

New York City Police Department Accessibility Progress Report 2025-2026

Table of Contents

Topic	Page#
General	2
Statement of Commitment	2
Disability Services Facilitator/ADA Coordinator	3
Agency Notices	3
Feedback Process	4
Progress Report	4
Physical Access Update	4
Digital Access Update	5
Programmatic Access Update	6
Effective Communications Update	6
Workplace Inclusion Update	7
Consultations and Feedback	7
Conclusion	8

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. 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 toward the goals outlined in the Plan. The NYPD remains committed to ensuring full compliance with the Americans with Disabilities Act (“ADA”) in all newly constructed buildings.

The Department envisions a future in which 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 remains committed to the ongoing development and revision of the policies, procedures, and training curricula necessary to achieve the objectives set forth in this Plan. The Department is also dedicated to continuously educating its employees about ADA requirements and their implications for law enforcement responsibilities, including providing comprehensive training on all new or revised ADA-related policies. The NYPD will strengthen the management of its capital programs through rigorous monitoring of ADA compliance across all projects and will prioritize

accessibility improvements and remediation that can be efficiently completed by in-house personnel whenever feasible. Demonstrating this commitment, the NYPD will regularly review ADA compliance and closely monitor the initiation and completion of all relevant projects. To ensure comprehensive oversight, the Department employs a registered architect responsible for ensuring adherence to all applicable laws, codes, rules, and regulations governing construction and physical accessibility within NYPD facilities. In addition, the Department's Facilities Management Division reviews all projects, conducts thorough pre- and post-construction surveys using appropriate ADA checklists, and documents all renovations undertaken to enhance NYPD compliance.

Disability Services Facilitator/ADA Coordinator

Gurjit Chima

Assistant Commissioner
New York City Police Department
Office of Equal Employment Opportunity
375 Pearl Street, Floor 15, Suite 4
New York, NY 10038
Phone: (646) 610-5330
Email: dsfnypd@nypd.org

[Disability Services Facilitator - NYPD](#)

Agency Notices

Title VI of the Civil Rights Act of 1964

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>

City of New York Equal Employment Opportunity Policy

https://www.nyc.gov/assets/dcas/downloads/pdf/agencies/nyc_eeo_policy.pdf

Feedback Process

To ensure accessibility and facilitate feedback, the Department leverages established citywide resources and provides multiple channels for individuals to raise concerns or file complaints. Because 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. In accordance with Local Law 27 of 2016, contact information for the designated Disability Services Facilitator/ADA Coordinator is 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 public website.

In addition to these dedicated contacts, individuals may submit concerns or complaints through the centralized New York City 311 system—either via the online portal at NYC.gov/311 (<https://portal.311.nyc.gov/>) or by calling 311 or 212-NEW-YORK (212-639-9675). The 311 system accommodates diverse communication needs, including options for Voice over Internet Protocol (VoIP) users, individuals using 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 focus on 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 and will make them fully accessible to the public and for arrest processing. Hub accessibility is projected for completion in early 2030, followed by completion of the additional stationhouses by the end of 2030.

These hub sites will serve as accessible resources during the transition period while the remaining stationhouses are brought into ADA compliance. When officers from non-compliant stationhouses encounter individuals who require 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: The Department has strengthened its commitment to accessibility through the strategic appointment of an Administrative Architect within the Architectural and Engineering Services Section, whose primary responsibility is ensuring compliance with ADA standards across all facilities. This dedicated role supports the ongoing evaluation, design, and modification of Department infrastructure to improve physical access for all individuals.

Digital Access

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

Progress Update: The Department is continuing efforts to improve digital accessibility by working to ensure that all precinct-level, public-facing websites provide accessible information in accordance with ADA standards. This effort

aims to enhance the usability of online resources for individuals with disabilities.

Programmatic Access

Overview: Accessibility extends to NYPD services, programs, and activities, even when facilities are not fully compliant. Programs such as community meetings or victim services may be relocated or delivered through alternative methods to ensure uninterrupted access to essential services, regardless of physical infrastructure limitations.

Progress Update: The Department continues to expand programmatic accessibility by ensuring that public meetings, including community council meetings, are held in accessible locations or in accessible venues near precincts. In addition, the Department is actively exploring hybrid meeting options to further increase accessibility and participation for individuals who may be unable to attend in person. The Department has also developed and distributed internal Programmatic Access Guidelines to all members of service. These guidelines serve as a centralized, accessible reference that consolidates key procedures related to disability access and accommodations, as well as relevant Department services and policies, thereby promoting consistency and awareness across the organization.

Effective Communications

Overview: The AccessibleNYPD Plan includes enhancements such as Braille and high-contrast signage, assistive aids (e.g., sign language interpreters and assistive listening systems), and accessible materials for public events. Policies ensure inclusive communication formats, fostering accessibility and understanding for individuals with disabilities.

Progress Update: Efforts to enhance communication with the public have advanced through the inclusion of disability services information on all Department flyers for events open to the public. This ensures that members of the public are consistently informed about available accommodations and resources when engaging with Department programs and services.

Workplace Inclusion

Overview: The NYPD promotes an inclusive work environment through equal employment opportunity policies, reasonable-accommodation processes, and the work of dedicated personnel such as the Disability Services Facilitator/ADA Coordinator and the Office of Equity and Inclusion (OEI).

Progress Update: OEI works to ensure that NYPD policies, programs, and practices advance the Department's inclusion goals (e.g., fairness, impartiality, employee engagement, development, and transparency). OEI initiatives focus on employee morale, career development, mentorship, and the centralization of resources, including opportunities for growth and advancement. Since the last progress report update, the NYPD has approved more than 550 reasonable accommodation requests submitted by employees with disabilities, underscoring the Department's commitment to an inclusive workplace and ensuring these employees have the support they need to succeed.

Consultations and Feedback

To inform the public about its accessibility efforts, the Department proactively undertook comprehensive architectural accessibility surveys of numerous stationhouses in 2018–2019. These surveys were conducted by two independent architectural firms and meticulously assessed publicly accessible areas, including entrances, reception and waiting areas, public bathrooms, meeting spaces, program service locations, and the connecting paths of travel. The findings identified existing accessibility barriers within these stationhouses.

While some barriers have been, and will continue to be, addressed by the Department's maintenance staff, remediation of the majority requires longer-term strategic planning involving engineering and design consultation and may require additional funding, depending on market conditions. The Department is currently engaged in various stages of design and construction for stationhouse modifications, and these efforts are ongoing.

In addition, the Department meets quarterly with internal stakeholders to discuss and advance ADA issues through its ADA Working Group, hosted by

the Disability Services Facilitator/ADA Coordinator. The Department also 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 to ensure that the Department's efforts effectively address community needs.

Conclusion

The New York City Police Department remains committed to providing meaningful access to its services, programs, and activities for all members of the public. Under Local Law 12 of 2023, the NYPD continues implementing AccessibleNYPD, its five-year accessibility plan, to identify and remove barriers across citywide facilities and ensure all new buildings meet ADA requirements.

During the 2025–2026 reporting period, the NYPD strengthened oversight by appointing an Administrative Architect in the Architectural and Engineering Services Section to support ADA compliance in capital work. The Department also continued its phased stationhouse remediation plan, centered on 16 fully accessible hub stationhouses across the five boroughs to support public access and arrest processing during the transition, with hub accessibility projected for early 2030 and remaining locations by the end of 2030.

The NYPD has continued to enhance accessibility across its services, programs, and communications through several coordinated initiatives. The Department issued internal Programmatic Access Guidelines to standardize disability accommodations and related procedures, expanded the use of accessible locations for community council meetings, and is exploring hybrid meeting options to increase participation. Additionally, efforts to improve digital accessibility remain ongoing, including enhancements to precinct-level public websites. Disability services information has also been incorporated into all Department flyers for events open to the public, to ensure that members of the public are consistently informed of available accommodations, accessibility

resources, and support services when engaging with Department programs and services.

These efforts, supported by strengthened oversight, ongoing facility improvements, clearer internal guidance, and enhanced communication, reflect the Department's continued progress toward a more accessible environment for all New Yorkers.