for him to move with his motorized wheelchair. The lack of a clear path forces him to maneuver on unstable ground, putting his safety at risk and making access much more challenging.

62.1.3. Together, the combination of the obstruction caused by parking and the poor condition of the terrain places Mr. Cintrón in a vulnerable position. It prevents him from accessing the establishment independently and safely, exposing him to additional risks every time he attempts to enter, thus preventing him from enjoying dignified access to the establishment.

62.2. Inaccessible Parking Spaces: Mr. Cintrón is aware that the parking spaces are not properly marked as accessible and do not meet the required dimensions for wheelchair users. This prevents him from parking close to the establishment and accessing it easily, forcing him to find parking in less convenient areas. The lack of accessible spaces limits his autonomy and creates additional barriers for independent access to the location.

- 62.3. Lack of Proper Signage: Mr. Cintrón is also aware that the parking spaces are not properly marked as accessible. This lack of adequate signage makes it difficult for him to identify available accessible spots, which complicates finding a suitable place to park. The absence of this signage creates confusion and increases the barriers to access, requiring him to spend extra time and effort to find a place where he can park and safely access the establishment.
- 62.4. Lack of Accessible Route: Mr. Cintrón is aware that there is no accessible route from the sidewalk to the entrance of the establishment. This makes independent navigation difficult, as he has to seek unsafe alternatives to access the location. The lack of an appropriate route exposes him to unnecessary risks and prevents him from enjoying safe and dignified access to the establishment. This barrier limits his autonomy and creates a discriminatory experience, as he cannot access the place on equal terms.
- 62.5. High Counter: Mr. Cintrón is also aware that the counter at El Kampestre is too high, making it difficult for him to reach the service area from his wheelchair. This height prevents him from independently interacting with the staff to perform tasks such as paying or receiving assistance. The counter design forces him to rely on the staff for help, reducing his autonomy and creating an unequal experience.
- 62.6. Clear Floor Space in the Restroom: Mr. Edwin Cintrón is aware that the restroom at El Kampestre has limited space, making it difficult for him to maneuver his motorized wheelchair. The lack of sufficient space restricts his ability to move freely within the restroom, forcing him to rely on assistance

to use the facilities. This barrier prevents him from having an independent and dignified experience at the establishment.

62.7. The barriers on the property could be eliminated by ensuring that the sidewalk is kept clear of parking, providing a clear and smooth path for wheelchair users. The sidewalk should be repaired to remove potholes and irregularities, creating a safe and stable surface for movement. Additionally, accessible parking spaces should be properly marked and meet the required dimensions to accommodate wheelchair users, ensuring easy access to the establishment. Proper signage should be installed to clearly indicate the accessible parking spots, making it easier to find suitable parking spaces. An accessible route from the sidewalk to the entrance should be created, ensuring independent navigation without the need for unsafe alternatives. The counter should be lowered to allow wheelchair users to comfortably access the service area. Finally, the restroom should be redesigned to provide enough space for wheelchair users to maneuver independently, ensuring a dignified experience for all customers. These modifications would significantly improve accessibility, safety, and independence for Mr. Cintrón and others with mobility challenges, ensuring equal access to the establishment.

**Responsibility of the Municipality of Toa Baja and Cuisine Group LLC - A La Paella**

63. Mr. Edwin is interested in visiting A La Paella due to the wide variety of products they offer, as well as his knowledge that their paellas are fresh and delicious. He also knows they offer different drinks, such as cosmos, whiskey, and sangrias,

which are very good. What makes it even more convenient for him is that the place is close to his home, only 28 minutes by car or 15.0 km away. However, Mr. Cintrón has been aware of the architectural barriers at the establishment since mid-June 2024, and due to his health condition requiring the use of a wheelchair, he feels deterred from visiting. He believes that visiting in its current state would expose him to a discriminatory experience. He is specifically aware of the following architectural barriers at A La Paella:

63.1. Obstructed Sidewalks: Mr. Edwin is deterred from visiting A La Paella because he is aware that the sidewalks are used as parking spaces by the business. This results in vehicles parking on the sidewalk, blocking the necessary space for him to pass safely. Additionally, he knows that there is no accessible route from the sidewalk to the entrance of the establishment, preventing him from accessing the location independently. These barriers make it difficult for him to have a safe and comfortable experience at the establishment.

63.1.1. Mr. Edwin is aware that A La Paella uses the sidewalks for parking, which causes vehicles to park on the sidewalk, obstructing the space he needs to pass safely. Without a clear path, he is forced to find alternative routes that are much less safe and more complicated, putting him in a vulnerable position and exposing him to unnecessary risks.

63.1.2. Additionally, Mr. Edwin knows that, due to this practice, there is no accessible route from the sidewalk to the entrance of the establishment. This makes it extremely difficult for him to access the

location independently, as he relies on his motorized wheelchair for mobility. This lack of accessible access forces him to depend on others for help to get to the establishment, limiting his autonomy and creating an uncomfortable and discriminatory experience.

63.1.3. Mr. Edwin is also aware that the restaurant does not take any action to prevent its customers from parking on the sidewalk, which is frustrating. Instead of promoting an accessible and safe environment, the establishment encourages this behavior without offering alternatives or taking steps to ensure the sidewalks are clear of obstacles. This lack of responsibility from A La Paella makes Mr. Edwin feel even more excluded, as he faces not only physical barriers but also a lack of consideration from the business.

63.2. Lack of Proper Signage in Parking Spaces: Mr. Edwin is aware that the parking spaces for individuals with disabilities do not have a visible sign with clear indications of fines for improper parking. The absence of this signage makes it difficult for him to identify these spaces from a distance, especially when he is approaching in his vehicle. The lack of visibility forces him to get closer to the location to check if the space is available, which creates discomfort and insecurity during his visit.

63.3. Inaccessible Parking Spaces: In addition to the lack of proper signage, Mr. Edwin is aware that the parking spaces do not meet the correct dimensions to be considered accessible for wheelchair users. This lack of adequate space complicates his maneuvering and access to the establishment, forcing him to

park farther away or risk trying to park in a space that is too narrow, which puts his safety and independence at risk.

63.4. Clear Floor Space in the Restroom: Mr. Edwin Cintrón is aware that the restroom at A La Paella has limited space, making it difficult for him to maneuver his motorized wheelchair. The lack of sufficient space restricts his ability to move freely within the restroom, forcing him to rely on assistance to use the facilities. This barrier prevents him from having an independent and dignified experience at the establishment.

63.5. The barriers on the property could be eliminated by ensuring that the sidewalks are kept clear of vehicles, providing a designated, accessible route from the sidewalk to the entrance, and taking measures to prevent customers from parking on the sidewalk. Additionally, the establishment could install proper signage indicating fines for improper parking, ensuring visibility from a distance. The parking spaces should also be redesigned to meet the necessary dimensions for wheelchair users, ensuring adequate space for safe and independent access. Furthermore, the restroom should be redesigned to provide sufficient space for wheelchair users, allowing for independent use of the facilities. These changes would improve accessibility, safety, and autonomy for individuals like Mr. Edwin, promoting a more inclusive and dignified experience for all customers.

**Responsibility of the Municipality of Toa Baja and Farmacia Lago Vista, Inc. - Farmacia Lago Vista**

64. Mr. Edwin is interested in visiting Farmacia Lago Vista due to the variety of medications they offer, as well as the fact that they provide vaccinations for the flu

and COVID, which also interests him. The location is conveniently close to his home, only 28 minutes by car or 14.8 km away. However, Mr. Cintrón has been aware of the architectural barriers at the establishment since the end of May 2024, and due to his health condition requiring the use of a wheelchair, he feels deterred from visiting. He believes that visiting in its current state would expose him to a discriminatory experience. He is specifically aware of the following architectural barriers at Farmacia Lago Vista:

64.1. Obstructed Sidewalks: Mr. Edwin is aware that the sidewalks are obstructed by vehicles parking there and that Farmacia Lago Vista promotes this behavior by marking parking spaces with yellow lines and concrete blocks. This prevents Mr. Edwin from safely navigating the sidewalk and makes it difficult for him to access the establishment.

64.1.1. Mr. Edwin is aware that Farmacia Lago Vista has intentionally placed parking on the sidewalk, obstructing the path and making it difficult for him to navigate safely. This action blocks the space he needs to use his motorized wheelchair, forcing him to maneuver around the parked vehicles or find alternative routes.

64.1.2. Additionally, Mr. Cintrón knows that the pharmacy encourages this behavior by marking parking spaces on the sidewalk with yellow lines and concrete blocks. This practice not only creates a physical barrier but also reflects a lack of responsibility on the part of the establishment for not taking measures to ensure vehicles do not obstruct the sidewalk. The pharmacy is allowing vehicles to interfere



with the safe passage of pedestrians, especially those like Mr. Edwin who rely on accessible routes.

64.1.3. This constant obstruction of the sidewalk prevents Mr. Edwin from accessing the pharmacy independently. Since there is no accessible route from the sidewalk to the entrance, he is forced to rely on others for help or, in the worst case, risk navigating in an unsafe environment. This affects his right to enjoy dignified, safe, and independent access to the establishment.

64.2. Lack of Accessible Parking Signage: Mr. Edwin is aware that Farmacia Lago Vista does not have proper signage to indicate if parking spaces are reserved for individuals with disabilities. This lack of signage makes it difficult for him to quickly and safely identify an appropriate parking spot near the establishment, hindering his independent access to the location.

64.3. Inaccessible Parking Spaces: Mr. Edwin is also aware that the parking spaces at Farmacia Lago Vista do not meet the required dimensions to be considered accessible for wheelchair users. This lack of adequate space makes it even harder for him to maneuver and park safely near the entrance. The insufficient space limits his autonomy, as he cannot access the location independently, forcing him to rely on others to park and enter the establishment.

64.4. Clear Floor Space in the Restroom: Mr. Edwin Cintrón is aware that the restroom at Farmacia Lago Vista has limited space, which makes it challenging for him to navigate with his motorized wheelchair. The lack of adequate space prevents him from moving freely within the restroom,

forcing him to depend on assistance to use the facilities. This barrier significantly impacts his ability to have an independent and dignified experience at the pharmacy.

64.5. The barriers on the property could be eliminated by ensuring that the sidewalks are kept clear of vehicles, removing the practice of using the sidewalk for parking. Additionally, the pharmacy could designate proper, accessible parking spaces with clear and visible signage, ensuring these spaces are located near the entrance. To further improve accessibility, the parking spaces should be redesigned to meet the necessary dimensions for wheelchair users, allowing for safe and independent access. Moreover, the restroom should be redesigned to provide sufficient space for wheelchair users, allowing them to use the facilities independently and comfortably. These changes would significantly enhance accessibility, safety, and autonomy for individuals like Mr. Edwin, promoting a more inclusive and dignified experience for all customers.

**Responsibility of the Municipality of Toa Baja and Cruzcruz CRL - Gelo**

65. Mr. Edwin is interested in visiting Gelo because he is aware of their delicious cold drinks, such as margaritas, mojitos, piña coladas, mimosas, and well-chilled beers, which particularly attract him. However, Mr. Cintrón has been aware of the architectural barriers at the establishment since the end of May 2024, and due to his health condition requiring the use of a wheelchair, he feels deterred from visiting. He believes that visiting in its current state would expose him to a discriminatory experience. He is specifically aware of the following architectural barriers at Gelo:

65.1. Obstructed Sidewalks: Mr. Edwin is aware that the sidewalks are obstructed by vehicles parking there and that Gelo encourages this behavior by marking parking spaces with yellow lines. This prevents Mr. Edwin from safely navigating the sidewalk and makes it difficult for him to access the establishment.

65.1.1. Mr. Edwin is aware that Gelo has intentionally placed parking on the sidewalk, obstructing the path and making it difficult for him to navigate safely. This action blocks the space he needs to use his motorized wheelchair, forcing him to maneuver around the parked vehicles or find alternative routes.

65.1.2. Additionally, Mr. Cintrón knows that Gelo encourages this behavior by marking parking spaces on the sidewalk with yellow lines. This practice not only creates a physical barrier but also reflects a lack of responsibility on the part of the establishment for not taking measures to ensure vehicles do not obstruct the sidewalk. Gelo is allowing vehicles to interfere with the safe passage of pedestrians, especially those like Mr. Edwin who rely on accessible routes.

65.1.3. This constant obstruction of the sidewalk prevents Mr. Edwin from accessing Gelo independently. Since there is no accessible route from the sidewalk to the entrance, he is forced to rely on others for help or, in the worst case, risk navigating in an unsafe environment. This affects his right to enjoy dignified, safe, and independent access to the establishment.

- 65.2. Lack of Accessible Parking Signage: Mr. Edwin is aware that Gelo does not have proper signage to indicate if parking spaces are reserved for individuals with disabilities. This lack of signage makes it difficult for him to quickly and safely identify an appropriate parking spot near the establishment, hindering his independent access to the location.
- 65.3. Inaccessible Parking Spaces: Mr. Edwin is also aware that the parking spaces at Gelo do not meet the required dimensions to be considered accessible for wheelchair users. This lack of adequate space makes it even harder for him to maneuver and park safely near the entrance. The insufficient space limits his autonomy, as he cannot access the location independently, forcing him to rely on others to park and enter the establishment.
- 65.4. High Counter: Mr. Edwin is aware that the counter at Gelo is too high, preventing him from reaching the service area from his wheelchair. This makes it difficult for him to perform basic actions such as paying, signing documents, or interacting with the staff comfortably. This situation places him in an unequal position and limits his customer experience, as he completely depends on the employees' willingness to assist him in a manner that is accessible to him. The lack of consideration for individuals with disabilities in the counter's design creates a barrier that hinders Mr. Cintrón's ability to engage independently, making the experience feel discriminatory and exclusionary.
- 65.5. Counter with Insufficient Depth: Mr. Edwin is aware that the counter at Gelo lacks sufficient depth for him to approach it frontally in his wheelchair. This

lack of space prevents him from positioning himself properly in front of the counter, forcing him to position himself uncomfortably at an angle in order to be attended to. This design flaw not only reduces his autonomy but also excludes him from equal interaction with the staff, making him feel that his needs are not taken into account in the business's layout. This barrier significantly impacts his overall experience, further emphasizing the business's failure to provide an accessible and inclusive environment.

65.6. Clear Floor Space in the Restroom: Mr. Edwin Cintrón is aware that the restroom at Gelo has limited space, which makes it challenging for him to navigate with his motorized wheelchair. The lack of adequate space prevents him from moving freely within the restroom, forcing him to depend on assistance to use the facilities. This barrier significantly impacts his ability to have an independent and dignified experience at the establishment.

65.7. The barriers on the property could be eliminated by ensuring that the sidewalks are kept clear of vehicles, removing the practice of using the sidewalk for parking. Additionally, Gelo could designate proper accessible parking spaces with clear and visible signage to ensure these spaces are easily identifiable from a distance. The parking spaces should also be redesigned to meet the required dimensions for wheelchair users, allowing for safe and independent access. To further improve accessibility, the counter should be lowered to an accessible height and designed with adequate depth to allow wheelchair users to approach it comfortably. Moreover, the restroom should be redesigned to provide sufficient space for wheelchair users, allowing for independent and dignified use of the

facilities. These changes would significantly improve the overall accessibility, safety, and autonomy for individuals like Mr. Edwin, ensuring a more inclusive and dignified experience for all customers.

**Responsibility of the Municipality of Toa Baja and Ríos Minimarket & Baby Center Inc. - Ríos Minimarket & Baby Center**

66. Mr. Edwin is interested in visiting Ríos Minimarket & Baby Center due to its wide variety of household groceries and excellent customer service, making the shopping experience comfortable and convenient. However, he has been aware of the architectural barriers at the establishment since the end of June 2024, and due to his health condition requiring the use of a wheelchair, he feels deterred from visiting. He believes that visiting in its current state would expose him to a discriminatory experience. He is specifically aware of the following architectural barriers at Ríos Minimarket & Baby Center:

66.1. Obstructed Sidewalks: Mr. Edwin is aware that the sidewalks around Ríos Minimarket & Baby Center are frequently obstructed by vehicles parked by the restaurant's customers. The restaurant does nothing to prevent this behavior, and the sidewalk is in poor condition, cracked and uneven. This makes it difficult for Mr. Edwin to safely navigate the sidewalk and access the establishment.

66.1.1. Mr. Edwin is aware that the vehicles parked on the sidewalk around Ríos Minimarket & Baby Center obstruct his path, making it difficult for him to safely access the establishment. This obstruction reduces the space available for his motorized wheelchair, forcing him to maneuver around the parked vehicles, putting him in a vulnerable

situation and significantly hindering his independent access. Furthermore, due to this, there is no accessible route from the sidewalk to the main entrance of the business.

66.1.2. Mr. Edwin is also aware that the sidewalk is in poor condition, with cracks and irregularities, which further worsens the situation. The uneven terrain and cracks increase the difficulty for him to move safely. Since he relies on his motorized wheelchair for mobility, each attempt to access the establishment becomes a challenge, exposing him to unnecessary risks. There is also no accessible route from the sidewalk to the main entrance, preventing him from accessing the business independently.

66.1.3. Additionally, Mr. Edwin is aware that Ríos Minimarket & Baby Center does nothing to prevent vehicles from parking on the sidewalk, which not only compromises his safety but also limits his autonomy. He is forced to rely on others for help or, in the worst case, risk navigating in an unsafe environment, which affects his dignity and his right to independent and safe access.

66.2. Ramp with Steep Incline: Mr. Edwin is aware that there is a very steep ramp in front of the main entrance of Ríos Minimarket & Baby Center, which makes it inaccessible for him. Due to the high incline, the ramp is difficult to navigate with his motorized wheelchair, increasing the risk of losing balance and making it unsafe for him to use. This barrier prevents Mr. Edwin from accessing the business independently and safely, as the steep slope creates a physical obstacle that he cannot overcome without assistance.

- 66.3. Lack of Accessible Entrance Signage: Mr. Edwin is aware that there is no signage indicating an accessible entrance at the main entrance of Ríos Minimarket & Baby Center. This lack of clear direction creates confusion and difficulty for him, as he cannot easily identify where he may find an alternative accessible route. The absence of proper signage forces him to waste time searching for a safe and accessible entrance, making it more challenging for him to access the establishment independently and comfortably. This lack of consideration directly affects his autonomy and ability to navigate the location with ease.
- 66.4. Clear Floor Space in the Restroom: Mr. Edwin Cintrón is aware that the restroom at the restaurant has limited space, which makes it challenging for him to navigate with his motorized wheelchair. The lack of sufficient space restricts his ability to move freely within the restroom, forcing him to depend on assistance to use the facilities. This barrier significantly impacts his ability to have an independent and dignified experience at the restaurant.
- 66.5. The barriers on the property could be eliminated by ensuring that the sidewalks are kept clear of vehicles, taking measures to prevent parking on the sidewalk, and maintaining the sidewalks in good condition. Additionally, the establishment could provide a ramp with a less steep incline to ensure safe access for individuals using motorized wheelchairs. Clear and visible signage indicating an accessible route to the entrance should be installed, ensuring that Mr. Edwin can easily identify a safe path. Lastly, the restroom should be redesigned to allow for sufficient space for wheelchair users, ensuring independent access. These modifications would improve



accessibility, safety, and autonomy for Mr. Edwin, promoting a more inclusive and dignified experience for all customers.

67. Mr. Edwin will be adversely affected in the future by the barriers present at the public accommodations mentioned in this Complaint, because:

- a. Many of the public accommodations mentioned in the Complaint are located in the municipalities of Toa Alta and Toa Baja, which are close to Mr. Edwin's residence.
- b. As an enthusiast of exploring and enjoying new places, Mr. Edwin has a consistent interest in visiting restaurants, supermarkets, stores, and other local businesses. These visits are not only part of his routine but also contribute significantly to his quality of life by allowing him to stay active and socially engaged with his community.
- c. One of his favorite activities is discovering new restaurants and recreational spaces where he can enjoy leisure and entertainment. His desire to continue participating in these activities reinforces his intention to return to the locations mentioned in the Complaint.
- d. As a resident and active member of his community, Mr. Edwin seeks to exercise his right to free mobility. Being able to move without obstructions is essential for him to perform everyday activities such as grocery shopping, attending medical appointments, and enjoying recreational outings.

68. Mr. Cintrón intends to return to the public accommodations mentioned in this Complaint once the architectural barriers have been removed. Only when all barriers related to his type of disability are eliminated will he be able to return and have full, equal, dignified, and safe access.

69. The plaintiff reserves the right to return at any time to the public accommodations mentioned in this Complaint for any lawful purpose, even if doing so requires enduring discriminatory conditions, experiencing inconveniences that non-disabled individuals do not face, or exposing themselves to risks to their personal safety and physical integrity. In the same way that a non-disabled person may choose to endure hostile conditions that are not unlawful, such as a long and endless checkout line, the plaintiff will endure the unlawful discriminatory conditions created by the defendant, regardless of the impact on their dignity or even if it poses a risk to their physical integrity.

**D. The Improper Use of Sidewalks by Places of Public Accommodation**

70. The places of public accommodation mentioned in Section C of this complaint operate their illegal parking areas on the referenced public sidewalks in front of their establishments, with the tacit approval of both the Municipality of Toa Alta and the Municipality of Toa Baja.

71. Mr. Edwin Cintrón has been particularly affected by this issue, as he feels discouraged from visiting the places of public accommodation mentioned in Section C of this complaint, which use public sidewalks as parking areas. Mr. Cintrón is aware that vehicles parked on the sidewalks in front of these establishments completely block pedestrian access, leaving him with no choice but to use the roadway to pass through or attempt to enter these locations. This forces him to navigate a roadway where vehicles are actively in transit, further endangering his safety and making the experience of accessing these places unnecessarily difficult and hazardous.

72. Similarly, both the Municipality of Toa Baja and the Municipality of Toa Alta are fully aware of the obstruction of public sidewalks caused by the parking areas at the places of public accommodation mentioned in Section C of this complaint, which use public sidewalks as parking spaces. However, these municipalities have failed to take affirmative corrective measures to eliminate the illegal parking and ensure the accessibility and safety of the sidewalks for individuals with disabilities.
73. The places of public accommodation mentioned in Section C of this complaint, which use public sidewalks as parking spaces, have obtained use permits from both the Municipality of Toa Alta and the Municipality of Toa Baja to operate their respective establishments. These permits, however, include the illegal operation of parking areas that occupy the entirety of the public sidewalk.
74. The use permits of the places of public accommodation mentioned in Section C of this complaint, which use public sidewalks as parking spaces, as respectively granted by the Municipality of Toa Alta and the Municipality of Toa Baja, endorse and authorize the obstruction of public sidewalks with parking areas, despite clearly violating applicable accessibility and non-discrimination laws.
75. The issuance of use permits by the defendant public entities reflects a scheme between the parties to endorse the illegal use of public sidewalks. This irregular conduct has allowed the places of public accommodation mentioned in Section C of this complaint, which use public sidewalks as parking spaces, to respectively operate their establishments while excluding individuals with disabilities from access.

**E. Violations of Title III of the Americans with Disabilities Act (ADA) by Places of Public Accommodation**

76. The co-defendants, as operators of places of public accommodation, are subject to the requirements of Title III of the Americans with Disabilities Act (ADA), 42 U.S.C. § 12181 et seq., which mandate ensuring accessibility and equitable participation for individuals with disabilities in their facilities.
77. The co-defendants have violated and continue to violate the provisions of Title III of the ADA by establishing and operating their parking areas over the entirety of the public sidewalks adjacent to their respective establishments.
78. The appropriation of public sidewalks by the co-defendants for their parking areas constitutes an architectural barrier that prevents the plaintiff and other individuals with mobility disabilities from fully and freely accessing their commercial establishments. This obstruction blocks their access route and, consequently, their entry.
79. The parking areas respectively operated by the co-defendants on the properties subject to this litigation, as currently designed and located, fail to comply with the ADA accessibility standards applicable to parking facilities at places of public accommodation. Among other deficiencies, they do not provide the required number of designated accessible spaces, lack accessible spaces with the regulatory dimensions, are not clearly marked or identified with proper signage, and fail to connect accessible spaces to an accessible route leading to the establishments.
80. The continued operation of these parking areas by the co-defendants constitutes discrimination against the plaintiff on the basis of disability and a violation of the provisions of Title III of the ADA.

**F. Violations of Title II of the Americans with Disabilities Act (ADA) by the Municipality of Toa Alta and the Municipality of Toa Baja**

81. Both the Municipality of Toa Alta and the Municipality of Toa Baja have specific responsibilities regarding the maintenance and accessibility of sidewalks within their jurisdiction.
82. The Municipality of Toa Alta and the Municipality of Toa Baja have a legal duty to ensure that the sidewalks within their jurisdiction comply with the accessibility requirements established by law and remain free of obstructions that hinder the transit of individuals with mobility disabilities.
83. The Municipality of Toa Alta and the Municipality of Toa Baja each have the direct responsibility for the ongoing maintenance, repair, and cleaning of the sidewalks within their respective municipal boundaries.
84. The Municipality of Toa Alta and the Municipality of Toa Baja are obligated to ensure that sidewalks comply with the accessibility requirements established by law, including the new Public Right-of-Way Accessibility Guidelines (PROWAG) of 2023.
85. The inaction and permissiveness of the Municipality of Toa Alta and the Municipality of Toa Baja regarding the appropriation of public sidewalks by the co-defendants make them complicit in the exclusion and discrimination suffered by the plaintiff.
86. The Municipality of Toa Alta and the Municipality of Toa Baja, as public entities, are obligated to comply with the requirements of Title II of the ADA, 42 U.S.C. § 12131 et seq., to ensure accessibility and non-discrimination in their services, programs, and activities for individuals with disabilities.

87. The maintenance and design of accessible public sidewalks constitute a service or activity covered under Title II of the ADA. As such, these public entities have a duty to ensure that their sidewalks are accessible and usable by all individuals without any form of discrimination.
88. Mr. Cintrón has a mobility impairment that requires him to use a motorized wheelchair to move safely, stably, and without the risk of falls or injuries. For this reason, when private vehicles block the sidewalk, Mr. Cintrón is forced to leave the sidewalk and travel on the street to bypass such obstructions.
89. This situation exposes him to the risk of being struck by moving vehicles, which clearly poses a significant threat to his safety and personal well-being. Additionally, being forced to travel on the street instead of the sidewalk designated for pedestrians is highly uncomfortable, humiliating, and discriminatory for anyone, especially for someone with severe mobility limitations. In fact, even on sidewalks where no vehicles are parked, many are not in good condition—for example, they may have overgrown vegetation, uneven surfaces, cracks, or broken areas—further preventing Mr. Cintrón from safely navigating them.
90. It is important to emphasize that the sidewalk system in front of and around the businesses mentioned in this complaint serves as an essential route for residents and visitors of the area, including Mr. Cintrón, to access basic services and participate in community life. When private vehicles block the sidewalk, or when the sidewalk itself is in poor condition at any point along this pedestrian route, the connectivity and flow necessary to ensure accessibility for everyone are disrupted.
91. Therefore, the Municipality of Toa Alta and the Municipality of Toa Baja have a legal obligation to address this situation and implement concrete corrective

measures to permanently and effectively eliminate the practice of private vehicles parking on sidewalks in these areas. This is essential to ensure that the sidewalk system in this critical area, including the route in front of each public accommodation, is accessible and usable in a safe, stable, and dignified manner by individuals with severe mobility disabilities, such as Mr. Cintrón.

92. The public entities mentioned above have violated and continue to violate their legal obligations under Title II of the ADA by allowing the co-defendants to appropriate the public sidewalks adjacent to their respective establishments to create illegal parking areas that completely obstruct the safe transit and use of these sidewalks by individuals with disabilities, such as the plaintiff.
93. Despite being aware of the illegal obstruction of sidewalks caused by unlawfully placed parking areas at public accommodations, the Municipality of Toa Alta and the Municipality of Toa Baja have failed to take affirmative actions to address this discriminatory situation and ensure the accessibility of their sidewalks in compliance with the requirements of Title II of the ADA.
94. The inaction and permissiveness of these public entities regarding the appropriation of sidewalks constitute a pattern and practice of discrimination against individuals with disabilities and reflect the lack of an adequate public policy to oversee and enforce the accessibility requirements for their sidewalks.
95. The omissions of the Municipality of Toa Alta and the Municipality of Toa Baja result in the exclusion of the plaintiff and other individuals with mobility disabilities from the equal enjoyment of public sidewalks, in violation of Title II of the ADA and the 2023 Public Right-of-Way Accessibility Guidelines (PROWAG).

**G. Violation of Section 504 of the Rehabilitation Act by the Municipality of Toa Alta and the Municipality of Toa Baja**

96. Section 504 of the Federal Rehabilitation Act, 29 U.S.C. § 794, prohibits disability discrimination in programs and activities that receive federal financial assistance.
97. Both the Municipality of Toa Alta and the Municipality of Toa Baja receive federal funds, making them obligated to comply with the anti-discrimination provisions of Section 504.
98. However, the Municipality of Toa Alta and the Municipality of Toa Baja have discriminated against the plaintiff by failing to take affirmative actions to remove architectural barriers from their sidewalks and by allowing these sidewalks to be obstructed by illegal parking.
99. The failure to ensure the accessibility of their sidewalks and the permissiveness of these public entities regarding discriminatory parking practices constitute a violation of Section 504 and intentional discrimination against the plaintiff due to his disability.
100. This conduct by the Municipality of Toa Alta and the Municipality of Toa Baja denies Mr. Cintrón access to a public service, namely, access to the sidewalks under their jurisdiction.
101. In light of this, it is appropriate to order the Municipality of Toa Alta and the Municipality of Toa Baja to cease and desist from their noncompliance and to impose remedies, both equitable and compensatory, for the damages caused to the plaintiff.



#### **H. Permits Obtained Irregularly**

102. The co-defendant commercial establishments have obtained use permits through a systematic pattern of incorrect information and false representations, specifically:
  - 102.1. In their use permit applications before the Permits Management Office and/or the respective Municipalities, the co-defendants falsely asserted that their establishments complied with the accessibility requirements established by law, when the actual physical conditions of their facilities demonstrate otherwise;
  - 102.2. The co-defendants fraudulently certified that their establishments had accessible entrances and routes, while in reality, they maintain permanent obstacles that prevent the safe access of individuals with disabilities;
  - 102.3. In their permit applications, the co-defendants falsely represented that their establishments provided the legally required maneuvering space for wheelchairs, when the actual space is substantially smaller than the minimum legal requirement;
  - 102.4. The co-defendants intentionally failed to disclose that their service counters exceed the maximum height allowed by law for accessibility to individuals in wheelchairs;
  - 102.5. In the documents submitted to obtain permits, the co-defendants made false representations regarding the physical dimensions of their restrooms, certifying compliance with accessibility requirements when, in reality, they do not provide the minimum space required for safe use by individuals with disabilities;

- 102.6. The co-defendants intentionally failed to disclose that they use public sidewalks as parking areas, thereby eliminating the accessible routes required by law;
  - 102.7. In their applications, the co-defendants falsely represented compliance with accessible parking requirements, when in fact they fail to provide the legally required spaces and dimensions;
  - 102.8. The co-defendants concealed material information regarding existing architectural barriers that prevent the safe and independent access of individuals with disabilities, including but not limited to: excessively steep ramps, lack of handrails, permanent obstacles in access routes, and lack of accessible signage.
103. The co-defendant Municipalities, in exercising their authority under Law 161-2009, have systematically granted use permits without verifying compliance with the minimum accessibility requirements established by law, constituting an institutionalized discriminatory practice against individuals with disabilities.
104. The plaintiff has a legally protected personal interest under Article 14.1 of Law 161-2009, as interpreted by the Supreme Court in Díaz Vázquez v. Colón Peña, 2024 TSPR 113, because:
- 104.1. The architectural barriers and obstacles present in the co-defendant establishments prevent him from accessing and safely using the facilities;
  - 104.2. The lack of accessibility poses an imminent risk to his personal safety;
  - 104.3. He is deprived of the use and enjoyment of public services available to the general population.

105. The use permits granted are null and void, as they were obtained through incorrect or false information, specifically:
  - 105.1. The co-defendant commercial establishments falsely certified compliance with accessibility requirements;
  - 105.2. They omitted material information regarding existing architectural barriers;
  - 105.3. They failed to disclose the absence of legally required facilities for individuals with disabilities.
106. Not only do the Municipality of Toa Alta and the Municipality of Toa Baja allow businesses to use sidewalks as parking spaces through their permits, but they are also fully aware of this issue and have chosen not to implement effective enforcement mechanisms, such as issuing fines or imposing corrective measures, to discourage this practice.
107. The number of tickets issued for sidewalk parking violations is virtually nonexistent, reflecting a complete lack of commitment to addressing the problem. Instead of ensuring that sidewalks remain clear and accessible for pedestrian use, the municipalities have, either passively or actively, allowed these public spaces to be misused, prioritizing the convenience of businesses and drivers over the fundamental right to accessibility.
108. As a result, a significant architectural barrier has been created, severely impacting individuals with mobility impairments, such as Mr. Edwin Cintrón, who faces immense difficulties in navigating these areas safely. When encountering vehicles obstructing sidewalks, he is forced to move onto the roadway, exposing himself to unnecessary dangers. This situation not only compromises his safety but also

constitutes a violation of his right to accessibility, freedom of movement, and inclusion.

109. The municipalities' failure to act demonstrates a clear disregard for the needs of people with disabilities. Rather than promoting inclusive policies that ensure accessible public spaces for all, they have allowed the issue to persist without offering any concrete solutions. The absence of an effective penalty system further reinforces the perception that the mobility rights of people with disabilities are not a priority for local authorities, leaving individuals like Mr. Cintrón in a state of neglect. For those who rely on accessible infrastructure to carry out their daily activities with independence and dignity, this lack of action is not just an inconvenience—it is a fundamental failure of governance.

110. It is respectfully requested that the Court, after completing the requisite procedural steps, order the immediate revocation of the use permits, thereby nullifying the illegal authorization to establish a parking area that obstructs the public sidewalk in violation of the law, as well as other existing architectural barriers both inside and outside the public accommodations in question.

### **III. PRAYER FOR RELIEF**

**WHEREFORE**, the plaintiff respectfully requests the following legal remedies:

1. That a preliminary and permanent injunction be issued against the defendants to prevent future violations of the provisions of Title III of the Americans with Disabilities Act.
2. That a permanent injunction be issued under Section 504 of the Rehabilitation Act, Title II of the Americans with Disabilities Act, and the 2023 Public Right-of-Way

Accessibility Guidelines (PROWAG) against the co-defendants, the Municipality of Toa Alta and the Municipality of Toa Baja, ordering them to:

- a. Remove existing architectural barriers on sidewalks under their jurisdiction.
  - b. Ensure accessibility of sidewalks under their jurisdiction in compliance with the requirements of the aforementioned laws.
  - c. Develop and implement a detailed plan with specific deadlines to address accessibility barriers, which shall include: (i) A comprehensive inventory of all sidewalks under their jurisdiction that do not meet accessibility standards; (ii) A timeline for the repair, modification, and/or reconstruction of identified sidewalks; (iii) The establishment of a regular inspection system to ensure continuous compliance.
3. That the Municipality of Toa Alta and the Municipality of Toa Baja be ordered to pay nominal damages to the plaintiff for their violations of Title II of the ADA, Section 504 of the Rehabilitation Act, and the 2023 Public Right-of-Way Accessibility Guidelines (PROWAG).
  4. That the Municipality of Toa Alta and the Municipality of Toa Baja be ordered to pay compensatory damages under Title II of the ADA and Section 504 of the Rehabilitation Act.
  5. That the revocation of the use permit granted to the co-defendants by the Municipality of Toa Alta and the Municipality of Toa Baja, respectively, be ordered, as it was obtained through false or incorrect information.
  6. That the Court retain jurisdiction to monitor, ensure, and oversee ongoing compliance with its orders directing the Municipality of Toa Alta and the

Municipality of Toa Baja to fulfill their obligations regarding the accessibility of sidewalks.

7. Payment of reasonable costs, litigation expenses, and attorneys' fees, pursuant to 20 USC § 1415(i)(3)(B).
8. The provision of whatever other relief the Court deems just, equitable and appropriate.

**Dated:** February 3, 2025.

**VELEZ LAW GROUP LLC**  
Civil Rights Division

s/José Carlos Vélez Colón  
José Carlos Vélez Colón  
USDC-PR 231014

4204 Six Forks Rd, Apt 1209  
Raleigh, NC 27609-6427

E: [vlg@velezlawgroup.com](mailto:vlg@velezlawgroup.com)  
C: (787)-422-1881

**PLAINTIFF'S ATTORNEY**