



THE NYC DEPARTMENT OF BUILDINGS

Five Year Accessibility Plan

2024-2028

Local Law 12



build safe | live safe

Contents

Contents	2
General	3
Background Agency	4
Mission Statement.....	5
Executive Summary.....	6
Agency Plan	6
Physical Access	6
Digital Access	10
Programmatic Access	12
Effective Communications.....	15
Workplace Inclusion.....	16
Methodology	20
Glossary	21
Appendix A	22
Accessibility Statement	22
Appendix B	26
NYC Construction Accessibility Code New Initiatives	26

General

The Department of Buildings is committed to providing equitable and accessible access to all individuals and prohibiting discrimination based on disabilities. The Department of Buildings (DOB) remains committed to creating a diverse workforce that reflects the City's population, in which the contributions of all employees are equally valued. All personnel are encouraged to work together to maintain an atmosphere of appreciation for the diversity reflected in our staff. The Department is committed to promoting EEO and diversity in the workplace to ensure that all employees, interns, temporary workers, consultants, applicants are aware of their rights and obligations under the City's EEO Policy as well as available resources. The Department is also committed to ensuring that all of our outward facing programs, and services, including our digital content, is accessible to all members of the public.

Department of Buildings EEO Officer, Lisa Atkinson, and the Department's EEO Unit will continue to serve as a resource for agency managers and supervisors by providing them with best practices and direction in addressing any identified EEO issues. The Agency EEO Officer's and the EEO Office's contact information is available to all employees via the intranet. The EEO Officer also serves as the Disability Service Facilitator. Members of the public can reach the Disability Service Facilitator through the agency's website accessibility page. Employees, interns, temporary workers, consultants, applicants, and members of the general public can contact the Agency EEO Officer and the Department's EEO Unit with any questions, inquiries, concerns, or complaints they may have regarding their rights.

The accompanying plan is DOB's Five-Year Accessibility Plan under Local Law 12 of 2023.

Local Law 27 amends the Administrative Code of the City of New York, in relation to the designation of Disability Service Facilitators at City agencies. The law instructs each



City agency to designate an employee as the Agency's Disability Service Facilitator. This individual ensures the Agency complies with and carries out its responsibilities under the ADA and other Federal, State, Local Laws, and regulations concerning accessibility for persons with disabilities.

Contact

DOB's EEO Office is responsible for preparing and updating the agency's Accessibility Plan.

Lisa Atkinson
Disability Service Facilitator/ EEO Officer
Department of Buildings
EEO Office
280 Broadway, 7th Floor.
New York, NY, 10007
212-393-2544.

Background

Local Law 12 of 2023 (LL12) requires every New York City agency to develop and implement a five-year accessibility plan, in consultation with the Mayor's Office for People with Disabilities. The legislation mandates that the accessibility plans outline the steps agencies are taking to "ensure that the agency's workplace, services, programs and activities are accessible to and accommodating and inclusive of persons with disabilities"1 by improving physical, digital, and programmatic access, and providing effective communications for persons with disabilities.

These efforts include, but are not limited to: any alterations or structural changes to facilities or premises that are owned and operated by the agency or contracted for use by the agency or otherwise under the agency's jurisdiction; any planned upgrades or investments in technology or tools that will improve accessibility within the agency or access to such agency's services and programs; and additional steps to make the



agency's programs and services more accessible to and inclusive of persons with disabilities

Agency Mission

The Department of Buildings promotes the safety of all people that build, work, and live in New York City by regulating the lawful use of over one million buildings and construction sites across the five boroughs. With a focus on safety, service, and integrity, the Department enforces the City's Construction Codes, Zoning Resolution, and the New York State Multiple Dwelling Law.

The Department enforces compliance with these regulations and promotes worker and public safety through its review and approval of building plans, permitting, and licensing functions, and inspections. In addition to Code and Zoning compliance review, emergency response and professional analysis of accidents to prevent future incidents, the Department has strengthened its education and outreach programs to provide the construction industry, property owners and tenants with a heightened understanding of safety awareness.

The Department is committed to providing efficient service to all New Yorkers by continuously assessing the equitable distribution of resources to meet the safety and permitting needs of residents across all five boroughs: enhancing the quality of life for all New Yorkers and making our city safer.

Executive Summary

This proposed accessibility plan is designed to align with the Americans with Disabilities Act and Local Law 12 of 2023. This five-year plan details DOB's commitment to providing an equitable and accessible workplace for our employees, as well as providing members of the public information on our services and programs offered to



the public. The plan and scope of work described in the plan is to be completed by 2028. The proposed plan addresses accessibility in five key focus areas:

1. Physical Access
2. Digital Access
3. Programmatic Access
4. Communications
5. Workplace Inclusion

The plan is part of an ongoing process and effectively ensuring that DOB moves toward a more accessible agency. As we engage in the assessment of DOB and its services, the plan will be updated accordingly.

Agency Plan

Physical Access

City owned buildings and Leased Buildings

DOB has multiple locations in the 5 Boroughs. DCAS is responsible for common areas in the city-owned buildings listed below and DOB is responsible for the agency demised areas (the offices themselves). DOB is responsible for assessing common areas in the leased spaces listed below and will work with landlords to address the findings of those assessments. Please see DCAS's proposed plan for information on the common areas of the city-owned buildings.

<https://www.nyc.gov/site/buildings/dob/office-locations.page>

Leased Buildings (Open to the Public)



1775 Grand Concourse, 5th Floor
Bronx, NY 10453

280 Broadway, 1st Floor (Atrium Area Only)
New York, NY 10007

*The **Manhattan Borough Office Cashier** is located in the Atrium on the 1st Floor and processes payments for Letters of No Objection, Record Room copies, Reinstatements, and Work Without a permit-civil penalties. Accessibility to the customer service atrium is through the 280 Broadway lobby.

DCAS Owned Locations (Open to the Public)

Brooklyn

345 Adams Street, 3rd Floor
Brooklyn, NY 11201

Manhattan

280 Broadway, 3rd Floor
New York, NY 10007
(The **Record Room** is located on the 3rd Floor)

80 Centre Street, 3rd Floor
New York, New York 10013
(212) 393-2850.

Staten Island

Borough Hall
10 Richmond Terrace, 2nd Floor
Staten Island, NY 10301

Queens

120-55 Queens Boulevard, Floors: Ground & 1st
Kew Gardens, NY 11424



Leased Buildings Locations (Not Open to the Public)

11 Park Place, 2nd Floor
New York, NY 10007

DCAS Owned Buildings Locations (Not Open to the Public)

2 Lafayette St, Floors: 4th & 12th
New York, NY 10007

1 Centre St, Floors: 1st, 3rd, 4th, 7th & 23rd
New York, NY 10007

83 Maiden Ln, 4th Floor
New York, NY 10038

80 Centre St, Floors: 1st, 3rd & 5th
New York, NY 10013

22 Reade St, Floors: 4th & 5th
New York, NY 10007

Accessible Areas

The Department has office locations in each of the five boroughs. In-person and drop-off customer service hours are 8:30am to 4:00pm and phone lines are open 8:30am to 4:30pm, Monday through Friday, for all units unless otherwise indicated. Call **311** for all complaints and information about New York City Agencies. Outside New York City, call **212-NEW-YORK** (212-639-9675).

Review of public and DOB employee areas at DOB's Headquarters at 280 Broadway indicated that the DOB Asset Management Unit should meet with DCAS to correct some accessible issues. For example, the Automatic Doors at 280 Broadway are malfunctioning and doors are too heavy. The door opens a portion of the way, and the individual must pull the door wider to enter the building. After entry into the building there is another door entry that does not have an automatic button.



DOB will implement monthly assessments of all accessible doors to ensure that they are working and/or need of repair. We will actively work with DCAS and leased building owners to ensure our locations meet all accessibility requirements.

DOB has relocated its Bronx location to a more accessible location. The reception areas for the public are more accessible and can accommodate wheelchair users. There are public bathrooms that are accessible for mobility devices, no obstructions to utilize the rest room and sinks. There are ramps and elevators at various locations to all public access areas.

DOB will continue to assess the physical accessibility of all locations and implement changes as needed, on an ongoing basis.

Eating Areas

DOB provides accessible eating areas at each DOB location for its employees.

Evacuation Procedures

There is a set fire safety evacuation procedure in place at DOB to inform employees how to evacuate the premises. Each location is assigned a Fire Safety Director and Fire Safety Wardens. For example, at the 280 Broadway location, each floor has two or more assigned Fire Wardens who are DOB employees. The Fire wardens assist with safely evacuating all employees off the floor and out the building.

As part of the reviewing process at 280 Broadway, concerns were raised about the evacuation procedures during the recent earthquake. The assigned DCAS Fire Safety Director implemented an additional evacuation procedure that focuses on **natural disasters** for all employees. The evacuation plan was introduced so employees will know how to evacuate premises or when to stay in place. The Fire Safety Coordinator is aware of all employees who have mobility disabilities and need assistance to evacuate

the premises. Each employee who needs assistance was assigned a voluntary buddy who will provide their assistance during the evacuation.

Digital Access

DOB offers biweekly online Q&A sessions for NYC property owners, registered design professionals, filing representatives and other licensees/registrants. These live sessions provide a space for attendees to ask job specific questions for filings in DOB NOW, the Buildings Information System (BIS), or general questions about permits, Construction Codes, Zoning Regulations, sign offs, certificates of occupancy, place of assembly, equipment installations, violations, and civil penalties, etc.

If any external stakeholder would like to attend the sessions they would have to register, choose the session they want to attend, by clicking the link and following the instructions. The attendee has the option to choose the session for the borough in which the property is located and once registered, they will receive an email on the morning of the event. The agency is currently in the process of designating a Digital Inclusion Officer. The Digital Inclusion Officer will perform an evaluation of the agency's online resources and social media to determine if there is a need for any accessibility improvements. Even though we have not officially designated a Digital Inclusion Officer, our agency's Chief Marketing Officer, evaluates and regulates our digital content to make any necessary accessibility changes.

Online Resources

The Department has several online resources that allow you to track construction in your neighborhood:

- [**Building on My Block**](#) allows you to view visual depictions of major construction projects in your neighborhood. The searchable online database



is organized by Community Board for easy reference and provides information on new buildings, major alterations, and full demolition applications filed with the Department.

- The [After Hours Variance Map](#) is a tool to confirm whether construction projects on their block have the proper permits to work at night and on weekends. An after-hours variance (AHV) permit is required to perform construction work in New York City before 7:00 am, after 6:00 pm, or on the weekend.
- The [DOB NOW Public Portal](#) contains information on applications submitted in DOB NOW, compliance filings for boilers, elevators and facades, and violations issued to property owners for failing to file annual boiler inspection reports and elevator inspection/test reports. See the [DOB NOW Public Portal FAQs](#) for more information.

[Questions and Answers from Prior Industry Meetings](#) (updated 6/22/22)

[View prior meeting/training information and related DOB NOW resources.](#)

- **DOB NOW Training Sessions** – the online portal allows users to submit job filings for approvals, obtain permits, schedule inspections, submit compliance filings and issue/renew licenses all online. [See upcoming DOB NOW trainings.](#)
- **eFiling Trainings** – the system allows for the submission of all BIS job applications (New Building, Alteration-1, -2, -3) except a select number of project/work types or additional considerations. [See available eFiling trainings.](#)

[Social media](#)

DOB is committed to ensuring and providing digital content that is accessible and easy to use by people with disabilities. DOB manages several social media platforms such as



LinkedIn, Facebook, Instagram, YouTube, and X (formally known as Twitter). As part of the review process, DOB is committed to working on ensuring that our social media accounts are using alt text.

Programmatic Access

The DOB locations that are open to the public either have multiple-user bathrooms that have a stall that is wide enough to accommodate wheelchairs and walkers or a single-use bathroom that is accessible to all.

Customer Service Unit

- Customer Service is comprised of two units, the Customer Service Team and the Call Center. The Customer Service Team ensures Buildings' customers receive an excellent level of customer service during their interaction with DOB. The Call Center schedules appointments, enters notifications, assists and responds to inquiries about the Department's purpose, programs and processes while serving our customers with courtesy, respect and professionalism.

Contact the Customer Service Unit

Phone: (212) 393-2550

Email: DOBCustomerService@buildings.nyc.gov

NYC Loft Board

- Section 282 of the New York State Multiple Dwelling Law establishes the New York City Loft Board. The Board is charged with overseeing the conversion of Interim Multiple Dwelling (IMD) buildings from commercial and manufacturing spaces to safe, rent-stabilized residences that comply with the minimum standards of safety and fire protection stated in Article 7-B of the New York State Multiple Dwelling Law. To achieve this goal, the Board adjudicates and mediates



disputes between owners and tenants, tracks the progress of each building undergoing legalization, and prosecutes parties who violate the Loft Law and the Loft Board's rules.

- The NYC Loft Board holds monthly in-person public hearing meetings. The meetings are recorded so the public can view the meetings. You can find the recorded meetings and written minutes on the Loft Board's website and the meetings are also on YouTube.

<https://www.nyc.gov/site/loftboard/meetings/meeting-minutes.page>

<https://www.nyc.gov/site/loftboard/meetings/meeting-videos.page>

Industry Meetings

DOB also hosts in person Industry meetings at each borough office location. Each borough location is ADA-accessible. The meetings are as follows:

BOROUGH	SESSION DATE
Brooklyn 345 Adams Street 3rd Floor conference room #2	4th Thursday of the month from 2:00pm – 3:30pm
Manhattan 280 Broadway 3rd Floor conference room	4th Wednesday of the month from 2:00pm – 3:30pm
Queens 120-55 Queens Boulevard Room G110	3rd Wednesday of the month from 2:00pm – 3:30pm
Bronx 1775 Grand Concourse Suite 502	2nd Wednesday of the month from 2:00pm – 3:30pm

Buildings After Hours

Department borough offices are open for Buildings After Hours on the first and third Tuesday of the month from 4:00 pm to 7:00 pm.

Buildings After Hours is designed for homeowners, tenants, building managers, and small business owners to visit their local borough office locations where DOB staff can answer questions and provide the information needed to plan for a home renovation or construction project, address an open violation on a property, obtain more information about a property, or use online resources including the [**Buildings Information System \(BIS\)**](#) and [**DOB NOW**](#).

Staff from the following offices will be available at every borough office: borough commissioner's office, borough operations, development inspections, enforcement inspections, and plan examination. Staff from the Administrative Enforcement Unit will be available in the Manhattan borough office. Please continue to use DOB NOW and eFiling for applicable online services.

- **Records Requests** - [**Requests for records**](#) are required to be submitted in advance in [**DOB NOW: BIS Options**](#). If an email notification has been sent that the records are available, they may be picked up during Buildings After Hours.
- **Certificates of Correction** - To correct an OATH/ECB summons, a [**Certificate of Correction**](#) is required to be submitted in [**DOB NOW: BIS Options**](#). Administrative Enforcement Unit staff will be available in the Manhattan borough office during Buildings After Hours to answer questions about OATH/ECB summonses and Certificates of Correction that have been submitted in DOB NOW.

The Get Summons Corrected (GSC) Campaign



The Department is increasing its education and outreach efforts to resolve open summonses through the **Get Summonses Corrected (GSC)** campaign. Our Administrative Enforcement Unit (AEU) will host virtual and borough office events to assist individuals experiencing difficulties with certifying correction. At each GSC event, property owners and named respondents who have submitted a Certificate of Correction (COC) application or need guidance on the COC process can speak with an AEU reviewer. Whenever possible, same-day reviews will be conducted.

Effective Communications

Language Access Plan

All City Agencies must provide direct public services and create a Language Access Implementation Plan in order to ensure meaningful language access to their services. If an employee requires an ASL interpreter, they have to reach out to our Language Access Coordinator for assistance.

DOB Language Access Coordinator:

Lisa Lewis, Customer Service Director

The Agency Language Access Coordinator ensures each LEP customer receives an excellent customer service experience aligned with their language access needs.

NYC Building Code Accessibility Waivers

The Department of Buildings does not provide waivers for accessibility issues, such as portable ramps. However, if the Department of Buildings rejects the architectural plans for a building due to an accessibility issue, a waiver may be obtained from request may be submitted to the Mayor's Office for People with Disabilities (MOPD). Once the



appropriate forms and paperwork are submitted, MOPD will issue a recommendation to DOB, which DOB may or may not adopt at its discretion.

- **Waiver Instructions**
- **Waiver Forms and Guidance Materials**

https://www.nyc.gov/assets/mopd/downloads/pdf/accessibility_waiver_form-applications-process-qa_english.pdf

Workplace Inclusion

Timeframe of implementation occurs from January 2024 until December 2028.

Equal Employment Opportunity (EEO)

DOB complies and follows the NYC Equal Employment Opportunity Policy, the EEO Office ensures that all employees, applicants, clients, customers, consultants, vendors, interns, and contracted employees are treated fairly by maintaining our workplace is an inclusive, diverse, and respectful environment. Employees, interns, temporary workers, consultants, applicants, and members of the general public can contact the Agency EEO Officer and the Department's EEO Unit with any questions, inquiries, concerns, or complaints they may have regarding their EEO rights.

The EEO Office engages in the Cooperative Dialogue with all reasonable accommodation applicants, ensuring that the needs of the applicants are identified and fulfilled, if possible. When requested by applicants, DOB will provide the technology, workspace adjustments (such as ergonomic office equipment), and tools once the accommodation is approved by the EEO Office. If the request is obtainable and does not cause an undue hardship to the agency, the equipment or service is procured for the applicant. If the request causes the agency an undue hardship, the EEO Office will further engage with the applicant to find an alternative to meet their needs.



When the EEO office receives an accommodation request for ASL Interpretation, ergonomic equipment, or technology, the EEO Office partners with several units such as Customer Service, Facilities/Materials, the IT department, and Procurement. This partnership ensures that the service or equipment is implemented, procured, and installed for the applicant.

Employee Resource Groups

Employee Resource Groups (ERG) are voluntary workplace groups that aim to foster a diverse and inclusive workplace, so DOB employees can network and learn about others within the workplace. DOB increased outreach to its employees by engaging in various surveys to see what Employee Resource Groups the employees would be interested in creating and being part of. There were multiple ERG's that was suggested and created, for example the Disability Pride/ Awareness ERG, Veterans Appreciation ERG, and Health & Wellness ERG. DOB employees can reach out to the Employee Engagement Unit for further ERG information. The Disability Pride/Awareness ERG hosted its first event during the Disability Pride in the Workplace Month. The event focused on Invisible Disabilities.

Recruitment

DOB has been making efforts to build and retain a diverse and inclusive workforce. Strategies have included participating in career fairs, both at area college and community based. DOB participates in disability-inclusive recruitment events, including events that are hosted by DCAS. DOB is committed to recruiting, hiring, and promoting people with disabilities in all levels of internal positions.

DOB posts positions at area colleges, law schools and Indeed, as well as social media presence, to reach a more diverse pool. As we continue to expand the pool of candidates, we are going to work with NYC Department of Veterans Services and will soon have access to VET Connect, a platform for veterans and spouses of veterans.



DOB will work with ATWORK which is a job site connected with the Mayor's Office of People with Disabilities. We have employees who have gone through the 55-a program and have eventually taken civil service exams, passed the exams and then obtained permanent civil service titles. The agency will continue to attend community events, college fairs, and job fairs as part of its recruitment and hiring practices.

55-a Program

DOB actively participates in the 55-a Program. In Section 55-a of the New York State Civil Service Law allows a qualified person with a certified mental or physical disability to be hired into competitive civil service positions without having to take an exam. This equity and inclusion program is administered by the Department of Citywide Administrative Services through the 55-a Program.

To be eligible for the 55-a Program, Candidates must:

- be certified as having a mental or physical disability.
- be qualified to perform satisfactorily the duties of the position sought, with or without a reasonable accommodation.
- meet the education and/or experience for the position sought.

A qualified person with a disability who is hired under the 55-a Program is not required to take a competitive examination. Eligible persons will be evaluated on the basis of their qualifications and interviews.

Eligibility for the 55-a Program is determined by the New York State Office of Adult Career and Continuing Education Service – [Vocational Rehabilitation](#) (ACCES-VR) or [the New York State Commission for the Blind](#) (NYSCB), depending on the type of disability.



Candidates interested in being considered for competitive positions under the 55-a program can review the 55-a Program process at: [**55-a FAQs.**](#)

Candidates are also encouraged to contact the **Mayor's Office for People with Disabilities** for employment assistance.

Trainings

In November 2023, DOB's Agency Head and EEO Officer decided to mandate the Disability Awareness and Etiquette training for all employees. This training is to be completed every two years. All new employees are required to complete the training within 30 days of employment. The DOB's EEO Office provides a monthly mandatory Reasonable Accommodation Training, that ensures all employees are aware of the process, how to engage in the accommodation process, and the contact information for the DOB EEO Office.

The Inspector Training Academy is conducted quarterly, inspectors are trained by Code Development Architect Mariya Zarankina. Mariya prepares and instructs on materials regarding accessibility regulations. The training consists of two modules, two hours each, they are intended to provide inspectors with the necessary general knowledge, as well as specific technical instructions regarding the NYC Building Code requirements for accessibility laws and standards. The training explains the background and intent of the accessibility requirements and suggests the most effective methods of application.

The first course in the training covers the accessibility requirements for storefronts and references specific provisions of the NYC Building Code pertaining to the entranceway of certain assembly occupancies and mercantile occupancies. The training covers examples of existing and new storefront entrances, including conditions under which accessibility is required. It teaches how to identify scope requirements as it applies to storefronts and public spaces. Also included are the provisions governing the design and construction of entrances, entrance ramps, lifts, clearances, door hardware, and



other related requirements. Inspectors are shown how to identify the most common objections found on-site, that are incorrectly constructed.

The second component of the training covers accessibility requirements for new residential buildings. It teaches how to recognize the triggers for accessible features in residential buildings and identifies design requirements in common spaces of residential buildings. The class also focuses on technical requirements of accessibility standards referenced in the NYC Building Code. Inspectors are taught to navigate the reference standards and the department regulations used for compliance with the applicable accessibility requirements.

After the success of the Invisible Disabilities and Neurodiversity training launched in December 2024, at the agency's Disability Pride/Awareness ERG first event, the training is in plans to be launched on a quarterly basis in 2025. The training will emphasize the importance of Invisible Disabilities and Neurodivergence within the workplace.

Methodology

DOB will continue to assess the accessibility of its programs, digital content, and physical spaces through feedback from the public and self-evaluations. Accessibility assessments will continue to be an ongoing process. DOB looks forward to receiving feedback on its 5-Year Accessibility Plan from our internal and external stakeholders.

The Enforcement Inspections unit has a capability to run a report of public complaints relating to accessibility against private and public properties. The report has the ability to track any accessibility complaints/violations and identify any trends within the complaints/violations.



Glossary

ASL – American Sign Language is a complete, natural language that has the same linguistic properties as spoken languages, with grammar that differs from English. ASL is expressed by movements of the hands and face.

Cooperative Dialogue - refers to the process by which the agency and an individual who may be entitled to an accommodation engage, in good faith, a written or oral dialogue concerning the person's accommodation needs, potential accommodations, the difficulties that the potential accommodations may pose for the agency, and alternative accommodations.¹¹ The objective of a cooperative dialogue is to determine the appropriate reasonable accommodation.

Natural Disasters - is an event that is caused by the natural forces of the Earth where great damage and, sometimes, loss of life occurs. Natural disasters can take many forms, ranging from earthquakes and tsunamis to floods and volcanic eruptions, to mudslides and wildfires.

Reasonable Accommodation - is a change to the work environment or in the way things are customarily done that enables the affected individual to perform the essential functions of the job.

Reasonable Accommodations are required unless doing so will result in undue hardship to the agency or pose a direct threat to the health and safety of the requestor or others.

WACG – Web Content Accessibility Guidelines defines how to make Web content more accessible to people with disabilities.

Appendix A



Department of Building's Accessibility

DOB Policies Prohibiting Discrimination Against People with Disabilities in Access to Services

It is the policy of Department of Buildings to comply with all applicable laws including, but not limited to, the Americans with Disabilities Act (ADA), Rehabilitation Act, the New York State Human Rights Law and the New York City Human Rights Law. DOB does not discriminate on the basis of disability in the operation of its programs, services and activities and strives to be welcoming to and inclusive of people with disabilities.

Employment related complaints for employees and applicants for employment seeking a reasonable accommodation are covered under the [City's EEO Policy](#).

Any member of the public who requires an auxiliary aid or service for effective communication, or a reasonable modification of policies or procedures in order to participate in our programs, services or activities (involving matters other than employment) is invited to direct their needs and preferences to DOB's Disability Service Facilitator by email, phone or mail:

Lisa Atkinson
280 Broadway, 7th Floor
New York, NY 10007
Phone: (212) 393-2544
Email: Accessibilityinfo@buildings.nyc.gov

Requests should be made as soon as possible but no later than three (3) business days before the scheduled program, service or activity. Questions, concerns or requests for additional information may be directed to the DOB Disability Service Facilitator.

If you believe that you have been denied an auxiliary aid or service or a reasonable modification of policies or procedures that you need in order to participate in programs, services or activities provided by DOB please see DOB's grievance procedure below.



Department of Building's Grievance Procedure for Members of the Public Alleging Discrimination Based on Disability

Any member of the public alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by DOB may file a grievance with DOB, the name, address, telephone number and/or email of the grievant and

- information about the alleged discrimination, such as the location, date, and description of the incident or alleged violation of the ADA, Rehabilitation Act, NY State Human Rights Law, or NYC Human Rights Law.

“Grievance” is the term for the allegation filed with DOB by a member of the public.

“Grievant” is the term for the person alleging discrimination in the grievance.

When and How to File a Grievance

The grievance should be submitted as soon as possible, but no later than sixty (60) calendar days after the date of the alleged violation to:

Lisa Atkinson

280 Broadway, 7th Floor

New York, NY 10007

Phone: (212) 393-2544

Email: Accessibilityinfo@buildings.nyc.gov (Please include “Grievance” in subject line.)

The grievance may be filed in one of two ways:

1. By submitting the grievance in writing by mail or email using the above address; or
2. Upon request, by an alternative means, such as an in-person interview or an audio recording, describing the incident or alleged violation of the ADA, Rehabilitation Act, NY State Human Rights Law, or NYC Human Rights Law. A request for an alternative means of filing may be granted as an accommodation for a grievant with a disability.



Timeline Following Filing of Grievance

Within fifteen (15) calendar days after receipt of the grievance, the Disability Service Facilitator or designee will contact the grievant to discuss the grievance and possible resolutions.

Within fifteen (15) calendar days of this contact with the grievant, the Disability Service Facilitator or designee will provide a response in writing. Grievants may request the response in an additional format accessible to them, such as large print, Braille, or audio recording. This response will address the grievance, describe DOB's position, and offer options for substantive resolution of the grievance, where applicable.

When and How to File an Appeal

The grievant may appeal DOB's decision within thirty (30) calendar days of receipt of DOB's response.

The appeal should be mailed to:

Disability Service Facilitator

280 Broadway, 7th Floor.

New York, NY 10007

The appeal may be filed in one of two ways:

1. By submitting the appeal in writing and by mail using the above address; or
2. Upon request, by an alternative means, such as an in-person interview or an audio recording, describing the incident or alleged violation of the ADA, Rehabilitation Act, NY State Human Rights Law, or NYC Human Rights Law. A request for an alternative means of filing may be granted as an accommodation for a grievant with a disability.

Timeline Following Filing of Appeal

DOB's response to the appeal will be provided to the grievant in writing within sixty (60) days following receipt of the appeal. Grievants may request the response in an additional format accessible to them, such as large print, Braille, or audio recording. This response will address the appeal, describe DOB's decision, and offer options for substantive resolution of the appeal, where applicable.

All written grievances, appeals, and responses in connection with a grievance made to DOB will be retained for at least three (3) years.

Note: Upon request to the Disability Service Facilitator, this page can be made available in an alternative format.

[DOB Website Accessibility Statement](#)

DOB is committed to ensuring its digital content is accessible to and usable by people with disabilities. We are continually improving the user experience for everyone and applying the relevant accessibility standards.

Conformance Status

The Web Content Accessibility Guidelines (WCAG) define requirements for designers and developers to improve accessibility for people with disabilities. They define three levels of conformance: Level A, Level AA, and Level AAA. Our digital content is partially conformant with WCAG 2.1 Level AA. Partially conformant means that some parts of the content do not fully conform to this accessibility standard.

Feedback

We welcome your feedback on the accessibility of our digital content. Please let us know if you encounter accessibility issues by using the [Website Accessibility Feedback Form](#).

If you need assistance accessing a particular program or service, please reach out to DOB's Disability Services Facilitator at 212-393-2544 or ainfo@buildings.nyc.gov



Assessment Approach

DOB assesses the accessibility of its digital content through self-evaluation.

Appendix B

NYC Construction Code & New initiatives

The NYC Construction Codes, along with various housing/community/city planning programs are constantly evolving and developing. There are several initiatives in the works that all contain accessibility components, some of those include: 2022 NYC Building Code revision cycle, Waterfront Code, Shared Housing Program.

The 2022 NYC Building Code revision cycle is planning to incorporate within it a significant upgrade to the technical accessibility standards by integrating the updated 2017 version of the ICC A117.1 Accessible and Usable Buildings and Facilities. The standard assists in the design, plan review, construction, and inspection of accessible facilities and features. The new ICC A117.1-2017 standard incorporates the latest research and optimal solutions for the technical requirements to be based on. The intent of the standard is to allow a person with a physical disability to independently get to, enter, and use a site, facility, building, or element.

Also, an initiative that is taking place at the DOB is the development of the Waterfront Code. The new code will include design, construction, and maintenance requirements for building and structure typologies unique to the waterfront, such as piers, docks, and bulkheads. Consequently, structures located on any waterfront property will need to be covered under standardized accessibility requirements to assist in making these sites, facilities, buildings and elements accessible to and usable by people with physical



disabilities, this is all part of the undertaking for the development of the new Waterfront Code.

Another proposal that is in progress is a collaboration effort with the Housing Preservation and Development that plans to create new type of shared housing developments. The Shared Housing Program explores innovative, affordable, and high quality co-living spaces to better address unmet housing needs. This new kind of residential concept requires a comprehensive planning and analysis to make sure it is all-encompassing and made accessible for persons with disabilities while remaining in line with the federal regulations for residential, as well as public and common use spaces. The added complexity in drafting the new regulations is to apply the existing accessibility requirements to the new type of co-living spaces. Areas that must be considered and be made accessible include, but are not limited to, such spaces and elements as selected on-site walks, parking, corridors, lobbies, drinking fountains and water coolers, playgrounds, rental offices, mailbox areas, trash rooms/refuse disposal areas, lounges, game rooms, toilet rooms and bathing facilities, laundries, community rooms, portions of common use tenant storage, as well as, the covered accessible shared residential units themselves.