



NYPD
New York City Police Department

AccessibleNYPD

NYPD Five-Year Accessibility Plan 2024 - 2028



Note: This plan is a living document that will be updated periodically.

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New York City Police Department Five-Year Accessibility Plan 2024 - 2028

I. Introduction

A. Mission, Vision, and Values of the New York City Police Department

Mission: The mission of the New York City Police Department (NYPD or Department) is to enhance the quality of life in New York City by working in partnership with the community to enforce the law, preserve peace, reduce fear, and maintain order.

Vision: The NYPD strives to foster a safe and fair City by incorporating Neighborhood Policing into all facets of Department operations, and solve the problems that create crime and disorder through an interdependent relationship between the people and its police, and by pioneering strategic innovation.

Values: In partnership with the community, we pledge to:

- Protect the lives and property of our fellow citizens and impartially enforce the law.
- Fight crime, both by preventing it and aggressively pursuing violators of the law.
- Maintain a higher standard of integrity than is generally expected of others because so much is expected of us.
- Value human life, respect the dignity of each individual and render our services with courtesy and civility.

B. Purpose of the Plan

In accordance with our mission statement, the NYPD is committed to compliance with the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act, and State, and City human rights laws,¹ and to providing New York City residents and visitors with meaningful access to the Department's services, programs, services and activities.

AccessibleNYPD is the Department's Five-Year Accessibility Plan (Plan). The Plan details the steps that the Department has taken, and plans to take, which reflect its ongoing commitment to maximizing accessibility and eliminating barriers associated with the services, programs and activities delivered at our stationhouses, facilities, and shared

¹ The ADA is a Federal Civil Rights Law prohibiting discrimination against individuals on the basis of disability. Title II of the ADA relates to the services, programs, or activities provided by public entities. Throughout this plan, the terms "ADA Compliance" or "compliance with the ADA" will be used interchangeably, and incorporate by reference all ADA laws.

spaces throughout New York City.² The NYPD and its staff believe that ensuring its stationhouses, services, and programs are accessible to people with disabilities is essential to good customer service, improving the quality of life New Yorkers seek to enjoy, and promoting effective governance.

New York City's five boroughs are broken into eight NYPD patrol boroughs: Patrol Borough Brooklyn North, Patrol Borough Brooklyn South, Patrol Borough Bronx, Patrol Borough Manhattan North, Patrol Borough Manhattan South, Patrol Borough Queens North, Patrol Borough Queens South, and Patrol Borough Staten Island. Across the eight patrol boroughs, the NYPD has 77 NYPD-maintained stationhouses. A list of these locations is included in Appendix A. A map depicting the geographical boundaries of each stationhouse as of the date of this publication is included in Appendix B.

The NYPD seeks to offer and operate each service, program and activity so that, when viewed in its entirety, it is readily accessible to people with disabilities. We continue to make progress toward these goals by:

- Monitoring 76 NYPD-owned stationhouses;
- Remediating a number of stationhouses to render those areas open to the public or persons in police custody fully, or partially accessible to people with mobility disabilities, cognitive disabilities, those who are deaf or hard of hearing, or have visual impairments;
- Instituting new tools, policies, and procedures that provide for increased access to the Department's services, programs and activities; and
- Providing ongoing education and training for NYPD employees on the ADA and the Department's obligations under federal, State and City disability anti-discrimination laws.

The Department's plan is based on a comprehensive review of our programs and services, as well as the results of surveys of precinct stationhouses performed by the NYPD as well as by external architectural accessibility experts. This Plan describes the Department's planned changes to programs and stationhouses and sets priorities for minimizing and, where feasible, eliminating barriers to accessibility. This plan will be updated as necessary. While comprehensive, the plan does not include every step the Department has taken, or will take, regarding ADA compliance.

² Remediation of physical barriers outlined in this plan focuses on precinct stationhouses. Stationhouses will be used throughout this document to refer solely to patrol precinct buildings. The NYPD owns 76 out of 77 stationhouses, and leases one building. The NYPD Transit Bureau operates out of Transit Districts throughout the five boroughs, which are owned by the New York City Transit Authority (NYCTA). The NYPD Housing Bureau operates out of Police Service Areas (PSAs) throughout the five boroughs, which are owned by the New York City Housing Authority (NYCHA).

II. NYPD's Compliance with the ADA to Date

The NYPD complies with its obligations under Title II of the ADA through a number of different initiatives, including but not limited to the following:

- a) The Department maintains a working group chaired by the Deputy Commissioner, Equity and Inclusion to discuss the remedial measures and proactive steps addressed in this plan. The working group is comprised of members of the service from many NYPD Bureaus and sub-units, including the Police Commissioner's Office; Chief of Department; Chief of Patrol; Chief of Training; Chief of Transportation; Deputy Commissioner, Legal Matters; Deputy Commissioner, Strategic Initiatives; Criminal Justice Bureau; Facilities Management Division (FMD); Housing Bureau; and Information Technology Bureau. Additional units are added as necessary.
- b) The Department has identified 16 stationhouse locations throughout the five boroughs of New York City (the hub sites), discussed below, that all areas in which are open to the public will be made fully accessible, this includes arrest processing. The remediation of these hubs was initially scheduled to be completed by the end of 2021. However, the pandemic delayed this process. The hubs will be remediated on a rolling basis with an estimated completion date by the end of 2027.³
- c) In June 2018, the Department published a procedure outlining interim pragmatic alternatives to ensure access to the Department's programs and services. This procedure was updated in May 2022. (See Operations Order 21 of 2022, "Operational Guidelines for Americans with Disabilities Act (ADA) Compliance," originally Operations Order 35 of 2018, since revoked, and referred to herein as Operations Order 21 of 2022). Command Level Training was provided to the training coordinators of each command on this Operations Order, and remains ongoing.
- d) The Office of Equity and Inclusion (OEI) is the Department's ADA Coordinator. The ADA Coordinator is responsible for the intake and investigation of grievances received from people with disabilities or their representatives. (See Patrol Guide Procedure 207-36, "Grievance Procedure for Members of the Public

³ A fully accessible stationhouse would have no barriers to access for persons with mobility impairments in arrest processing areas and areas open to the public. A partially accessible stationhouse would allow for persons with mobility impairments to enter the building, access certain programs, and use at least one restroom, but all areas may not be accessible. A small number of stationhouses will not be able to be remediated and will not be accessible to those with mobility impairments; however, the NYPD is committed to providing access to programs and services through alternative methods.

with Disabilities.)⁴ In 2016, New York City Local Law 27 mandated the designation of a Disability Service Facilitator (DSF), with duties and responsibilities that overlap and supplement those of the ADA Coordinator. The positions of both the ADA Coordinator and DSF are overseen directly by OEI.⁵ The ADA Coordinator and DSF's duties and responsibilities include, but are not limited, to:

- i. Serving as the primary contact within the NYPD for people with disabilities;
 - ii. Responding to inquiries and concerns from members of the public concerning accessibility;
 - iii. Developing agency policies and procedures to ensure full programmatic accessibility for people with disabilities; and
 - iv. Conducting training for agency staff on disability access issues.
- e) The Department has an Equal Employment Opportunity Policy in place to prevent discriminatory practices from harming its employees, employees with disabilities, or applicants and updates it periodically. (See Administrative Guide 332-01, "Employment Discrimination.")
- f) The Department has a procedure in place to address requests for reasonable accommodations by applicants and employees with disabilities. (See Administrative Guide 332-21, "Reasonable Accommodations for Employees and Applicants.")
- g) The Department has a procedure in place to ensure that public meetings and/or services and programs take place in accessible locations, can be relocated to accessible locations, can occur in a residence/business/other accessible location where the person with the disability is located, or in the alternative, provide an open phone/video streaming option.
- h) The Department ensures that its contracts for the construction and/or renovation of its stationhouses include a requirement that the construction comply with the ADA and all other federal, State, and City accessibility laws.
- i) The Department has a policy in place to ensure effective communication with members of the public who are deaf or hard of hearing through the use of sign

⁴ Publicly-available NYPD Administrative Guide and Patrol Guide procedures referenced herein may be located at <https://www.nyc.gov/site/nypd/about/about-nypd/manual.page>, which is updated as procedures are revised.

⁵ See page 19 for contact information.

language interpreters or other auxiliary aids and services. (See Patrol Guide Procedure 212-104 “Interaction with Hearing Impaired Persons.”)

- j) The Department has a policy that prohibits certain conduct when dealing with the public, including the use of discourteous or disrespectful remarks regarding another person’s disability. (See Administrative Guide Procedure 304-06, “Prohibited Conduct.”)
- k) The Department has a policy, in accordance with Section 14-151 of the New York City Administrative Code, that prohibits employees from “intentionally engaging in bias-based profiling, which is defined as ‘an act of a member of the force of the police department or other law enforcement officer that relies on actual or perceived disability as the determinative factor in initiating law enforcement action against an individual.’” (See Administrative Guide Procedure 304-17, “Department Policy Prohibiting Racial Profiling and Bias-Based Policing.”)
- l) The Department has a policy of conducting thorough investigations of bias-motivated incidents, including those offenses motivated in whole or in part by an individual’s disability. (See Patrol Guide Procedure 207-10, “Bias Motivated Incidents.”)
- m) In conjunction with the Metropolitan Transportation Authority (MTA) via the Access-a-Ride Program, the Department established a transportation program for complainants, victims, and witnesses with disabilities who need accessible transportation. This program went into effect on February 24, 2015. (See Operations Order 23 of 2022, “Available Transportation Services for Complainants, Victims and Witnesses who are Disabled.” Additionally, the Department has a transportation program in effect for arrestees with disabilities. (See Operations Order 34 of 2020, “Expansion of Pilot Program – Citywide Utilization of Department Vehicles Equipped with Americans with Disabilities Act (ADA) Compliant Lifts when Transporting Arrestees with Mobility Disabilities.”)
 - i. Mobility Disability: Under the ADA, a person is considered to have a mobility disability if he or she has a physical or mental impairment that substantially limits one or more major life activities, has a record of such impairment, or is regarded as having such an impairment.
 - ii. As a part of this program, the Department has identified a stationhouse in each patrol borough to house an accessible arrest processing area. These stationhouses have been designated as the centralized location to which arrestees with mobility disabilities will be transported. They are as follows:

Patrol Borough	Identified Precinct
Brooklyn North	83 rd Precinct
Brooklyn South	67 th Precinct
Manhattan North	28 th Precinct
Manhattan South	9 th Precinct
Staten Island	121 st Precinct

Individuals with mobility disabilities who are arrested in the confines of Queens North, Queens South, and the Bronx, will be processed in the precinct of arrest.

- iii. Uniformed members of the service requiring ADA compliant vans with wheelchair lifts in the confines of Queens North, Queens South and the Bronx will contact their respective patrol boroughs to request ADA compliant transportation.

- n) The Department has procedures in place regarding people in police custody that may need to be removed from the general population of prisoners because of safety and health concerns, including but not limited to people in custody with a medical condition, physical disability, as well as for prisoners requiring medical treatment. (See Patrol Guide Procedures 210-17, "Arrest Processing of Pre-Arrestment Prisoners Designated as 'Special Category'" and 210-04, "Prisoners Requiring Medical/Psychiatric Treatment.")

- o) The Department's use of force policy also includes direction to officers to consider whether an individual's lack of compliance is an inability to comply because of a medical condition, mental health disability, developmental disability, or physical limitation, among others. (See Patrol Guide Procedure 221-02, "Use of Force.")

III. The Department's Ongoing ADA Compliance Efforts

A. Self-Evaluation of Architectural Barriers

1. Precinct Survey Process

In 2018-2019, architectural accessibility surveys were conducted of numerous precincts by two outside architectural firms. The surveys assessed areas that may be accessed by members of the public, including building entrances, reception and waiting areas, public bathrooms, meeting areas, and rooms and areas that house various programs and services offered at the precincts and the paths of travel between the areas. The surveys identified some barriers to accessibility at the stationhouses. Some of these barriers have been, and will continue to be, addressed by the Department's maintenance staff. Remediation of the majority of barriers requires long-term plans that involve engineering/design consultation as well as the additional funding if necessary due to market conditions. The Department is currently in various stages of design and construction of stationhouses and the efforts are on-going. Additionally, as new areas of concern are identified, new evaluations and assessments are completed.

a. Identification and Remediation of Hub Sites

As mentioned above, architectural barriers to accessibility were identified at the stationhouses. The Department is currently working to remediate these architectural barriers at the 16 hub sites. A Map of Planned ADA Accessible Stationhouse hub sites is included as Appendix C. The remediation will be completed over time, while considering the cost of remediation and operational needs to ensure that the precincts can provide continuous, around-the-clock safety and law enforcement services within the confines of each precinct. Patrol services and emergency response must remain uninterrupted. Programs, services and arrest processing will be moved to the accessible stationhouses on a rolling basis as the hub site renovations are completed. The Department anticipates completing the 16 hub sites by 2027.

The designated hub sites are listed in the chart below. The scope of work varies depending upon the nature of barriers identified at each stationhouse, and may include the following areas within the Department's control: accessible entrances into the precincts, sidewalks, parking spaces, accessible wheelchair platform lift or/and elevator installation, front desk renovations, compliant bathroom facilities, interior room and travel path clearances (including access to the complaint room, rooms that house community meetings, and other services where applicable), new signage, drinking fountain accessibility, arrest processing, fingerprinting, holding cells, and lineup and interview rooms.

Patrol Borough	Precinct
Bronx	48 th
	50 th
Brooklyn North	83 rd
	90 th
Brooklyn South	67 th
	61 st
Manhattan North	25 th
	30 th
	Central Park Precinct
Manhattan South	7 th
	13 th
Queens North	112 th
	114 th
Queens South	105 th
	107 th
Staten Island	121 st

The Department's FMD and other in-house staff are tasked with removing barriers in each hub site. The work needed to remove larger barriers in hub sites will be contracted out. Based on final work scopes, funding, and availability of resources, each location's end date for remediation is tentative and subject to change.

Currently, the Department conducts regular stationhouse checks to ensure that paths of travel are accessible, and is working to removing any barriers to access. The Department will continue to develop and implement policies to ensure accessible paths of travel and clearances as the hub sites are completed.

In addition to the hub sites listed above, the 101st Precinct in Queens is anticipated to have an ADA compliant access ramp for the building’s entrance in the near future.

2. New Construction

The NYPD is committed to ensuring full ADA compliance in newly constructed buildings, which, upon completion, will be designated by policy as additional hub sites in their respective Patrol Boroughs. Upcoming new construction projects that will be ADA compliant include:

PROJECT	DESCRIPTION
New 116 th Precinct	<ul style="list-style-type: none"> ▪ The Department is building the 116th Precinct, which will encompass the southern portion of the 105th Precinct in Queens. The estimated completion is targeted to be September 2024. ▪ The stationhouse will be located on the land currently occupied by a parking lot serving the 105th Precinct Satellite. ▪ This will be a fully ADA compliant precinct equipped with an elevator.
New 40 th Precinct	<ul style="list-style-type: none"> ▪ The Department is building the 40th Precinct which will serve the neighborhoods of Port Morris, Mott Haven, and Melrose in the Bronx. The estimated completion date is June 2024. ▪ The building is designed to meet current standards for new NYPD stationhouses, including the provision of a Community Room at the front of the command. The building’s design incorporates a high-performance exterior envelope, energy efficient mechanical systems and a green roofing system. ▪ The building will be fully accessible as required by NYC Department of Buildings and the ADA. Accessibility features include code-compliant travel routes and entrances, signage, lavatory facilities, and detention cells.

In addition, the following ADA compliant new construction projects were completed:

PROJECT	DESCRIPTION
Police Academy	<ul style="list-style-type: none"> ▪ The Police Academy, which opened in 2015, encompasses over 720,000 square feet on a 35-acre campus. ▪ Accessibility features include code-compliant travel routes and entrances, elevators, signage, and lavatory facilities. The 800-seat, two-story auditorium provides accessible seating at both the front and rear of the seating area, and is equipped with an induction loop assistive listening system.
Renovated Times Square Substation	<ul style="list-style-type: none"> ▪ The NYPD remodeled the substation to make it more visible, attractive, and functional. It is fully ADA compliant.

3. Remediation of Remaining Physical Barriers

Additionally, the Department identified 25 supplemental stationhouses (See Appendix D) that will provide accessibility compliance for all public services and are being considered for additional remediation as described below:

a. Stationhouse Entrances

- i. Stationhouses where the main floor is elevated from public right of way and where public services are accessible via external stairs leading to the entryway or via internal stairs, or both, will be surveyed to determine whether (1) entryway can be modified to accommodate interior accessible wheel chair platform lift when accessible at-grade entrance exists, or (2) an alternative, accessible entrance exists or can be constructed.
- ii. Precinct doors will be surveyed to determine the presence of inaccessible thresholds and non-compliant openings and maneuvering clearances, opening force requirements, door hardware, and door surfaces. Where maneuvering door clearance requirements cannot be met, automated door actuators will be provided.
- iii. A review of stationhouses that utilize bells and intercoms to obtain access will be conducted to ensure all external communications are in working order and accessible. Where no bells or intercoms exist at stationhouses that are currently not accessible or cannot be made accessible, the survey will determine whether a communication device can be added as an alternative for obtaining assistance. Where bells, buzzers, or intercoms are available, informational signs will be provided to explain their use.
- iv. Currently, all administrative and patrol guide procedures pertaining to monitoring stationhouses, removing architectural and programmatic barriers, and ensuring that internal and external pathways are clear of obstructions, are being reviewed and updated as necessary on a continuing basis.

b. Signage

- i. Signs, both interior and exterior, will include Braille, high contrast, and raised lettering.
- ii. Proper location of signs on walls will be ensured by FMD.
- iii. Signs directing the public to accessible entrances will be displayed at the front entrance to stationhouses, as stationhouses are made accessible.

c. Bathrooms

- i. Public bathrooms to be renovated at stationhouses will comply with applicable ADA standards.

d. Access to Interior Offices (on First Floor)

- i. Interior offices on first floors of stationhouses that may be visited by the public will be surveyed for compliance with applicable standards.
- ii. Moveable barriers or furniture will be relocated as necessary, including along paths of travel.
- iii. As a reasonable alternative, an accessible location within precincts will be identified to ensure the ability to offer programs and services to the public. For example, many services can be provided in the lobby/waiting areas of precincts (if entrance is accessible) or in an accessible muster room. Whenever possible, and based on the individual situation and need, services that require privacy will be conducted in an accessible location within the precinct that is out of public view.
- iv. Doorknobs throughout stationhouses on doors that might be used by the public will be replaced with hardware that does not require tight grasping, pinching, or twisting of the wrist to operate.

e. Reception Areas/Waiting Areas/Lobbies

- i. Lobbies will be surveyed, including waiting areas, seating in those areas, and the availability of an accessible service counter.
- ii. Most, if not all, stationhouses have tall front desks for security purposes. As an alternative, an accessible desk or lower service counter on an accessible route will be made available in stationhouses as they are remediated. Equivalent facilitation may also be provided in the form of a folding shelf attached to the main counter, an auxiliary table nearby, a clipboard made available to the public, or other means.

- f. *Arrest Processing Areas and Holding Cells*
 - i. Arrest processing areas, including paths of travel, will be surveyed for appropriate clearances.
 - ii. In any stationhouses where holding cells are renovated in the future, designation of an accessible cell which can accommodate people who use wheelchairs will be assessed pursuant to ADA guidelines.
 - iii. The Department will ensure accessible bathroom facilities are available for use by people with mobility disabilities while in police custody.
- g. *Precinct Detective Squads, Interview Rooms, and Lineup Viewing Areas*
 - i. If there is no accessible route to a Detective Squad because it can only be reached by stairs, the Department will ensure that an alternative location is made available. Alternative options include conducting interviews of complainants or witnesses in an accessible location within the stationhouse, or conducting lineups or other activities at an accessible stationhouse.
- h. *Access to Other Programs, Services, Activities (Not on First Floor)*
 - i. Some offices are located on upper floors of stationhouses. While these offices may be located on inaccessible floors, the program, service, or activity offered – such as victim services, domestic violence officers, community affairs officers – will be made available on the first floor or offered in an accessible location outside of the stationhouse.

If structural renovations to some of the Department's stationhouses are determined to be infeasible, the NYPD is dedicated to finding alternative solutions to ensure that services, programs, or activities, when viewed in their entirety, will be readily accessible to, and usable by, people with disabilities.

4. Other Ongoing ADA-related Actions Undertaken by the Department's FMD

a. *Improve Capital Program Strategies*

The NYPD will continue to improve the management of its capital programs by monitoring its ADA compliance in all projects. To the extent possible, NYPD will prioritize improvements and remediation that can be completed by in-house personnel.

b. *Staff Dedicated to Ensuring ADA Compliance*

The NYPD is committed to reviewing ADA compliance and monitoring the initiation and completion of all relevant projects. FMD currently employs a registered architect who is responsible for ensuring the Department's compliance with all laws, codes, rules and regulations that govern construction and physical

accessibility in the NYPD's facilities. Additionally, FMD reviews all projects, conducting pre- and post- construction surveys using appropriate ADA Checklists, and documenting all renovations to improve NYPD Compliance.

c. Training

FMD provides standards for accessible design and installation to vendors and FMD staff to be used throughout the Department and its facilities during all construction and renovation projects.

B. Program and Service Accessibility

Under the ADA, a public entity's services and programs, when viewed in their entirety, must be readily accessible to, and usable by, people with disabilities. The programs and services offered by the NYPD to the public vary by stationhouse and borough. Among the programs, services, and activities offered by the Department (sometimes in conjunction with external individuals/groups/agencies) are: Applications for handgun licenses and rifle and shotgun permits; Build the Block Meetings; Cash for Guns; child identification kits; coat, toy, food, and blood drives; Community Council meetings; crime prevention lectures and surveys; criminal complaint intake; Domestic Violence and Community Affairs Officers meetings; fingerprinting; freedom of information law requests; motor vehicle accident report pickup; Neighborhood Policing events/meetings; the NYPD Explorers Program; permit pickups; Prescription Drop Box Program; Safe Horizon victim services, VIN etching and registration of bicycles, tablets, and mobile devices. Not all of these programs are offered at Department stationhouses. Some, by their nature, are offered outside of the precincts (e.g., VIN etching, bicycle registration, crime prevention surveys). Others may be offered at the stationhouse or at an external (non-NYPD) location.

Currently, members of the service located in stationhouses that cannot provide a program or service to individuals with disabilities are required to comply with Operations Order 21 of 2022, which directs members of the service to relocate programs and services to an alternate accessible location outside the stationhouse, an accessible location within the stationhouse, or to bring the program or service to the individual with a disability. (See Operations Order 21 of 2022.)

Members of the service will be directed to relocate programs and services, including those related to arrest processing, to the hub sites (upon completion), or when necessary, to an outside accessible location, accessible location within the stationhouse, or to bring the program or service to the individual with a disability as described below.

1. Meetings and/or Police Services, Programs, and Activities Open to Members of the Public

In May of 2022, the Department developed and implemented a written policy that provides for all public meetings to take place in an accessible stationhouse, or in the alternative, to be relocated to an accessible location outside of said stationhouse, to occur in a residence/business/other accessible location where the individual with the disability is located, and/or provide an open phone/video streaming option. If there are handouts and flyers to be utilized at events, those documents can be provided in large-print, if requested beforehand. Documents may also be forwarded to individuals with visual impairments by e-mail.

2. Arrest Processing Procedures

The Department's procedures related to arrest processing have been reviewed and revised, where deemed appropriate, to provide additional guidance on the search, transport, housing, and appropriate handcuffing of individuals with disabilities, including mobility impairments necessitating use of wheelchairs and/or medical equipment or devices.

Services for arrestees with medical issues are addressed in existing Department policy, including Operations Order 34 of 2020, "Expansion of Pilot Program – Citywide Utilization of Department Vehicles Equipped with Americans with Disabilities Act (ADA) Compliant Lifts when Transporting Arrestees with mobility Disabilities," Patrol Guide Procedure 210-17, "Arrest Processing of Pre-Arrestment Prisoners Designated as 'Special Category,'" Patrol Guide Procedure 210-04, "Prisoners Requiring Medical/Psychiatric Treatment," Patrol Guide Procedure 208-05, "Arrest – General Search Guidelines," and Patrol Guide Procedure 212-104 "Interaction With Persons Who Are Deaf or Hard of Hearing."

3. Expanded Policy Regarding Programmatic & Facility Accessibility

After completion of the original hub sites in all patrol boroughs, the Department will develop and expand written policy replacing its current interim directive (See Operations Order 21 of 2022), reminding employees of the requirements of the ADA, including but not limited to, offering programs and services in the normal course at each patrol borough hub site, alternative accessible locations, through home visits where requested, or other alternative methods. The expanded policy will be distributed to all uniformed and civilian employees.

4. Current Program Development

The Department continues to advance and implement programs and access in partnership with the Mayor's Office and the Department of City Planning, as well as various internal stakeholders, to continue to remain compliant with the ADA. Some of these programs and access include: Text to 911 services, direct access to Language Line Interpreters from Department smartphones, including American Sign Language (ASL), working with communities such as the Lexington School for the Deaf, and installing listening devices for the hard of hearing in all NYPD conference rooms. Currently the Office of Equity and Inclusion is piloting an ASL initiative, where we are preparing qualified uniformed members of service to complete the National Interpreter Certification (NIC) exams administered by the Center for Assessment of Sign Language Interpreting (CASLI) and the Registry of Interpreters for the Deaf, Inc (RID). This will enable more efficient communication with the community, crime victims, and other members of the public by the end of 2024. Members of the Service will receive continuous training in four ASL phrases for emergencies and other critical situations.

C. Continuing Implementation of NYPD's Five-Year Accessibility Plan

The Department will create and revise policies, procedures, and training curricula as necessary to accomplish the steps outlined in this Plan. The Department is committed to continue training its employees about the requirements of the ADA and how those requirements impact their law enforcement duties, and will also ensure training is conducted on any new or revised Department policies related to the ADA.

The Training Bureau, under the authority of the Chief of Training, develops training for members of service assigned to the patrol boroughs and/or the 77 precincts that make up the Patrol Services Bureau, with input from multiple stakeholder commands. Training may be conducted through multiple methods, including, but not limited to, roll call trainings, command level trainings, promotional trainings, publications distributed by email and/or Department intranet, and videos.

The Department updated its recruit, promotional, and in-service curricula to provide information and guidance on the requirements of the ADA and related federal, State and City laws, as well as appropriate ways of serving people with disabilities. Training on Operations Order 21 of 2022, as well as all procedures related to ADA requirements, are routinely taught to newly hired personnel and refreshed via continued training.

Additionally, the Department created a training program on Operations Order 21 of 2022, which is mandatory for all uniform and civilian members of the service available on the Department's NYPDU TACTICS training system. All Precinct Commanding Officers, Executive Officers, Neighborhood Coordination Officers, and Community Affairs Officers will be trained via a written, electronic or in-person briefing on Operations

Order 21 of 2022. The Department's Digital Communications Officers (described in Administrative Guide 303-17) will continue to receive training to ensure that public meeting notices posted on social media comport with Local Law 28 of 2016.

In 2018, the Academy's recruit curriculum was revised to include Operations Order 21 of 2022. Academy recruits receive this enhanced training on interacting with people with disabilities. After completion of the remediation of the hub sites, the curricula will be updated to reflect the amended policy, and widespread training will again be conducted throughout the Department.

Accessibility of facilities, programs and services are the subject of a full training module for all training coordinators in all precincts. Simultaneously, the Department's DSF will track inquiries and complaints in order to inform all aspects of training with real time information about the most frequently encountered accessibility issues brought to our attention by members of the public.

Additionally, as of January of 2024, the Training Bureau created a new online training course, entitled, "Autism Spectrum Disorder." This training is to provide guidance to all members of the service on recognizing and interacting with people with Autism Spectrum Disorder.

D. The Department's Website

The Department's website is hosted by the New York City Office of Technology and Innovation, and must comport with City standards. Additionally, the NYPD maintains its own website, through the Information Technology Bureau, NYPDOnline.org. However, 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 ADA Coordinator/DSF 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 ADA Coordinator/DSF on its website. The process for a member of the public to file a grievance is also posted on the NYPD website.

E. Additional Information

For additional information about the Department's ADA Compliance Plan, please contact:

Disability Services Facilitator
New York City Police Department
Equal Employment Opportunity Division
375 Pearl Street, Floor 15, Suite 4
New York, NY 10038
Phone: (646) 610-5330
Email: DSF@NYPD.org

Additionally, concerns or complaints can be filed with New York City, by using NYC 311:

[NYC.gov/311](http://nyc.gov/311)

Or by phone at:

Call 311 or 212-NEW-YORK (212-639-9675)

- This includes using a Voice over Internet Protocol (VoIP) provider
- Using 711 or a teletypewriter (TTY) service
- Using a Video Relay Service (VRS)

For Administrative Guide and Patrol Guide procedures referenced herein, please see:

[NYPD Department Manual \(nyc.gov\)](#)

Appendix A

Precinct Locations

Patrol Borough Manhattan North and Patrol Borough Manhattan South

- 1st Precinct – 16 Ericsson Place, New York, NY 10013
- 5th Precinct – 19 Elizabeth Street, New York, NY 10013
- 6th Precinct - 233 West 10th Street, New York, NY 10014
- 7th Precinct – 19 ½ Pitt Street, New York, NY 10002
- 9th Precinct – 321 East 5th Street, New York, NY 10003
- 10th Precinct – 230 West 20th Street, New York, NY 10011
- 13th Precinct – 230 East 21st Street, New York, NY 10010
- Midtown South Precinct – 357 West 35th Street, New York, NY 10001
- 17th Precinct – 167 East 51st Street, New York, NY 10022⁶
- Midtown North Precinct – 306 West 54th Street, New York, NY 10019
- 19th Precinct – 153 East 67th Street, New York, NY 10065
- 20th Precinct – 120 West 82nd Street, New York, NY 10024
- Central Park Precinct – 86th Street and Transverse Rd, New York, NY, 10024
- 23rd Precinct – 162 East 102nd Street, New York, NY 10029
- 24th Precinct – 151 West 100th Street, New York, NY 10025
- 25th Precinct – 120 East 119th Street, New York, NY 10035
- 26th Precinct – 520 West 126th Street, New York, NY 10027
- 28th Precinct – 2271-89 8th Avenue, New York, NY 10027
- 30th Precinct - 451 West 151st Street, New York, NY 10031
- 32nd Precinct - 250 West 135th Street, New York, NY 10030
- 33rd Precinct - 2207 Amsterdam Avenue, New York, NY 10032
- 34th Precinct - 4295 Broadway, New York, NY 10033

Patrol Borough Bronx

- 40th Precinct – 257 Alexander Avenue, Bronx, NY 10454
- 41st Precinct – 1035 Longwood Avenue, Bronx, NY 10459
- 42nd Precinct – 830 Washington Avenue, Bronx, NY 10451
- 43rd Precinct – 900 Fteley Avenue, Bronx, NY 10473
- 44th Precinct – 2 East 169th Street, Bronx, NY 10452
- 45th Precinct – 2877 Barkley Avenue, Bronx, NY 10465
- 46th Precinct – 2120 Ryer Avenue, Bronx, NY 10457
- 47th Precinct – 4111 Laconia Avenue, Bronx, NY 10466
- 48th Precinct – 450 Cross Bronx Expressway, Bronx, NY 10457
- 49th Precinct – 2121 Eastchester Road, Bronx, NY 10461

⁶ The NYPD does not own this facility.

- 50th Precinct – 3450 Kingsbridge Avenue, Bronx, NY 10463
- 52nd Precinct – 3016 Webster Avenue, Bronx, NY 10467

Patrol Borough Brooklyn North and Patrol Borough Brooklyn South

- 60th Precinct – 2951 West 8th Street, Brooklyn, NY 11224
- 61st Precinct – 2575 Coney Island Avenue, Brooklyn, NY 11223
- 62nd Precinct – 1925 Bath Avenue, Brooklyn, NY 11214
- 63rd Precinct – 1844 Brooklyn Avenue, Brooklyn NY 11210
- 66th Precinct – 5822 16th Avenue, Brooklyn, NY 11204
- 67th Precinct – 2820 Snyder Avenue, Brooklyn, NY 11226
- 68th Precinct – 333 65th Street, Brooklyn, NY 11220
- 69th Precinct – 9720 Foster Avenue, Brooklyn, NY 11236
- 70th Precinct – 154 Lawrence Avenue, Brooklyn, NY 11230
- 71st Precinct – 421 Empire Boulevard, Brooklyn, NY 11225
- 72nd Precinct – 830 4th Avenue, Brooklyn, NY 11232
- 73rd Precinct – 1470 East New York Avenue. Brooklyn, NY 11212
- 75th Precinct – 1000 Sutter Avenue, Brooklyn, NY 11208
- 76th Precinct – 191 Union Street, Brooklyn, NY 11231
- 77th Precinct – 127 Utica Avenue, Brooklyn, NY 11213
- 78th Precinct – 65 6th Avenue, Brooklyn, NY 11217
- 79th Precinct – 263 Tompkins Avenue, Brooklyn, NY 11216
- 81st Precinct – 30 Ralph Avenue, Brooklyn, NY 11221
- 83rd Precinct – 480 Knickerbocker Avenue, Brooklyn, NY 11237
- 84th Precinct – 301 Gold Street, Brooklyn, NY 11201
- 88th Precinct – 298 Classon Avenue, Brooklyn, NY 11205
- 90th Precinct – 211 Union Avenue, Brooklyn, NY 11211
- 94th Precinct – 100 Meserole Avenue, Brooklyn, NY 11222

Queens

- 100th Precinct- 92-24 Rockaway Beach Blvd, Rockaway Park, NY 11693
- 101st Precinct – 16-12 Mott Avenue, Far Rockaway, NY 11691
- 102nd Precinct – 87-34 118th Street, Richmond Hill, NY 11418
- 103rd Precinct – 168-02 91st Avenue, Jamaica, NY 11432
- 104th Precinct – 64-2 Catalpa Avenue, Ridgewood, NY 11385
- 105th Precinct – 92-08 222nd Street, Queens Village, NY 11428
- 106th Precinct – 103-53 101st Street, Ozone Park, NY 11417
- 107th Precinct – 71-01 Parsons Boulevard, Fresh Meadows, NY 11365
- 108th Precinct – 5-47 50th Avenue, Long Island City, NY 11101
- 109th Precinct – 37-05 Union Street, Flushing, NY 11354
- 110th Precinct – 94-41 43rd Avenue, Elmhurst, NY 11373
- 111th Precinct – 45-06 215th Street, Flushing, NY 11361

- 112th Precinct – 68-40 Austin Street, Forest Hills, NY 11375
- 113th Precinct – 167-02 Baisley Boulevard, Jamaica, NY 11434
- 114th Precinct – 34-16 Astoria Boulevard, Long Island City, NY 11103
- 115th Precinct – 92-15 Northern Boulevard, East Elmhurst, NY 11372

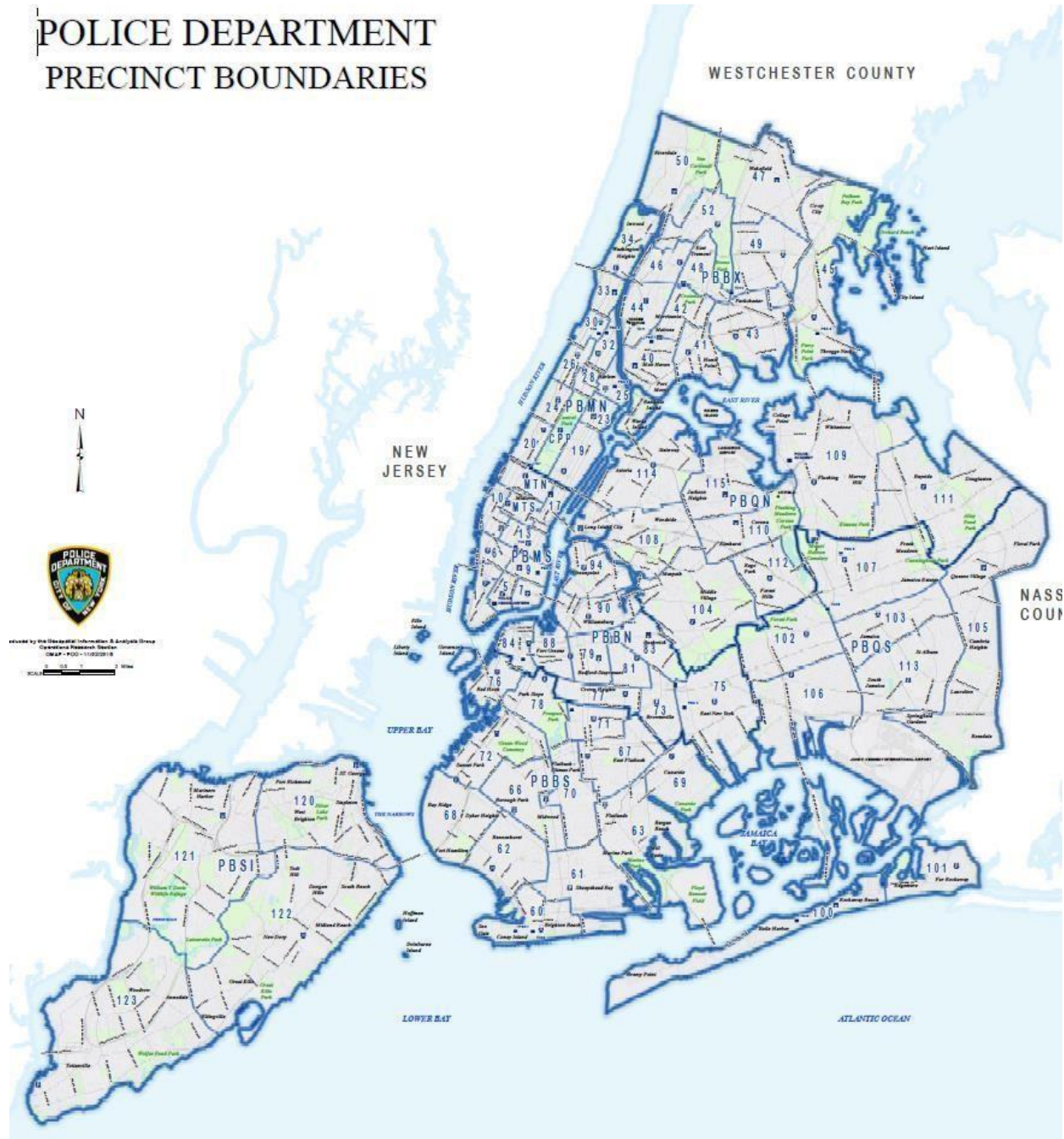
Patrol Borough Staten Island

- 120th Precinct – 78 Richmond Terrace, Staten Island, NY 10301
- 121st Precinct – 970 Richmond Avenue, Staten Island, NY 10314
- 122nd Precinct – 2320 Hylan Boulevard, Staten Island, NY 10306
- 123rd Precinct – 116 Main Street, Staten Island, NY 10307

Appendix B

Map of Geographical Boundaries of NYPD Precincts

POLICE DEPARTMENT PRECINCT BOUNDARIES

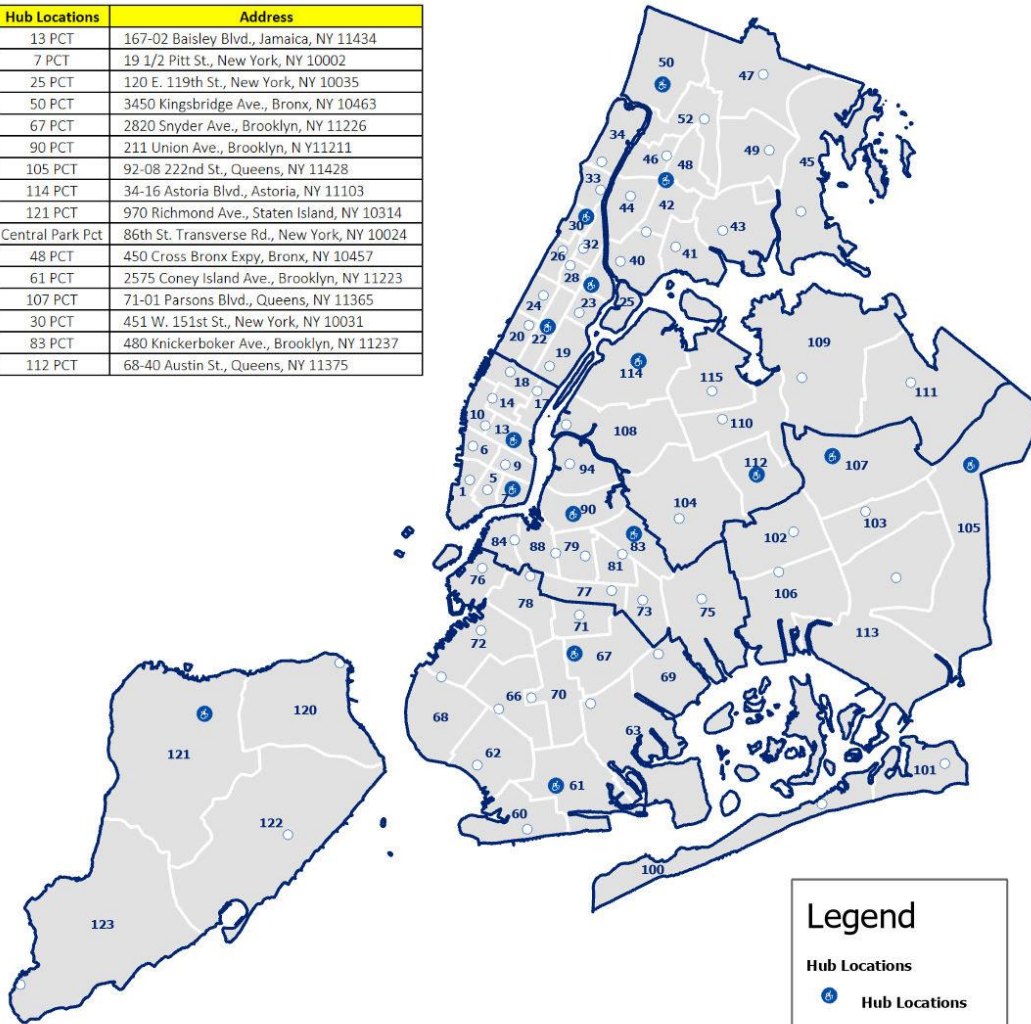


Appendix C Map of Planned ADA Accessible Stationhouse Hub Sites

ADA Accessible Stationhouse Hub Sites



Hub Locations	Address
13 PCT	167-02 Baisley Blvd., Jamaica, NY 11434
7 PCT	19 1/2 Pitt St., New York, NY 10002
25 PCT	120 E. 119th St., New York, NY 10035
50 PCT	3450 Kingsbridge Ave., Bronx, NY 10463
67 PCT	2820 Snyder Ave., Brooklyn, NY 11226
90 PCT	211 Union Ave., Brooklyn, NY 11211
105 PCT	92-08 222nd St., Queens, NY 11428
114 PCT	34-16 Astoria Blvd., Astoria, NY 11103
121 PCT	970 Richmond Ave., Staten Island, NY 10314
Central Park Pct	86th St. Transverse Rd., New York, NY 10024
48 PCT	450 Cross Bronx Expy, Bronx, NY 10457
61 PCT	2575 Coney Island Ave., Brooklyn, NY 11223
107 PCT	71-01 Parsons Blvd., Queens, NY 11365
30 PCT	451 W. 151st St., New York, NY 10031
83 PCT	480 Knickerboker Ave., Brooklyn, NY 11237
112 PCT	68-40 Austin St., Queens, NY 11375



Legend

- Hub Locations
 - Hub Locations
- NYPD Station Houses
 -
- Patrol Boroughs
 - ▭
- Precincts
 -

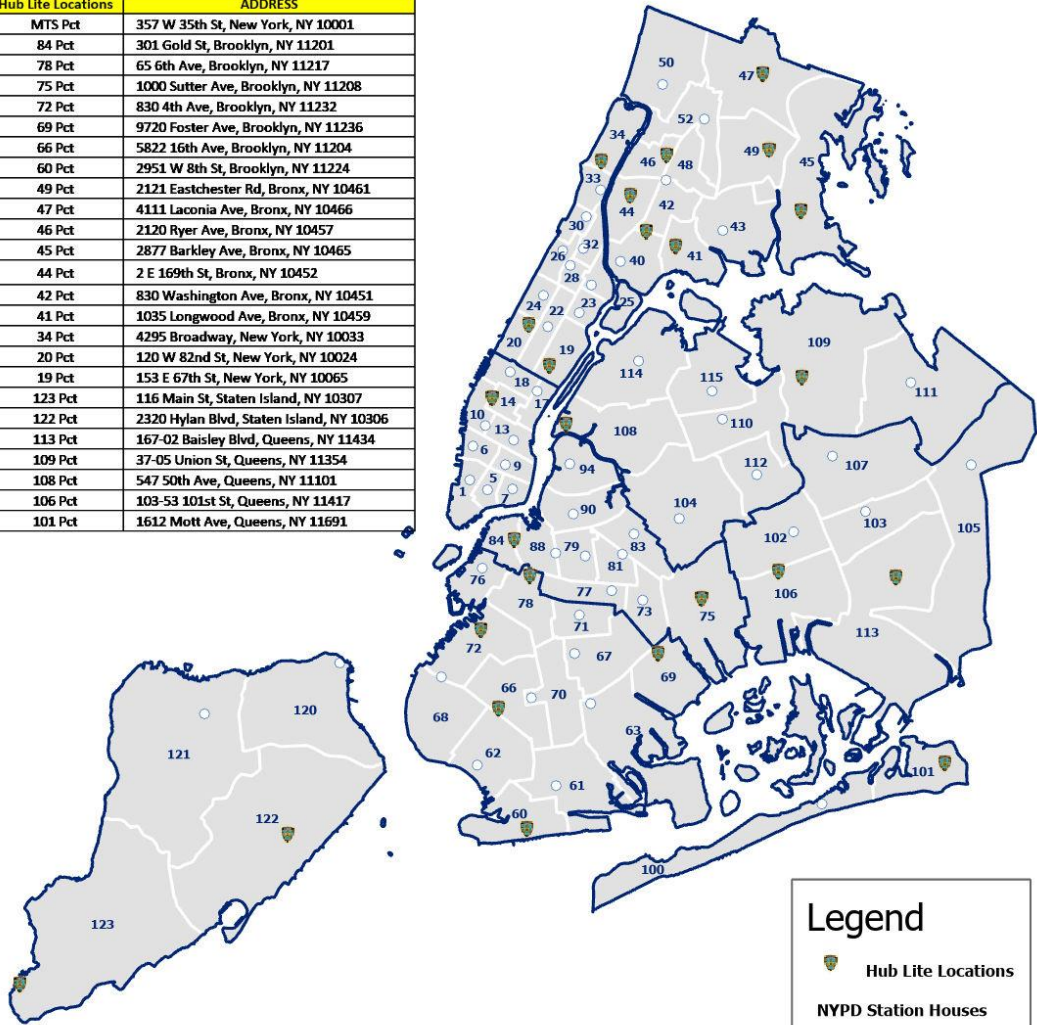
Produced by the Data Analysis and Mapping Section - OMAP - 03/22/2024

Appendix D Map of Identified Stationhouses for Additional Remediation

Map of Identified Stationhouses for Additional Remediation



Hub Lite Locations	ADDRESS
MTS Pct	357 W 35th St, New York, NY 10001
84 Pct	301 Gold St, Brooklyn, NY 11201
78 Pct	65 6th Ave, Brooklyn, NY 11217
75 Pct	1000 Sutter Ave, Brooklyn, NY 11208
72 Pct	830 4th Ave, Brooklyn, NY 11232
69 Pct	9720 Foster Ave, Brooklyn, NY 11236
66 Pct	5822 16th Ave, Brooklyn, NY 11204
60 Pct	2951 W 8th St, Brooklyn, NY 11224
49 Pct	2121 Eastchester Rd, Bronx, NY 10461
47 Pct	4111 Laconia Ave, Bronx, NY 10466
46 Pct	2120 Ryer Ave, Bronx, NY 10457
45 Pct	2877 Barkley Ave, Bronx, NY 10465
44 Pct	2 E 169th St, Bronx, NY 10452
42 Pct	830 Washington Ave, Bronx, NY 10451
41 Pct	1035 Longwood Ave, Bronx, NY 10459
34 Pct	4295 Broadway, New York, NY 10033
20 Pct	120 W 82nd St, New York, NY 10024
19 Pct	153 E 67th St, New York, NY 10065
123 Pct	116 Main St, Staten Island, NY 10307
122 Pct	2320 Hylan Blvd, Staten Island, NY 10306
113 Pct	167-02 Baisley Blvd, Queens, NY 11434
109 Pct	37-05 Union St, Queens, NY 11354
108 Pct	547 50th Ave, Queens, NY 11101
106 Pct	103-53 101st St, Queens, NY 11417
101 Pct	1612 Mott Ave, Queens, NY 11691



Legend

- Hub Lite Locations
- NYPD Station Houses
- Patrol Boroughs
- Precincts

Produced by the Data Analysis and Mapping Section - OMAP - 03/22/2024