

November 2, 2017

"Hello"!

Please CONSIDER and SUPPORT the following project regarding:
Downtown Main Post Office; 300 Long Beach Blvd.; Long Beach, California 90802.

Project #2:

Priority window for assistance for people with disabilities (may be used by other customers if not in use); accessible lower shelf for mailing transactions; provision of a credit card/debit machine reader (wireless) installed by industrial strength velcro at an ADA compliance level. (This is a suggested design.)

WHY?

Just like roots support plants and trees, the ADA provides equal opportunities for people with disabilities

Just like oxygen and water are essential for life, the ADA enhances physical or intellectual access

Just like gravity protects the universe, the ADA improves the lives of people with disabilities

Surely, a federal entity such as the POST OFFICE must find a way to comply with the ADA of 1990
After all, the Americans with Disabilities Act of 1990 was enacted twenty-seven years ago.

Surely, the Post Office's responses, dated June 16, 2016 (which follows) are quite concerning!

"The downtown Long Beach Post Office, in itself, is a historical building built from 1933 to 1934 and is currently not subjected to the specifications of either act." which refers to the Architectural Barrier Act of 1968 (ABA) and the Americans with Disabilities Act of 1990 (ADA)."

"Unfortunately, due to current financial and budgetary constraints, we are not able to pursue such projects at this time...."

Note: I believe a design which requires NO alterations to the building's structure is feasible
(Please review the two photos of suggested accessible features)

Note: July 29, 2016 letter stated, "How much will this cost?" Please note: there was an offer of a fund raiser, which remains on the table! No response has been received !

Note: Congressman Alan Lowenthal's powerful letter dated December 20, 2016

SURELY, WHAT NEEDS TO BE DONE MUST NOT BE DELAYED!

MONA's experience:

My awesome friend, Mona H.... went to the Main Post Office to mail three time sensitive items. Later, I called her and was shocked at the sound of her voice; so, I asked to visit her. She said, "Okay". When she opened her door, I noticed her shaking while holding her walker, with tears in her eyes. She invited me inside. She said, "Frances I am sorry to be so upset and my new dress you gave me is soiled. Thank goodness I had on the black leggings you gave me." I asked her, " what happened?" She said she waited nearly 25 minutes in the line; got out of it and went forward to asked the man in the front to mail her envelopes while she tried to give him money; he blessed her out and told her to get in line like everybody else. She told him she was not feeling well. He told her that's not my problem; so, she decided to leave. During her departure, she began to feel faint and ill. Suddenly, she grabbed the hem of her dress and covered her mouth; fell out, on the floor; grabbed her plastic bag and violently vomited. Two men helped her up; offered to call the paramedics; she thanked them and said, " I want to go home. I have pancreatic cancer". She was given a ride home. Please note: Mona did not cry when she was told she had fourth stage pancreatic cancer. I told Mona I would continue to help her anyway possible, as my soul flooded with inner tears. She thanked me. From that day forth, Mona never went back to the Main Post Office. " (Mona died in 2016)

Every person has a right to live with dignity and equality! This must never happen again!

ROBERT 's Experience:

I heard a man, somewhere behind me, at the main Post Office state, "my legs are about to give out." I turned around in my power wheelchair, saw a man using a cane and told him "sir, please come and sit on the armrest of my wheelchair. He did so. I said, "my name is Frances, What's your Name?" "Robert." He replied, "Robert". Immediately, two women behind me, forcefully reminded us that he had to get back behind them in line, when we got to the teller. MY goodness! I whispered to Robert, if you agree, we need to do one transaction, due to their unfortunate comments. He agreed; so, I gave him \$1.00 because I also did not want to have to deal with a "credit card purchase ordeal." On our way out, I told him, "I am a person that has overcome decades of varying challenges to maintain independent access to everyday services, I have also experienced the challenges as a person who walked with assistance of a cane, crutches and walker; thus, I understood and wanted to help. He thanked me!

Enhance the abilities not the disabilities in people with disabilities.

Shirley S's Experience:

Shirley S. told me she prefers to use a credit/debit card for her post office transactions but must use cash. Why? Because she uses a power wheelchair and she would have to stand up which is inadvisable due to the nature of her disability. She does not want to hand her credit card to anyone. When she is alone she prefers not to carry cash because of a concern about being robbed.

Frances' Experience (one:

I recall an incident when a Post Office employee, in the lobby, asked me, "What are you here for? My reply, "to purchase stamps and I need help to make a credit card purchase because the machine is too high." He informed me that I could use the self- service machine in the lobby. I told him, "I want specific designer, not machine printed stamps; thus, to please help me when I arrive at the teller's window." The employee ignored me and left. So, the teller insisted I give my credit card to the person in line to help me. I politely declined her "demand"; and asked her to please come out and help me. She did so. I told her, "I no longer will give my credit card to a non-postal employee to assist me because I was a victim of identity theft." (Please refer: police report filed Dec. 9, 2016).

Surely, people must have the freedom to handle purchases by their preferred method(s) of payment and not be put at risk of identity fraud and /or credit theft. People must be given the opportunity to perform their activities of daily living to their fullest capacity; live life to its fullest; while, people recognize and respect the person within the person.

Your support that the Downtown Main Post Office **must comply** with the ADA (1990) **is needed.** Please refer to the suggested design provided: two photos (previously submitted) Priority window (may be used by other customers if not being used); a lower shelf; and a credit/debit card payment machine (reader) are greatly appreciated.

Please provide your written response to Congressman Alan Lowenthal 47th Congressional District; Long Beach District Office; West Tower Suite 600; 100 W. Broadway; Long Beach, California 90802;
% Donna Jimenez Carlos, M.P.A., Senior Constituent Services Representative; 562-436-3828; FAX 562-437-6434; hours: M-F 9am-5pm PST

THANK YOU VERY MUCH!

Best regards,

Frances Emily Dawson Harris
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