

## FACILITIES ACCESSIBILITY COMPLIANCE

The USPS Facilities Organization has established a Facilities Accessibility Compliance Program to ensure that Postal facilities comply with applicable requirements of the Architectural Barriers Act of 1968 (ABA). Policy guidance may be found in Section 519.41 of the Administrative Support Manual (ASM) which states:

Accessibility for Persons With Physical Disabilities. It is required by federal statute and by Postal Service policy, when designing, constructing, leasing, or altering facilities, to provide facility access for persons with physical disabilities ...

The current set of ABA design standards for Postal facilities are contained in **Handbook RE-4 - Standards for Facility Accessibility**. A copy of these standards may be found on the Postal Service PolicyNet website at the following link: <http://blue.usps.gov/cpim/ftp/hand/re4.pdf>. These standards include accessibility requirements for both customer and employee areas in Postal facilities.

Facilities staff are available to assist Postal customers and Postal employees who are concerned that ABA standards have not been met. Persons with such concerns should contact the Acting FAC Program Manager:

J. Martin del Hierro  
U.S. Postal Service  
PO Box 27497  
Greensboro, NC 27498-1103  
Phone: 336-665-2868  
JOSE.M.DELHIERRO@USPS.GOV

Postal customers and Postal employees may also contact the US Access Board if they believe that applicable accessibility standards have not been met at a Postal facility. Information on the Access Board's complaint process may be found at: <https://www.access-board.gov/aba-enforcement>.

(revised 2/13/18)