

# **New York City Police Department**

## **Accessibility Progress Report**

### **2024-2025**

#### **General**

The New York City Police Department (“NYPD” or “the Department”) is dedicated to enhancing the quality of life throughout New York City by collaboratively engaging with the community to rigorously enforce the law, preserve public peace, mitigate fear, and maintain civil order. The Department's vision is to cultivate a secure and equitable city by integrating Neighborhood Policing principles across all operations, proactively addressing the root causes of crime and disorder through a collaborative and interdependent relationship with the community, and pioneering strategic innovation in law enforcement. Guided by core values of community partnership, the NYPD is committed to protecting lives and property through the impartial administration of justice, actively combating crime through proactive prevention and resolute enforcement, upholding the highest standards of integrity commensurate with public trust, and valuing human life by delivering services with respect, dignity, and civility.

AccessibleNYPD represents the Department's Five-Year Accessibility Plan (hereinafter referred to as "the Plan"), mandated by Local Law 12 of 2023. The Plan outlines the Department's past and future initiatives, reflecting its ongoing commitment to maximizing accessibility and eliminating barriers within its stationhouses, facilities, and shared spaces across New York City. In compliance with Local Law 12, the Department is also required to publish an annual progress report detailing advancements towards the goals outlined in the Plan. The NYPD is committed to ensuring full compliance with the Americans with Disabilities Act ("ADA") in all newly constructed buildings, exemplified by the completed, fully ADA-compliant construction of the 116th and 40th precinct stationhouses.

The Department envisions a future where policies, procedures, and training curricula are continuously developed and updated to meet the evolving objectives outlined in this Plan. It remains steadfast in its commitment to providing ongoing training for employees on ADA requirements and their impact on law enforcement duties.

## Statement of Commitment

The Department steadfastly commits to the ongoing creation and revision of policies, procedures, and training curricula essential for achieving the objectives outlined in this Plan. Furthermore, the Department is dedicated to the continuous education of its employees regarding the requirements of the ADA and its implications for their law enforcement responsibilities, ensuring comprehensive training on all new or revised ADA-related policies. The NYPD pledges to enhance the management of its capital programs through rigorous monitoring of ADA compliance in all projects and will prioritize accessibility improvements and remediation that can be efficiently executed by in-house personnel whenever feasible. Demonstrating its unwavering commitment, the NYPD will consistently review ADA compliance and meticulously monitor the initiation and completion of all relevant projects. To ensure comprehensive oversight, the Department employs a registered architect responsible for guaranteeing adherence to all applicable laws, codes, rules, and regulations governing construction and physical accessibility within NYPD facilities. Complementing this, the Department's Facilities Management Division diligently reviews all projects, conducting thorough pre- and post-construction surveys utilizing appropriate ADA Checklists and meticulously documenting all renovations aimed at enhancing NYPD compliance.

## Disability Services Facilitator/ADA Coordinator

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## Agency Notices

### **Title VI of the Civil Rights Act of 1964**

[www.nyc.gov/site/nypd/about/about-nypd/policy/TitleVI.page](http://www.nyc.gov/site/nypd/about/about-nypd/policy/TitleVI.page)

### **Police Department's Public Notice of Title VI Program Rights**

<https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.nyc.gov%2Fassets%2Fnypd%2Fdownloads%2Fword%2Fdcmb%2FPublic-Notice-of-Title-VI-Program-Rights.docx&wdOrigin=BROWSELINK>

## **Equity and Inclusion**

[www.nyc.gov/site/nypd/bureaus/administrative/equity-inclusion.page](http://www.nyc.gov/site/nypd/bureaus/administrative/equity-inclusion.page)

## **Rights and Responsibilities - Equal Employment Opportunity Policy**

[www.nyc.gov/assets/nypd/downloads/pdf/eo/2022-nypd-policy-handbook-jan-2022.pdf](http://www.nyc.gov/assets/nypd/downloads/pdf/eo/2022-nypd-policy-handbook-jan-2022.pdf)

## **Feedback Process**

To ensure accessibility and facilitate feedback, the Department leverages established City-wide resources and provides multiple channels for individuals to voice concerns or file complaints. As the Department's public website is hosted by the New York City Office of Technology and Innovation, it adheres to the accessibility protocols mandated by Local Law 26 of 2016 for all City agency websites. Furthermore, in accordance with Local Law 27 of 2016, the contact information for the designated Disability Services Facilitator/ADA Coordinator is readily available on the website of the New York City Mayor's Office for People with Disabilities, and is also prominently featured on the Department's own public website. Beyond these dedicated contacts, individuals can readily submit concerns or complaints through the centralized New York City 311 system via the online portal at NYC.gov/311 (<https://portal.311.nyc.gov/>) or by calling 311 or 212-NEW-YORK (212-639-9675). This comprehensive 311 system accommodates diverse communication needs, including options for Voice over Internet Protocol (VoIP) users, individuals utilizing 711 or teletypewriter (TTY) services, and those who rely on Video Relay Services (VRS).

## **Progress Report**

### **Physical Access**

**Overview:** The Plan is designed to identify and address architectural barriers in NYPD facilities through comprehensive internal and external accessibility surveys. Remediation efforts are focused on a total of 41 stationhouses across New York City, comprising 16 main "hub" stationhouses and 25 additional locations. The Department has strategically identified these 16 hub sites throughout the five boroughs that will be made fully accessible to the public and for arrest processing, with hub accessibility projected for completion by 2028, followed by the additional stationhouses by 2029. These hub sites will serve as accessible resources during the transition period while the remaining stationhouses are brought up to ADA compliance. When officers from non-compliant stationhouses encounter individuals requiring accessibility accommodations for services, programs, or arrest processing, these hub locations will provide the necessary accessible facilities. The remediation process is being implemented on a rolling basis. Newer facilities, such as the 116th and 40th precincts, already incorporate ADA-compliant features including elevators, ramps, and accessible travel routes. Key improvements will include automated door controls, accessible restrooms, and modifications to service areas.

**Progress Update:** Since the publication of the Plan in March 2024, the completion of the ADA-compliant 40<sup>th</sup> and 116<sup>th</sup> precincts has marked significant milestones in the Department's ongoing accessibility efforts.

## **Digital Access**

**Overview:** The Department's public website is hosted by the New York City Office of Technology and Innovation, and must comport with City standards. All City agency websites must comply with Local Law 26 of 2016, which established protocols relating to the accessibility of City government websites for people with disabilities. The contact information for the designated Disability Services Facilitator/ADA Coordinator is published on the website of the New York City Mayor's Office for People with Disabilities, in accordance with Local Law 27 of 2016. The Department also provides the contact information for the designated Disability Services Facilitator/ADA Coordinator on its public website.

**Progress Update:** Progress on digital accessibility is currently underway, with more significant updates expected in the next progress report.

## **Programmatic Access**

**Overview:** Accessibility extends to NYPD services, programs, and activities, even if facilities lack full compliance. Programs, such as community meetings or victim services, may be relocated or delivered through alternative methods. This ensures uninterrupted access to essential services, regardless of physical infrastructure limitations.

**Progress Update:** Progress on programmatic access initiatives is ongoing, with more comprehensive updates expected in the forthcoming progress report.

## **Effective Communications**

**Overview:** The AccessibleNYPD plan contains enhancements that will include Braille and high contrast signage, assistive aids (e.g., sign language interpreters and listening systems), and accessible materials for public events. Policies ensure inclusive communication formats, fostering accessibility and understanding for individuals with disabilities.

**Progress Update:** Progress on communications improvements is ongoing, and more significant updates are expected in the next progress report.

## **Workplace Inclusion**

**Overview:** The NYPD prioritizes an inclusive work environment through the Office of Equal Employment Opportunity policies, reasonable accommodation processes, and the roles of dedicated personnel like the Disability Services Facilitator/ADA Coordinator. ADA-related training modules equip staff to interact effectively with people with disabilities, supporting a culture of inclusion and respect.

**Progress Update:** Workplace inclusion initiatives are being rolled out gradually, with key advancements anticipated in the next progress report.

## **Conclusion**

The NYPD's comprehensive five-year plan, AccessibleNYPD 2024-2028, integrates accessibility into physical, digital, programmatic, communicative and workplace domains. With regular evaluations, structured timelines, and adaptive solutions, the Plan aims to meet legal requirements and foster accessibility and inclusion in both public service and internal operations. As initiatives continue to develop over the five-year implementation period, we anticipate that subsequent progress reports will further demonstrate the Department's ongoing commitment to creating a more accessible and inclusive environment for all New Yorkers.

## **Consultations and Feedback**

To inform its accessibility efforts, the Department proactively undertook comprehensive architectural accessibility surveys of numerous stationhouses in 2018-2019, conducted by two independent architectural firms. These surveys meticulously assessed publicly accessible areas, including entrances, reception and waiting areas, public bathrooms, meeting spaces, and program service locations, as well as the connecting paths of travel. The findings identified existing barriers to accessibility within these stationhouses. While some of these barriers have been, and will continue to be, addressed through the Department's maintenance staff, the remediation of the majority necessitates longer-term strategic planning involving engineering and design consultation, potentially requiring additional funding based on market conditions. The Department is currently engaged in various stages of design and construction for stationhouse modifications, and these efforts are ongoing. Furthermore, the Department maintains a continuous feedback loop by conducting new evaluations and assessments, ensuring an adaptive and responsive approach to enhancing accessibility. Feedback mechanisms, including those available through NYC 311 and direct contact with the designated Disability Services Facilitator/ADA Coordinator, will be continuously monitored and analyzed to identify areas for improvement and ensure that the Department's efforts effectively address the needs of the community.

## **2024-2025 Progress Report Conclusion**

The New York City Police Department is steadfastly committed to ensuring equitable and seamless access to all its services, programs, and activities for every member of the public. Guided by the principles of inclusivity and in full accordance with Local Law 12 of 2023, the Department has established AccessibleNYPD, a comprehensive Five-Year Accessibility Plan that proactively addresses and eliminates barriers within its facilities citywide. This commitment is demonstrably realized through the construction of new stationhouses that meet the highest standards of ADA compliance. Furthermore, the NYPD has implemented robust internal mechanisms for the continuous monitoring and strategic remediation of existing infrastructure, alongside the development of progressive policies and the provision of comprehensive training for all personnel on disability rights and accessibility obligations. Through these concerted and ongoing efforts, the NYPD strives to cultivate an environment of inclusivity, ensuring that all individuals can engage with the Department with dignity, respect, and ease.