



# United States Access Board

## Who We Are

At the United States Access Board, we know that communities are stronger when everyone participates.

As the only federal agency dedicated to accessible design, the U.S. Access Board provides guidelines, research, and technical know-how to help you create physical and digital spaces that are accessible to everyone in your community. This maximizes the opportunities for people to engage with the government resources and services that they need to lead healthy, full lives.

We ensure accessibility by developing and maintaining design criteria and standards for the built environment, including buildings and sites, transportation vehicles, and recreation facilities, under the Americans with Disabilities Act (ADA) and other federal laws and regulations.

We also provide guidance on accessibility in the digital environment so that you can provide online information, content, and services to all community members, including those who may need it most.

## What We Do

### Set Guidelines & Standards

Our guidelines and standards ensure accessibility in several areas. These guidelines are used to enforce numerous laws, including the ADA.

### Offer Trainings & Webinars

We have a library of past trainings and webinars for you to access. You can also request a specific training for your team.

### Provide Technical Assistance

Our subject matter experts are available to answer your questions on accessible design in real-time. Call 1-202-272-0080 or email us at: [ta@access-board.gov](mailto:ta@access-board.gov).

## Set Guidelines and Standards

The U.S. Access Board sets guidelines and standards to ensure accessibility in five key areas:

- Buildings and Facilities
- Information and Communication Technology
- Transportation Vehicles
- Public Right-of-Way
- Medical Diagnostic Equipment

## Provide Training and Technical Support

Our subject matter experts provide technical support through our hotline and via email to answer your questions. Design and construction professionals and other members of the public with questions on the accessibility standards and accessible design may contact our technical assistance hotline at 202-272-0080, extension 3 from 10:00 a.m. to 5:00 p.m. ET weekdays or send an email to [ta@access-board.gov](mailto:ta@access-board.gov).

Our subject matter experts also provide trainings and webinars to guide you through technical issues and questions. To inquire whether a training on a specific accessibility topic would be useful to you, please send an email to [training@access-board.gov](mailto:training@access-board.gov). Webinars cover accessibility in the built environment as well as accessibility of information and communication technology. Sign up for these webinars at [www.accessibilityonline.org/ao/](http://www.accessibilityonline.org/ao/).

## Investigate ABA Complaints

Federal facilities, including post offices, Social Security offices, national parks, and Bureau of Indian Affairs buildings, as well as non-federal facilities that are funded by the federal government, must be accessible to people with disabilities under the Architectural Barriers Act (ABA). The U.S. Access Board enforces the ABA through the investigation of complaints. To begin an investigation, submit a complaint on the [Board's website](#); by regular mail or fax; or by e-mail at [enforce@access-board.gov](mailto:enforce@access-board.gov). To speak with a Compliance Specialist, call 202-272-0050.

## Learn More

Over 25 percent of the adult United States population has a disability. The U.S. Access Board provides you with the information and resources you need to create environments that are accessible to all, ensuring that your community can come together without exception. To learn more about our services and how we continue to advance accessibility, visit our website at: [www.access-board.gov](http://www.access-board.gov)

