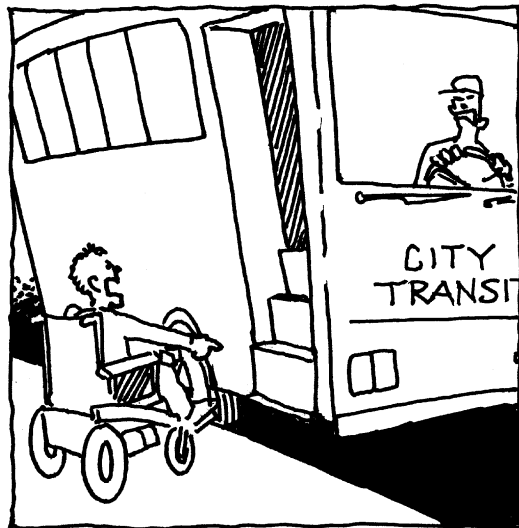


## Appendix A

# The Americans with Disabilities Act of 1990



The Americans with Disabilities Act (ADA) was adopted as law in 1990 to ensure that equal access is provided to all individuals without regard to needs related to disability. This comprehensive law focuses on a number of areas, including accessibility to and within public buildings and services.

If you encounter problems with the accessibility of a building, you should first speak with the building owner or manager and explain your problem. They may have been unaware of any accessibility difficulties, and could make immediate changes for you. If the building manager or owner is unwilling to help, the next step is to get other people in the building to talk to the management. Local advocacy groups, such as Centers for Independent Living, may offer intermediary services or provide alternative resources for addressing problems. If you cannot achieve a resolution of the problem using these methods, you can file a complaint with the Department of Justice. For information about filing a complaint, call the ADA information line at 800-514-0301.

A problem might be as simple as a plant that was placed in front of the elevator buttons or within the clear passage of a hallway. It may be as complex as a multi-level building not serviced by an elevator or doorways that are too narrow for you to pass through.

## U.S. Department of Justice

The U.S. Department of Justice provides general information about the Americans with Disabilities Act (ADA), answers to specific technical questions, ADA materials, and information about filing a complaint.

websites

[www.usdoj.gov/disabilities.htm](http://www.usdoj.gov/disabilities.htm)

[www.usdoj.gov/crt/ada/adahom1.htm](http://www.usdoj.gov/crt/ada/adahom1.htm)

ADA Information Line

Voice 800-514-0301

TTY 800-514-0383

## The Access Board

The U.S. Architectural and Transportation Barriers Compliance Board (The Access Board) provides technical assistance on the ADA Accessibility Guidelines.

website [www.access-board.gov](http://www.access-board.gov)  
Voice 800-872-2253  
TTY 800-993-2822

## U.S. Department of Transportation

The ADA also addresses accessibility to transportation services. The U.S. Department of Transportation oversees this aspect of the ADA.

website [www.dot.gov/accessibility](http://www.dot.gov/accessibility)

Office of the Secretary

Office of Civil Rights

Voice 202-366-4648  
TTY 202-366-5273

Federal Transit Administration

Office of Civil Rights

Voice 888-446-4511  
E-mail [ada.assistance@fta.dot.gov](mailto:ada.assistance@fta.dot.gov)