

FDNY Accessibility Progress Report 2025-2026

General

As first responders to fires, public safety and medical emergencies, disasters and terrorist acts, the Fire Department of the City of New York (“FDNY”) protects the lives and property of New York City residents and visitors. The FDNY advances public safety through its fire prevention, investigation and education programs. The timely delivery of these services enables the FDNY to make significant contributions to the safety of New York City and homeland security efforts.

In December 2024, the FDNY published its 5-Year Accessibility Plan. This is the FDNY’s first progress report.

Statement of Commitment

The FDNY believes in an equitable and inclusive environment and is committed to providing persons with disabilities with access to the Department’s services and facilities, both within its workforce and the greater community. As the FDNY continues its unwavering mission to protect and serve, it is also committed to identifying, preventing, and removing barriers to accessibility. The FDNY strives to use reasonable efforts, consistent with the purpose of this legislation, to ensure that policies and practices to advance accessibility, traditional and new, are seamlessly woven throughout the FDNY.

Disability Service Facilitator and Other Key Accessibility Information

The FDNY’s Disability Service Facilitator contact information (as of April 1, 2026):

Valerie A. Loubriel, Esq.
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9 Metrotech Center, Brooklyn, NY 11201-3857
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Links:

Disability [Nondiscrimination](#)/ Notice of Rights page

Disability Service Facilitator and Grievance [Procedure](#) page

Feedback Process

The FDNY welcomes feedback from members of the public regarding accessibility barriers, concerns, or suggestions for improvement.

Feedback may be submitted through the FDNY's Disability Service Facilitator, Valerie Loubriel, who serves as the Department's point of contact for accessibility-related inquiries and concerns. Individuals may contact the DSF by telephone, email, or other available means to provide feedback or request assistance. While anonymous feedback is not specifically required, individuals may choose to submit feedback without identifying themselves to the extent practicable.

The FDNY will review all feedback received and, where appropriate, incorporate it into ongoing efforts to improve accessibility across the Department's facilities, programs, services, and communications.

Progress Report

During this initial reporting period, the FDNY's efforts have focused on supporting the long-term implementation of its Accessibility Plan. Given the size, operational complexity, and age of many of the FDNY facilities and systems, the Department has prioritized assessment and identification of barriers to inform a phased and sustainable approach. While progress in

certain areas remains ongoing, the Department has begun working on establishing a framework to advance accessibility initiatives in the coming reporting periods.

- **Physical Access**

As of May 2026:

- In instances where the FDNY was made aware of ambulances parked in pedestrian pathways blocking access (outside of emergency necessity), EMS members were addressed by the chain of command and disciplined as needed.
- Continued coordination with Facilities Management and Compliance Unit regarding accessibility-related concerns (including pathway obstruction issues related to vehicle placement).
- Reinforce internal messaging and training regarding maintaining accessible public pathways.

By May 2027:

- The FDNY will prioritize incorporating accessibility considerations into the planning and construction of new facilities, with the goal of enhancing accessibility in future infrastructure.
- Develop a plan for facility accessibility upgrades where possible.
- Continue coordination on compliance and operational practices impacting accessibility.

- **Digital Access**

As of May 2026:

- The FDNY added Notice of Nondiscrimination/Notice of Rights to its public facing website and updated its Grievance Procedure for members of the public alleging discrimination based on disability.

By May 2027:

- Explore implementing updates to improve WCAG 2.1 alignment.
- Expand accessible digital content offerings where feasible.

- **Programmatic Access**

As of May 2026:

- The FDNY worked with the Mayor's Office for People with Disabilities ("MOPD") and other City agencies, to develop and deploy video messaging in ASL regarding Text-to-911 to be featured in the LINKNYC kiosks starting 5/1/2026.
- Continue coordinating public awareness initiatives.
- The Department has continued to rely on established accessible service mechanisms while evaluating opportunities for expansion.

By May 2027:

- Develop and implement an outreach and awareness plan to increase public awareness of accessible services.
- Evaluate and identify opportunities to enhance service delivery to improve accessibility.

- **Effective Communications**

As of May 2026:

- Continue providing auxiliary aids and services upon request (e.g., ASL interpreters, CART, Braille materials).
- Maintained processes to respond to communication access needs.

By May 2027:

- Evaluate opportunities to standardize and expand communication access tools.

- **Workplace Inclusion**

As of May 2026:

- Began planning for an expanded disability awareness and etiquette training.

By May 2027:

- Implement Department-wide messaging promoting DCAS's Disability Etiquette Awareness training.
- Continue enhancing the cooperative dialogue to ensure a meaningful, complete, and compliant process.
- Develop and implement managerial training on the Reasonable Accommodation process to improve managers' knowledge of the interactive process, their responsibilities and expectations, and applicable legal requirements.

Consultations and Feedback

The FDNY collaborated with MOPD and sought their input, guidance and feedback for its Text-to-911 initiative.

In furtherance of its accessibility efforts, the FDNY continues to engage with various internal stakeholders, including Facilities Management, Compliance, External Affairs, Diversity and Inclusion Office, and the Equal Employment Opportunity Office, to assess accessibility-related issues and support implementation of the Department's accessibility goals. The FDNY's Chief Diversity and Inclusion Officer ("CDIO), along with the EEO Office, will engage FDNY employees for feedback about accessibility issues and concerns.

The FDNY also welcomes and considers feedback received from members of the public and employees through the Department's Disability Rights Coordinator/Disability Service Facilitator regarding accessibility barriers, concerns, and requests for assistance. Such feedback, when received, is reviewed and shared with the appropriate stakeholders, as necessary, to help inform the Department's ongoing accessibility planning and future accessibility goals.

As the FDNY continues implementation of its Accessibility Plan, the Department anticipates further collaboration with internal stakeholders and subject matter experts to evaluate accessibility needs and support continuous improvement efforts.

Conclusion

The FDNY remains committed to fostering an accessible, inclusive, and equitable environment for its employees and the public it serves. As the Department continues to advance the goals outlined in its 5-Year Accessibility Plan, it will build upon the progress made to date and continue identifying opportunities to improve accessibility across its facilities, digital platforms, programs, communications, and workplace practices.

The FDNY will continue to evaluate its policies, practices, and operations to identify barriers and implement reasonable measures to enhance access wherever feasible. Through continued collaboration, planning, and engagement with stakeholders, the Department looks forward to advancing additional accessibility initiatives in the coming years in furtherance of its mission to serve all New Yorkers.