ACCESSIBILITY.com

Empowering digital accessibility for businesses™

COMPLETE REPORT

2024 WEBSITE ACCESSIBILITY LAWSUIT RECAP

DATA, TRENDS, COMPARISONS

Sourced and presented by Accessibility.com

This report provides an in-depth analysis of website accessibility lawsuits filed in the United States throughout 2024. It offers valuable insights into legal trends, compliance challenges, and the evolving digital accessibility landscape.

We encourage you to reference the data presented here, citing Accessibility.com as the source and linking to this full report or relevant pages on Accessibility.com for further exploration.

2024 KEY TAKEAWAYS
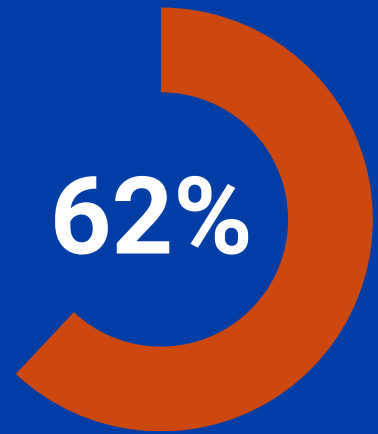
1,202 web accessibility lawsuits filed

Consumer Durables & Apparel, Food, Beverage & Tobacco and Retailing
Industries with the most accessibility lawsuits (849)

New York
State that filed the most accessibility lawsuits (780)

Stein Saks, PLLC
Law firm that filed the most accessibility lawsuits (268)

62%

62% of all website accessibility lawsuits were filed by five law firms out of New York and California.

48% of the filings were against companies that had been sued before.

2024 WEBSITE ACCESSIBILITY LAWSUIT RECAP

1,202 CASES

In 2024, there were 1,202 web accessibility lawsuits filed in Federal and State Courts. This is a dramatic drop of 47% cases filed compared to 2023.

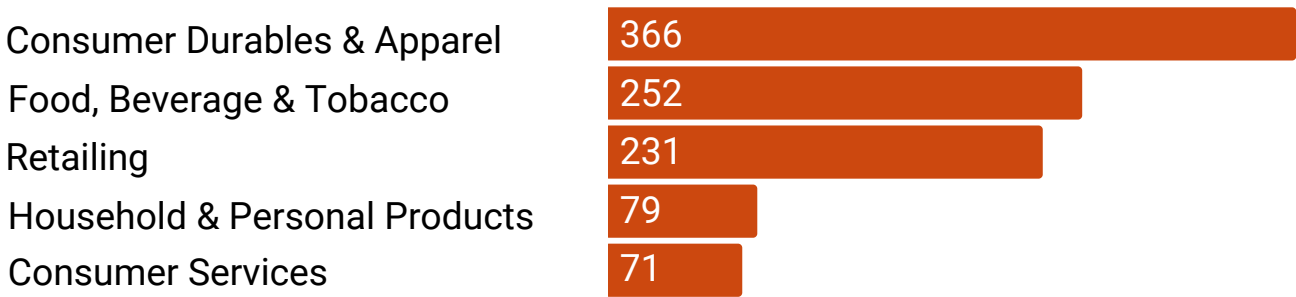| Year	Cases
2024	1,202
2023	2,281
2022	2,387
2021	2,352
2020	2,058
2019	2,260
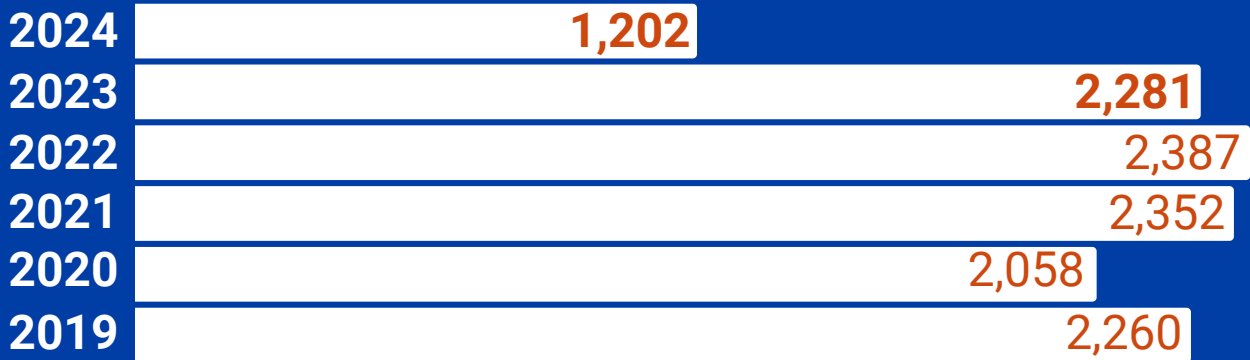
Year-Over-Year: 2023-2024

In 2024, website accessibility lawsuits decreased by 47% compared to 2023, with 1,202 lawsuits filed, down from 2,281. This decline may reflect improved compliance by some businesses or shifting litigation patterns. However, lawsuits targeting retailing industries saw a 72% increase in their share of total cases, emphasizing the ongoing challenges faced by eCommerce platforms. Common issues included inaccessible checkout processes, poor mobile usability, and navigation errors.

Additional Observations from 2024

In 2024, nearly 48% of lawsuits targeted companies previously sued for accessibility issues, reflecting widespread challenges with maintaining long-term compliance. Common complaints included missing alternative text, inaccessible forms, and non-functional screen readers, with significant gaps evident in eCommerce and media sectors. Additionally, a notable increase in lawsuits focused on mobile apps and platforms highlights a growing legal emphasis on ensuring accessibility beyond traditional websites.
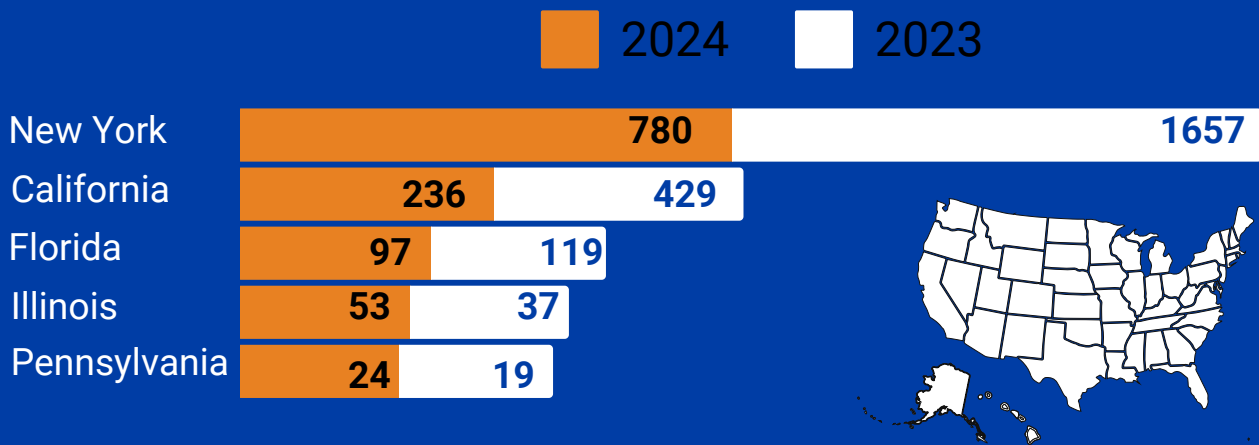
LAWSUITS BY MOST TARGETED INDUSTRIES

Industry	Cases
Consumer Durables & Apparel	366
Food, Beverage & Tobacco	252
Retailing	231
Household & Personal Products	79
Consumer Services	71

- The Consumer Durables & Apparel, Food, Beverage & Tobacco, and Retailing industries were targeted most again in 2024 with 849 lawsuits (71% of the year's total cases).

- The Household and Personal Products Industry was the 4th targeted industry with 79 cases (6% of the year's cases).

- The Food, Beverage & Tobacco Industry saw a 41% decrease over the prior year's lawsuits.

- The Retailing Industry held steady from 2022 to 2023 at around 11% of the total cases filed. In 2024, while seeing a lower number of cases filed, Retailing jumped 10% in total cases filed to 21%.

- Consumer Services rounded out the top five targetted industries with 6% of the cases.

LAWSUIT FILINGS BY STATE

New York and California continue their reign as the leader in web accessibility lawsuit filings. In 2024, Florida dropped 18% in the number of cases filed, however, they grew from 5 to 8% in the total number of cases filed. Both Illinois and Pennsylvania doubled their percentage of the total cases filed from 2023.

■ 2024   □ 2023

State	2024	2023
New York	780	1657
California	236	429
Florida	97	119
Illinois	53	37
Pennsylvania	24	19

While filing 53% fewer cases in 2024 than in 2023, New York again takes the lead as the top state for filing web accessibility lawsuits, capturing 65% of 2024's total with 780 cases.

Continuing with the downward trend, California filed 45% fewer cases in 2024 than in 2023 while showing a slight growth with the percentage of total cases filed at 19% (18% in 2023).

Florida's downward trend tops out at 18% while capturing a 3% growth in total cases (8% over 2023's 5%).

Illinois and Pennsylvania grow in both cases filed (about 45% for Illinois and 25% for Pennsylvania) and total percentage of cases filed (both doubling their percentage from 2023).

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PLAINTIFFS WHO FILED THE MOST LAWSUITS

Over 17% of 2024 website accessibility lawsuits were filed by five plaintiffs. In the last three calendar years, there have been at least one, if not several, single plaintiffs who individually filed over 100 cases. 2024 showed a stark change in these climbing numbers with the top filing plaintiff filing only 56 lawsuits, a 47% drop from the top plaintiff in 2023 with 105 cases.

Jessica Karim: 56
Ali Colak: 44
Derrick Anderson: 37
Timothy Hernandez: 36
Rebecca Castillo: 36

LAW FIRMS THAT FILED THE MOST LAWSUITS

62% of 2024's website accessibility lawsuits were filed by five law firms. Three of the five top-filing law firms were from New York, and three of them made 2023's list of the top five law firms to file website accessibility lawsuits.

Stein Saks, PLLC, out of New York, grew to #1 for 2024 from #2 in 2023 by filing 268 lawsuits, a 47% decrease in filings over 2023 for the firm.

- Stein Saks, PLLC (New York): 268
- Manning Law, APC (California): 138
- Gabriel A. Levy, P.C. (New York): 138
- Mars Khaimov Law, PLLC (New York): 132
- Pacific Trial Attorneys, APC (California): 72

INTERESTING FACT: 2023's top law firm, Mars Khaimov Law, PLLC (New York), fell to spot #4 in 2024, filing almost 74% fewer cases in 2024.

ACCESSIBILITY LAWSUIT PREDICTIONS FOR 2025
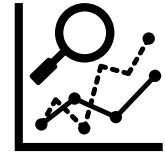
Increased Focus on Mobile Accessibility

Lawsuits targeting mobile platforms are expected to rise by 200–300% as mobile usage grows. Businesses that neglect mobile-specific accessibility issues, such as responsive design and screen reader compatibility, will face higher risks. Apps with complex user flows (e.g., shopping or ticketing) are especially vulnerable.

Focus on AI and Emerging Technologies

AI tools like chatbots and recommendation engines will face increased scrutiny. Issues such as incompatibility with screen readers, poor voice command functionality, and inaccessible dynamic content will likely lead to more lawsuits, targeting businesses using non-compliant AI.

Adoption of WCAG 2.2 Standards

WCAG 2.2 guidelines emphasize focus appearance, cognitive disability support, and touch input accessibility. At least 50% of lawsuits in 2025 are expected to cite these standards, particularly for companies that fail to upgrade their platforms.

Shift in Litigation Targets

Small and medium-sized enterprises (SMEs) are becoming primary targets due to limited compliance resources. Many rely on non-compliant, off-the-shelf solutions, increasing their vulnerability to lawsuits.

Global Accessibility Standards

The European Accessibility Act (EAA), effective June 28, 2025, will enforce WCAG 2.1 AA standards across the EU. This will impact global companies, setting stricter benchmarks and encouraging worldwide adoption of universal accessibility practices

A CONSERVATIVE APPROACH: ONLY TRUE WEBSITE ACCESSIBILITY CASES

The 1,202 cases referenced do not include physical or other accessibility cases — only true website accessibility cases.

For example, sometimes there are hospitality industry cases that mention websites, but the specific complaints are related to allegations of failing to identify the physical accessibility features of hotels on those websites.

These types of lawsuits take aim at the failure of websites to describe physical accessibility characteristics, but do not make claims about the accessibility of the websites themselves. Therefore, our researchers have carefully excluded these types of lawsuits from our year-end analysis.

Accessibility.com's meticulous process produces conservative website accessibility lawsuit metrics. We will only include cases and calculate case totals that are:

Verifiable
Each case reflected in our tallies ties directly to a case in the dockets and pleadings we review.

Website accessibility cases
We only include cases in which the allegation is that the digital property is not sufficiently accessible.

Published
Our full database is freely-available to provide full insight into the generation of metrics and the details of the lawsuits themselves.

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METHODOLOGY

Accessibility.com's legal research team monitors, tracks, and publishes website accessibility lawsuits nationwide, carefully reviewing dockets and pleadings from more than 1,100 courts from both state and federal jurisdictions throughout the country. Powered by tools such as Westlaw's Court Wire and Dockets database, which offers the highest level of access to dockets and pleadings (including obtaining physical copies of complaints filed), our researchers thoroughly examine the details of each applicable case, summaries of which Accessibility.com makes available to the public for free.

BUSINESS IMPACT

What you take away from this data may depend on how it impacts you or your business. For some, the high levels of verifiable litigation and suspected widespread prevalence of legal demands might serve as a reminder of the real legal impact of inaccessibility. It may also prompt exploration and action related to the vast benefits that an accessible digital world affords, for organizations and users alike. Access to websites and digital platforms is essential for employment, education, and independent living. For businesses, accessibility also helps reduce legal risk, as demonstrated in part by the data shown in this report.

Others may interpret the same data to form opinions on the plaintiffs, defendants, or other actors. What seems undeniable, however, is that there is considerable energy driving legal action against web experiences that don't provide equal access to individuals with disabilities.

FULL LAWSUIT DATABASE

We believe everyone should have access to this important information, so we carefully compile and publish the details of thousands of lawsuits. View recent lawsuits, filter by industry or state, or search by plaintiff, defendant, keyword, or other terms.

Visit the full Digital Accessibility Lawsuit Database

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ABOUT ACCESSIBILITY.COM

Mission

Our mission is to create objective and trustworthy information and resources to become a catalyst for equal access to the physical and digital worlds.

Vision

We believe that by providing trusted information and resources for how to make physical and digital environments accessible, we're helping businesses and individuals create equal opportunity. The world will always need the details on how to do this; our vision is that one day, through persistence in education, the world will no longer need to be convinced on why.

Values

These values represent the core characteristics we strive to uphold and most admire.

- Equality: All individuals, without bias and discrimination, deserve their full human rights.
- Integrity: Ethical principles should guide, not hinder, internal action and external claims.
- Service: Information, action, and commitment to a worthwhile cause create positive change.
- Growth: Progress is a collective effort, building on success and learning from missteps.

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