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                      UNITED STATES DISTRICT COURT
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                 FOR THE SOUTHERN DISTRICT OF CALIFORNIA
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   MAURIZIO ANTONINETTI, JEAN RIKER,
                                           CASE NO. 06cv2671 BTM
  JAMES PERKINS, KAREN FRIEDMAN,
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                                           (WMc)
   MICHAEL RIFKIN, SUSAN CHANDLER, LAURA
                                           FIRST AMENDED COMPLAINT
  WILLIAMS, on behalf of themselves and
   all others similarly situated,
                                           CLASS ACTION - Related to
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                                           USDC No. 05 CV 1660 BTM
                        Plaintiffs,
                                           (WMc)
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             V.
                                           DEMAND FOR JURY TRIAL
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   CHIPOTLE MEXICAN GRILL, INC., a
  Delaware Corporation and DOES 1-10,
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  Defendants.
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                               INTRODUCTION
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             Defendant Chipotle Mexican Grill, Inc. ("Chipotle")
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   specifically intends to provide its customers with the "Chipotle
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   Experience" in which Chipotle customers have the opportunity to
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  "build their perfect burrito," to ask for "a little more salsa, a
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   little less quacamole," to see the appetizing display of food
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   choices, to see into the open kitchen and to see freshly
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                                               First Amended Complaint
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marinated meats being grilled, to experience a "feast for the eyes," and to be brought "more completely into the dining experience." All of these benefits and opportunities are part of "the Chipotle Experience." The Chipotle Experience is supposed to be a "fast" experience, in a casual setting, consistent with Chipotle's description of its restaurants as providing "fast casual" fare. Plaintiffs and the class of people with mobility disabilities they represent were denied full and equal access to the Chipotle Experience by Chipotle.

Chipotle originally designed and constructed its restaurants in California with walls approximately 46 inches high ("the walls") located between the customers and the food ordering and preparation areas, in violation of the Americans with Disabilities Act ("the ADA"). The walls obstructed the view of the kitchen and food preparation areas for people with mobility impairments who require the use of wheelchairs or other mobility devices (hereafter collectively referred to as "people in wheelchairs") and who, because of their mobility disabilities, are denied full and equal access to the Chipotle Experience. Those who can see over the walls have the opportunity to see into the open kitchen, to see large pans of appetizing ingredients, tantalizingly displayed, to see and select the specific ingredients they want in their entrees, to direct the amount of each of the chosen ingredients to be placed in the entrees, and to watch the actual construction of their entrees. People who can see over the walls can "direct" the construction of their

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"perfect" burrito. Plaintiffs and the class of people they represent, however, have no such opportunity because they cannot see the food on display or the making of their entrees because of the walls.

- 3. In an effort to provide the Chipotle Experience to people with mobility impairments, like the Plaintiffs, Chipotle adopted a policy of providing accommodations by various methods, including by lifting samples of food for viewing or by having entrees constructed at the cashier counter or at an adjacent table. Chipotle's policy of accommodation legally fails as "equivalent facilitation," pursuant to a ruling by the Ninth Circuit Court of Appeals in Antoninetti v. Chipotle Mexican Grill, Inc., 614 F.3d 971 (9th Cir. 2010).
- 4. The accommodations offered by Chipotle pursuant to its policy "merely provide a substitute experience that lacks the customer's personal participation in the selection and preparation of the food that the full 'Chipotle experience' furnishes." Antoninetti, 614 F.3d 971, 979.

JURISDICTION AND VENUE

5. The claims alleged herein arise under the Americans with Disabilities Act (42 U.S.C. §§ 12131 et seq.) ("ADA"), and under state claims for relief, such that the jurisdiction of this Court is invoked pursuant to 28 U.S.C. §§ 1331, 1332 and 1343. Through the same actions and omissions that form the basis of Plaintiffs' federal claims, Chipotle and the DOE Defendants (hereinafter collectively referred to as "Defendants") have also

- 1 violated Plaintiffs' rights under state law, over which this
- 2 Court has supplemental jurisdiction pursuant to 28 U.S.C. § 1367.
- 3 This Court has jurisdiction over Plaintiffs' claims for
- 4 declaratory and injunctive relief pursuant to 28 U.S.C. §§ 2201
- 5 and 2202 and Rule 65 of the Federal Rules of Civil Procedure.
- 6 All of the Plaintiffs are residents of the State of California.
- 7 Chipotle is incorporated in the State of Delaware, with its
- 8 principal place of business in Denver, Colorado.
- 9 6. Venue over Plaintiffs' claims is proper in the Southern
- 10 District of California because Defendant operates approximately
- 11 14 restaurants in the Southern District of California, Mr.
- 12 Antoninetti resides in the Southern District, Mr. Perkins wants
- 13 to visit Chipotle restaurants in the Southern District and
- 14 because the events, acts, and omissions giving rise to at least
- 15 two of the Plaintiffs' claims occurred in the Southern District
- 16 of California.

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PARTIES

Plaintiffs Maurizio Antoninetti, Jean Riker, Michael

- Rifkin, James Perkins, Karen Friedman, Laura Williams and Susan Chandler are each individuals with physical disabilities within the meaning of all applicable statutes, including the ADA, 42 U.S.C. § 12101, et seq., Section 504, 29 U.S.C. §794, and California Civil Code § 51, et seq. All of these Plaintiffs
- 24 utilize wheelchairs or motorized scooters for mobility because
- 25 their abilities to walk and stand are substantially limited.
 - 8. This action is brought on behalf of the named

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Plaintiffs and on behalf of all persons similarly situated. The class which the Plaintiffs seek to represent is composed of all persons with mobility disabilities who use wheelchairs or other mobility aides, such as scooters, and who, because of their mobility disabilities, have been or will be denied full and equal access to the Chipotle Experience because of the walls (hereinafter "the Class.")

- 9. Defendant Chipotle Mexican Grill, Inc., headquartered in Denver, Colorado, is a corporation authorized to do business and doing business within the State of California. Plaintiffs are informed and believe and thereon allege that Chipotle operates more than 83 restaurants within the State of California, all of which are similarly designed and constructed with respect to the food service lines and the walls. This case arises out of Defendant's denial of access to the Chipotle Experience to customers who, because of mobility disabilities, are unable to see over the walls.
- 10. The Defendants whose identities are unknown are sued herein under the names DOES 1 through 10 ("DOES"). Plaintiffs are informed and believe and thereon allege that all of the Defendants, including the DOES, are in some manner responsible for the injuries and damages herein alleged.

FACTS APPLICABLE TO ALL CAUSES OF ACTION

11. Each and every allegation set forth in each and every statement of the Complaint is hereby incorporated by reference in each and every other averment and allegation of this First

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Amended Complaint.

- wheelchair for mobility. In November and December of 2006, Mr.

 Antoninetti visited the Chipotle restaurants located on Rosecrans

 Street and at San Diego State University in San Diego,

 California. During his visits to Chipotle restaurants, the walls

 at the food preparation areas prevented Mr. Antoninetti from

 seeing food on display and/or the making of his entrees. He

 would like to return to Chipotle's restaurants, including other

 restaurants in the San Diego area, and he would like to be

 provided with full and equal access to the Chipotle Experience.

 He was deterred from returning to Chipotle's restaurants because

 they were constructed with the same wall design, which denied him

 full and equal access to the Chipotle Experience.
- mobility. Ms. Riker visited the Chipotle restaurant on Capitol Avenue in Sacramento, California in November of 2006. During her visit to the Chipotle restaurant, the wall at the food preparation area prevented Ms. Riker from seeing food on display and/or the making of her entree. Ms. Riker was deterred from returning to Chipotle's restaurants because of the discrimination she experienced during her visit and because of the common wall design of the restaurants. She would like to return to Chipotle's restaurants and to be provided full and equal access to the Chipotle Experience.
 - 14. Michael Rifkin had multiple sclerosis and used a

motorized chair for mobility. Mr. Rifkin visited the Chipotle restaurant on Victoria Avenue in Ventura, California in August of 2006. During his visit to the Chipotle restaurant, the wall at the food preparation area prevented Mr. Rifkin from seeing food on display and/or the making of his entree. Mr. Rifkin was deterred from returning to any Chipotle because of the discrimination he experienced during his visit.

- 15. Karen Friedman has multiple sclerosis, among other disabling conditions. She uses a wheelchair or a motorized scooter for mobility. She visited the Chipotle restaurant on State Street in Santa Barbara, California. During her visit to the Chipotle restaurant, the wall at the food preparation area prevented Ms. Friedman from seeing food on display and/or the making of her entree. She was deterred from returning to any Chipotle restaurant because all Chipotle restaurants were constructed with the same wall design, which denied her full and equal access to the Chipotle Experience. She would like to return to Chipotle's restaurants and to be provided full and equal access to the Chipotle Experience.
- 16. Dr. Perkins uses a wheelchair for mobility. From about 2006 to 2008, Dr. Perkins visited Chipotle restaurants located in Ventura, Norco, Riverside, and Valencia, California. During each of his visits to the Chipotle restaurants, the walls at the food preparation areas prevented Dr. Perkins from seeing food on display and/or the making of his entrees. Dr. Perkins would have visited other Chipotle restaurants in the Ventura, San Diego, Los

- Angeles, Riverside and Santa Barbara County areas of California, but he was deterred from doing so by the high walls that prevented him from seeing the food on display at those restaurants previously visited by him. At all times relevant herein, Dr. Perkins wanted to, and still wants to, return to Chipotle's restaurants and to be provided full and equal access to the Chipotle Experience.
- 17. Susan Chandler has paraplegia and she uses a wheelchair for mobility. In about 2005, she visited a Chipotle restaurant in Sacramento, California. During her visit to the Chipotle restaurant, the wall at the food preparation area prevented Ms. Chandler from seeing food on display and/or the making of her entree. She was deterred from returning to any other Chipotle restaurant because all Chipotle restaurants were constructed with the same wall design, which denied her full and equal access to the Chipotle Experience. She would like to return to Chipotle's restaurants and to be provided full and equal access to the Chipotle Experience.
- wheelchair or a motorized scooter for mobility. In about 2007 or 2008, she visited a Chipotle restaurant in Los Angeles, California. During her visit to the Chipotle restaurant, the wall at the food preparation area prevented her from seeing food on display and/or the making of her entree. She was deterred from returning to any Chipotle restaurant, including restaurants in the Sacramento and Los Angeles areas, because all Chipotle

restaurants were constructed with the same wall design, which denied her full and equal access to the Chipotle Experience. She would like to return to Chipotle's restaurants in the Los Angeles and Sacramento areas and to be provided full and equal access to the Chipotle Experience.

- 19. As a result of the above, Defendants have failed to comply with federal requirements not to discriminate against people with disabilities, as set forth in Antoninetti v. Chipotle Mexican Grill, Inc., 614 F.3d 971 (9th Cir. 2010). Chipotle was and is required, under Title III of the ADA, to ensure that the Class has full and equal access to the Chipotle Experience that is provided to non-Class patrons of Chipotle.
- 20. Chipotle has also failed to comply with California state requirements relating to providing full and access to people with disabilities. See, Antoninetti v. Chipotle Mexican Grill, Inc., 614 F.3d 971 (9th Cir. 2010). Chipotle was notified by other wheelchair users, beginning at least as early as 2002, about the lack of full and equal access to the Chipotle Experience for people such as the Plaintiffs and the class of people they represent. Chipotle, despite this notice, took no action prior to the filing of the instant action to provide the Plaintiffs and Class members with full and equal access to the Chipotle Experience.
- 21. Accordingly, Plaintiffs bring this action seeking injunctive and declaratory relief in order to compel Defendants to comply with their obligations to provide Plaintiffs and Class

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members with full and equal access to the Chipotle Experience.

The named Plaintiffs also seek statutory minimum damages, on behalf of themselves and the Class, in addition to their attorneys' fees and costs.

CLASS ACTION ALLEGATIONS

- 22. Plaintiffs bring this action on their own behalf and on behalf of all persons similarly situated. The Class which plaintiffs seek to represent is composed of "all persons with mobility disabilities who use wheelchairs or other mobility aides, such as scooters, and who, because of their mobility impairments, have been or will be denied their rights under the ADA and California state law to full and equal access to the Chipotle Experience at Chipotle's restaurants within the State of California because of the walls." (Class definition).
- 23. This suit is properly maintainable as a class action under Federal Rules of Civil Procedure, Rule 23 (b)(2), because Defendants have acted or refused to act on grounds generally applicable to the Class, at each of the more than 83 California Chipotle Mexican Grill restaurants, thereby making appropriate final injunctive relief or declaratory relief with respect to the Class as a whole an appropriate remedy. Class claims are brought for the purpose of obtaining declaratory and injunctive relief and for statutory minimum damages under California Civil Code § 52 only, which provides for a minimum of \$4,000.00 for each and every offense. Class damages claims are limited to the minimum statutory damages recoverable under California Civil Code § 52.

- 24. This suit is further properly maintainable as a class action under Federal Rules of Civil Procedure, Rule 23(b)(3) because questions of law or fact common to Class members predominate over any questions affecting only individual members, and a class action is superior to other available methods for fairly and efficiently adjudicating the claims alleged herein.
- 25. The persons in the Class are so numerous that joinder of all such persons is impracticable and the disposition of their claims in a class action is a benefit to the parties and to the Court. The are at least two hundred Class members and the combined claims of all Class members exceeds \$5,000,000.00 exclusive of interest and costs. The Plaintiffs are citizens of a different state than the Defendant.
- 26. There is a well-defined community of interest in the questions of law and fact affecting the parties to be represented in that Chipotle denied the Class full and equal access to the Chipotle Experience at each of its restaurants, despite the requirements of federal law. The design of the walls, and the methods of accommodation adopted by Chipotle to compensate for the obstruction created by the walls, violated the ADA. (See, Antoninetti v. Chipotle Mexican Grill, Inc., 614 F.3d 971 (9th Cir. 2010).)
- 27. Legal and factual questions common to each of the Class members include, but are not limited to, the following:
- A. Whether Defendants violated Title III of the ADA, 42 U.S.C. §§ 12181, et seq., by designing and constructing food

service lines with walls which deny the Plaintiffs and the Class full and equal access to the Chipotle Experience (seeing the food items available for selection, being brought more fully into the dining experience, watching freshly marinated meats being continuously grilled and seeing the construction of their entrees.) This legal issue was resolved against Chipotle in Antoninetti v. Chipotle Mexican Grill, Inc., 614 F.3d 971 (9th Cir. 2010).

- B. Whether Defendants violated California Civil Code §§ 51, et seq. with respect to denial of full and equal access to the Chipotle Experience. This legal issue was resolved against Chipotle in Antoninetti v. Chipotle Mexican Grill, Inc., 614 F.3d 971 (9th Cir. 2010).
- C. Whether the Defendants are liable to each and every Class member for minimum statutory damages for each and every offense, as provided by California Civil Code § 52.
- 28. The claims of the named Plaintiffs are typical of those of the Class and Plaintiffs will fairly and adequately represent the interests of the Class.
- 29. The attorneys representing the Plaintiffs are experienced civil rights attorneys with specific experience in cases involving persons with disabilities. The attorneys representing Plaintiffs are also considered able practitioners in statutory adjudication and federal court litigation.
- 30. References to Plaintiffs shall be deemed to include the named Plaintiffs and each member of the Class, unless otherwise

indicated.

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FIRST CAUSE OF ACTION

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Title III of the Americans with Disabilities Act 42 U.S.C. §§ 12181 et

Congress enacted the ADA upon finding, among other

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Plaintiffs incorporate by reference each and every allegation contained in the foregoing paragraphs.

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things, that "society has tended to isolate and segregate individuals with disabilities" and that such forms for

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discrimination continue to be a "serious and pervasive social

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problem." 42 U.S.C. § 12101(a)(2).

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- In response to these findings, Congress explicitly
- 13 stated that the purpose of the ADA is to provide "a clear and
- comprehensive national mandate for the elimination of 14
- discrimination against individuals with disabilities" and "clear, 15
- strong, consistent, enforceable standards addressing
- discrimination against individuals with disabilities." 42 U.S.C. 17
- \S 12101(b)(1)-(2). 18
- 19
- The ADA provides, inter alia, that it is discriminatory
- to subject an individual or class of individuals on the basis of 20
- a disability "to a denial of the opportunity of the individual or 21
- 22 class to participate in or benefit from the goods, services,
- 23 facilities, privileges, advantages, or accommodations of an
- 2.4 entity." 42 U.S.C. § 12182(a)(i).
- 25 The ADA further provides that it is discriminatory "to afford an individual or class of individuals, on the basis of a 26

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- disability ... with the opportunity to participate in or benefit from a good, service, facility, privilege, advantage, or accommodation that is not equal to that afforded to other individuals." 42 U.S.C. § 12182(a)(ii).
- 36. The ADA further provides that it is discriminatory to fail "to design and construct facilities for first occupancy later than 30 months after the date of enactment of this Act [enacted July 26, 1990] that are readily accessible to and usable by individuals with disabilities, except where an entity can demonstrate that it is structurally impracticable to meet the requirements of such subsection in accordance with standards set forth or incorporated by reference in regulations issued under this title [42 USCS § \$ 12181 et seq.]." 42 U.S.C. § 12183(a)(1).
- 37. Defendants' acts and omissions alleged herein are in violation of the ADA, 42 U.S.C. §§ 12101, et seq., and the regulations promulgated thereunder.
- 38. Chipotle restaurants are places of public accommodation covered by Title III of the ADA. 42 U.S.C. § 12181(7)(I).
- 39. Plaintiffs are persons with mobility disabilities and thus are specifically protected under the ADA. 42 U.S.C. § 12102(2) and 28 C.F.R. § 36.104.
- 40. Plaintiffs and the Class were denied full and equal access to the Chipotle Experience, in violation of the ADA, because of the walls. Plaintiffs and the Class want to return to Chipotle's restaurants in California to enjoy the Chipotle

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Experience. Plaintiffs and the Class were deterred from returning to Chipotle's restaurants in California because they were denied full and equal access to the Chipotle Experience because of the walls.

- Defendants' conduct constitutes multiple ongoing and continuous violations of the ADA and, unless restrained from doing so, Defendants will continue to violate said laws. conduct, unless enjoined, will continue to inflict injuries for which Plaintiffs and the Class have no adequate remedy at law. Consequently, Plaintiffs and the Class are entitled to, and seek, injunctive and declaratory relief pursuant to Section 308 of the ADA. 42 U.S.C. § 12188.
- 42. Plaintiffs and the Class are also entitled to, and seek, reasonable attorneys' fees, litigation expenses and costs pursuant to Section 505 of the ADA. 42 U.S.C. § 12205.

SECOND CAUSE OF ACTION

Unruh Civil Rights Act California Civil Code §§ 51, et seq.

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- 43. Plaintiffs incorporate by reference each and every allegation contained in the foregoing paragraphs.
- California's Unruh Civil Rights Act ("the Unruh Act") prohibits discrimination against individuals with disabilities. Section 51 of the California Civil Code provides, in relevant part:

All persons within the jurisdiction of this state are free and equal, and no matter what their...disability...are entitled to the full and equal accommodations, advantages,

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facilities, privileges, or services in all business establishments of every kind whatsoever.

Cal. Civ. Code \S 51(b).

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- 45. The Unruh Act also provides that "[a] violation of the right of any individual under the Americans with Disabilities Act...shall also constitute a violation of this section." Cal. Civ. Code § 51(f).
- 46. As set forth above, Defendants discriminated against the Plaintiffs by instituting policies and/or by designing and constructing facilities that discriminate against people with mobility disabilities, including Plaintiffs and members of the Class.
- 47. Defendants' actions or inactions constitute a violation of, among other laws, the Americans with Disabilities Act.
- 48. Plaintiffs' mobility disabilities limit major life activities such as standing and walking; thus Plaintiffs are protected under the Unruh Act. Cal. Civ. Code § 51(e)(1); Cal. Gov't. Code §12926(k).
- 49. Chipotle is a business establishment regulated by the Unruh Act. Cal. Civ. Code \S 51(b).
- 50. As a direct and proximate result of Defendants' conduct, Plaintiffs and the Class have suffered damages.
- 51. As such, the named Plaintiffs and the Class are entitled to the minimum amount of \$4,000.00 in damages against Chipotle for each and every offense. Plaintiffs and the Class are also entitled to their attorneys' fees. Cal. Civ. Code

- § 52(a), (e) and § 52.1(h). The amount of all statutory damages of Plaintiffs and the Class exceeds \$5,000,000.00, exclusive of interest and costs.
- 52. Plaintiffs and the Class are also entitled to, and seek, injunctive and declaratory relief. Cal. Civ. Code § 52.1(b).

THIRD CAUSE OF ACTION

<u>Declaratory Relief</u>

- 53. Plaintiffs incorporate by reference each and every allegation contained in the foregoing paragraphs.
- 54. Defendants have denied, and continue to deny, that Defendants failed to provide Plaintiffs and the Class with full and equal access to the Chipotle Experience, in violation of the ADA and various state civil rights statutes, including the Unruh Act, all to the detriment of Plaintiffs and the Class.
- 55. In addition, Defendants deny, and continue to deny, that they have violated or breached any of their legal obligations to Plaintiffs and the Class.
- 56. A judicial declaration is necessary and appropriate at this time in order that each of the parties may know their respective rights and duties and act accordingly.

PRAYER FOR RELIEF

- WHEREFORE, Plaintiffs and the Class pray for judgment as follows:
- 1) Declaring that Defendants violated the ADA and its implementing regulations by failing to provide full and equal

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access to the Chipotle Experience to Plaintiffs and the Class;

- 2) Declaring that Defendants violated the Unruh Civil Rights Act by failing to provide full and equal access to the Chipotle Experience to Plaintiffs and the Class;
- Defendants: (a) to provide Plaintiffs and the Class with full and equal access to the Chipotle Experience; (b) if Defendants have modified the walls at the restaurants so that the Chipotle Experience is now accessible to Plaintiffs and the Class, that Defendants maintain those accessible walls at the restaurants; and (c) that each restaurant constructed after the date of the Court's injunction be designed and constructed so that it provides Plaintiffs and the Class with full and equal access to the Chipotle Experience.
- 4) Granting a permanent injunction directing
 Defendants: (a) to provide Plaintiffs and the Class with full and
 equal access to the Chipotle Experience; (b) if Defendants have
 modified the walls so that the Chipotle Experience is now
 accessible to Plaintiffs and the Class, that Defendants maintain
 the accessible walls at the restaurants; and (c) that each
 restaurant constructed after the date of the Court's injunction
 be designed and constructed so that it provides Plaintiffs and
 the Class with full and equal access to the Chipotle Experience.
- 5) Awarding Plaintiffs and the Class statutory minimum damages of \$4,000.00 for each and every offense, as provided by California Civil Code § 52;

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1	6) Awarding Plaintiffs and the Class attorneys' fees,
2	litigation expenses, and all costs incurred by bringing this
3	action; and
4	7) Granting such other relief as the Court deems just
5	and fair.
6	DATED: January 10, 2011 LAW OFFICES OF AMY B. VANDEVELD
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8	<u>S/AMY B. VANDEVELD</u> Attorney for Plaintiffs
9	Email: abvusdc@hotmail.com
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