

SUPPORTING STATEMENT

Part A

Request for Renewal of Information Collection: Online ABA Complaint Form (OMB
Control # 3014-0012)

Date: 08/18/2026

United States Access Board

PART A: JUSTIFICATION

1. Circumstances Making the Collection of Information Necessary

Under section 502(b)(1) of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 792(b)(1)), the United States Access Board (which is also, at times, referred to by its former name, the “Architectural and Transportation Barriers Compliance Board”) is statutorily charged with enforcing the Architectural Barriers Act (ABA) by, among other things, investigating and resolving complaints concerning the accessibility of ABA-covered facilities. In general, the ABA aims to ensure that federal buildings, as well as non-federal buildings built or altered using federal funds, are accessible to, and usable by, persons with disabilities.

Any individual who is concerned about the accessibility of an ABA-covered facility can submit an ABA complaint. The Access Board investigates each complaint within its jurisdiction and, if violations are found, works with the agency/organization that controls that facility to remedy these accessibility barriers. Complaints must be written, but can be submitted to the agency through any one of several methods: email, mail, or web-based complaint form. The web-based complaint form is the method by which most ABA complaints are submitted.

2. Purpose and Use of the Information Collection

The Online ABA Complaint Form solicits only information required by the Access Board to carry out its statutorily-mandated ABA enforcement program. The online form contains fields that prompt users to provide information needed to evaluate ABA jurisdiction and conduct investigations. This includes the name and/or address of the building that is the subject of the complaint, as well a brief description(s) of the accessibility barrier(s) encountered at that facility. Additionally, users may, at their option, upload digital photos or other materials to support or document their complaints. Provision of personal information by complainants, such as name and/or contact information, is optional and, where provided, cannot be disclosed by the agency absent written consent.

This information collection pertains only to the web-based ABA complaint form, which is referred to as the “Online ABA Complaint Form.” The Access Board seeks renewed approval by OMB under the Paperwork Reduction Act to continue using its existing Online ABA Complaint Form (OMB Control # 3014-0012) without substantive change. That is, we propose no material changes to either the form or its fields, but, instead, only modest formatting-type changes to update the “look and feel” of the online form.

3. Consideration Given to Information Technology

The Online ABA Complaint form is, by definition, a digitally-native mode of complaint submission. This web-based form is user-friendly and accessible. It assists complainants with the complaint filing process by providing fields that call for information needed by the agency to evaluate jurisdiction, investigate complaints, and/or refer non-ABA matters to other federal agencies, as applicable. The format of the online form also helps complainants save time by focusing their data entry efforts on the information needed for ABA complaints, rather than extraneous matters. As a web-based form, complainants also have the convenience of completing this complaint form at any time of day or night.

4. Duplication of Information

No similar data are gathered or maintained by the Access Board or available from outside sources. Other, non-web-based methods of ABA complaint submission (i.e., email, mail, facsimile) do not involve Access Board-provided forms. For these, individual complainants submit their written allegations in their own words using a format/organization of their choosing.

5. Reducing the Burden on Small Entities

Not applicable. This information collection does not impact small businesses or other small entities. ABA complaints can only be submitted by individuals, not businesses or other organizations.

6. Consequences of Not Conducting the Collection

Absent an online complaint form, it is likely that the Access Board's ABA enforcement program would experience a significant drop in complaints. Annually, well over 90% of ABA complaints are submitted using the agency's existing online form. In light of complainants' overwhelming preference for the online form, it is likely that, were there no web-based ABA complaint form, fewer individuals would take the time to submit written ABA complaints. This drop-off in ABA complaints, in turn, would likely lead to fewer accessibility barriers being corrected at ABA-covered facilities. Lastly, it is our experience that, when ABA complaints are submitted in paper-based formats (e.g., email, mail), they are more likely to be incomplete, and, even when complete, require additional time to process because staff must manually enter the complaint information into the Access Board's case tracking database.

7. Special Circumstances

Not applicable. There are no special circumstances. The information collected will be voluntary and will not be used for statistical purposes.

8. Consultations with Persons Outside the Agency

In accordance with 5 C.F.R. § 1320.8(d), the Access Board published a 60-day notice for public comment in the *Federal Register* on May 27, 2026 (91 Fed. Reg. 31404). No comments were received in response to the information collection request. On August 18, 2026, the Access Board published a 30-day notice for public comment in the *Federal Register*. (91 Fed. Reg. 53399).

9. Payment or Gift

Not applicable. No payments or gifts are provided to individuals who use the Online ABA Complaint Form.

10. Confidentiality

The Online ABA Complaint Form does not require of personal information to submit a complaint. ABA complaints of any type – whether submitted online or through other methods – can be submitted anonymously. However, should individuals wish to be kept apprised concerning the status or resolution of their complaint, they must, at minimum, provide their name and one type of contact information (i.e., email address or phone number). By regulation, any personal information provided by complainants remains strictly confidential, absent written permission from that individual to disclose. See 36 C.F.R. part 1150. In addition, access to the agency's case tracking system is strictly controlled (and audited) through system permissions, thereby adding another layer of protection for complainants' personal information, when submitted. Finally, the Access Board has an approved SORN USAB.0002-Complaint Tracking System governing the operation of this system of records. 88 FR 78292 (November 15, 2023).

11. Sensitive Nature

Not Applicable. No questions will be asked that are of a personal or sensitive nature.

12. Burden of Information Collection

The projected annual burden hours for this renewed information collection is informed by the Access Board's nearly decade-long experience using a web-based ABA complaint form, as well as, more broadly, its long-standing experience implementing the ABA enforcement program. The Access Board estimates that it will receive 400 ABA complaints annually. We estimate that completion of the online form takes users about 5 to 15 minutes, depending on the number of accessibility barriers alleged and

supporting documentation uploaded (which is optional). To be conservative with regard to burden estimates, we assume 15 minutes for average response time. To calculate the annualized cost burden to respondents the Access Board is relying on BLS wage data¹ for “All Occupations” as a generic/general wage value to represent the opportunity cost of the collection. (00-0000, hourly mean wage \$32.66} We expect members of the public to fill out this complaint form on their own/personal time, not as part of work duties. Table A below presents the Access Board estimates of the annual reporting burden for the online technical assistance training request form.

Table A: Estimated Annual Reporting Burden

Type of Collection	Number of respondents	Frequency of response (per year)	Average response time (mins.)	Total burden (hours)	Average hourly mean wage	Annualized burden cost to respondents
ABA Complaint Form	400	1	15	100	\$32.66	\$3,266

(Note: Estimates for annual time burdens are rounded to the nearest hour.)

13. Costs to Respondents

Not applicable. Use of the Online ABA Complaint Form imposes no costs on respondents/complainants.

14. Costs to Federal Government

The costs to the Access Board associated with this information collection is salary time of the employee reviewing the forms. The employee conducting the review of these forms is the senior compliance specialist which is a GS 14 position. We estimate that the employee will spend thirty (30) minutes evaluating each form, which would be an annual burden of 200 hours. The estimated cost of salary to review this form would be \$17,928.

15. Reason for Change

Not applicable. This is a renewal request for an existing, previously-cleared information collection.

16. Tabulation of Results, Schedule, Analysis Plans

Not applicable. As discussed in Sections 1 and 2, above, the Online ABA Complaint Form is used only in support of, and in conjunction with, the agency’s ABA enforcement program. Should complaint- or case related data be needed to prepare programmatic reviews or reports for external use or posting (e.g., congressional budget justification, intra-agency reporting), only anonymized case-related data is used, such as: accessibility barriers alleged across complaints; corrective actions taken by agencies; or number of complaints submitted/closed per fiscal year.

17. Display of OMB Approval Date

We are not requesting an exemption with regard to display of OMB control number and expiration date.

18. Exceptions to Certification for Paperwork Reduction Act Submissions

The activities related to this information collection comply with the requirements in 5 C.F.R. § 1320.9. We do not anticipate seeking any exceptions.

¹ The Access Board relied on the Occupational Employment and Wage Statistics Data from the U.S. Bureau of Labor Statistics. Industry: Cross-Industry, Private, Federal, State, and Local Government, Period: May 2024. Available at [Occupational Employment and Wage Statistics](#) (last visited August 17, 2026).