



**BOARD OF CORRECTION
CITY OF NEW YORK**

Board of Correction Accessibility Progress Report 2025-2026

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General

The New York City Board of Correction (“BOC” or “Board”) is a nine-person, non-judicial oversight board that regulates, monitors, and inspects the correctional facilities of the City of New York. BOC carries out independent oversight and enacts regulations to support safer, fairer, smaller, and more humane NYC jails. It is one of the earliest independent oversight boards of custodial and detention settings in the United States.

The City Charter mandates BOC’s five functions:

- Establish and ensure compliance with minimum standards "for the care, custody, correction, treatment, supervision, and discipline of all persons held or confined under the jurisdiction of the Department of Correction" (“DOC”);
- Investigate any matter within the jurisdiction of DOC;
- Review grievances from people in custody and staff;
- Evaluate DOC’s performance; and
- Make recommendations on areas of key correctional planning.

The Board issued our initial 5-year Accessibility Plan pursuant to Local Law 12 of 2023 in June 2024. This report is the Board’s second annual progress report. The Board is committed to fulfilling our stated accessibility goals and convenes our accessibility planning team every two months to measure the plan’s progress and adjust as necessary.

The Board accomplished many of its accessibility milestones in 2025 and early 2026, most notably the development of a Digital Accessibility Policy, which details the Board’s responsibility to ensure digital content currently on the Board’s website and uploaded in the future is accessible, relevant accessibility-related laws, and training resources. Another goal of note was transitioning from the use of WebEx as the preferred virtual platform for public meetings, to Microsoft Teams, which offers enhanced accessibility features. This was a collaborative months-long effort between multiple agency units, the New York City Office of Technology and Innovation (“OTI”), Microsoft staff, and videography contractors.

To review the accessibility goals accomplished by BOC in 2024 and early 2025, please refer to the first annual progress report:

https://www.nyc.gov/assets/boc/downloads/pdf/boc_5_year_accessibility_plan.pdf

It is the policy of BOC 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. The Board 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.

Disability Service Facilitator and Other Key Accessibility Information

Disability Service Facilitator

Tiana Betancourt

2 Lafayette Street, Suite 1221

New York, NY 10007

212-266-4395 | tbetancourt@coc.nyc.gov

Accessibility Office: Administration

The Board of Correction’s notice of nondiscrimination/notice of rights, grievance procedure and website accessibility statement are available here: <https://www.nyc.gov/site/boc/about/accessibility.page>

Feedback Process

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 here: <https://www.nyc.gov/nyc-resources/website-accessibility-feedback-form.page>

If you need assistance accessing a particular program or service, please reach out to the Board of Correction’s Disability Services Facilitator, **Tiana Betancourt**, at (212) 266-4395 or tbetancourt@coc.nyc.gov.

Progress Report

Digital Access

As of April 2026, the Board has done the following:

- Effective July 1, 2025, created specific policies and procedures related to the creation of accessible digital content. Staff developed the Board's first Digital Accessibility Policy, which sets forth our commitment to plain language, visual accessibility standards required by WCAG 2.1, clear and descriptive hyperlinks, alternative text description for public material visuals, utilizing Outlook 365 Accessibility Checker before sending mass emails to the public, and other accessibility goals and requirements. The policy also details publication review processes and procedures for all staff creating digital content, as well as training resources.
- Through the Digital Accessibility Policy, the Board implemented a review process to ensure electronic documents are accessible prior to public distribution and a remediation process for previously created documents that are not accessible. Over the course of the next year, Board staff will identify which records posted on BOC's website require remediation. The Director of Intergovernmental Affairs and Communications will review all digital content to ensure accessibility guidelines are consistently followed.
- Through the creation and distribution of the Digital Accessibility Policy, the Board ensured that all creators of electronic records are aware of, and follow, the principles of accessible documentation as outlined by the Mayor's Office of People with Disabilities ("MOPD").
- As of January 2026, the Board changed the platform used for virtual meetings from WebEx to Microsoft Teams, to make public meetings more accessible.
- Identified existing training from MOPD on what makes digital content accessible and how to create content in an accessible manner for staff who create digital content. Relevant staff attended a training session on June 23, 2025. MOPD shared training materials with staff on July 17, 2025.

- Assessed internal and external facing applications and digital products for compliance with the laws and standards relating to digital accessibility and identify replacements for applications as needed. Besides the Board’s OTI-managed website, the lone additional external digital product BOC utilizes is its virtual public meeting platform. As of January 2026, the platform used for virtual meetings changed from WebEx to Microsoft Teams to make public meetings more accessible. BOC will ensure that newly acquired applications and digital products meet relevant accessibility standards.
- As required by Local Law 28 of 2016, all notices for Board meetings include information regarding the availability of:
 - wheelchair accessibility at the venue, designated by the symbol provided for in Section 101 of the Executive Law;
 - CART and sign language interpretation, designated by the international symbol to indicate the availability of sign language interpretation, or any other technology or service for people who are deaf or hard of hearing, at the venue;
 - assistive listening systems for people with hearing loss at the venue and the specific kind of system when available, designated by the international symbol of access for hearing loss; and
 - any other accommodation for people with disabilities that will be available at the venue.

By July 2026, the Board will:

- Review all images posted on the website and social media to ensure they have been given meaningful alternative text descriptions which convey the information and purpose of the image using programmatic alt text. This effort began in February 2026 by identifying which images on the Board’s website require alternative text descriptions.
- Explore the enhancement of all videos posted on the website and on social media going forward to include closed captioning that is not just auto generated and include indications of significant background sounds and the names of those speaking. The Board will also assess if this initiative is budgetarily tenable at this time, given current

savings requirements and constraints which may delay its implementation.

- Ensure that videos posted on the website and on social media include audio descriptions, either as part of the original or as a separate version with a link to it from the original's page. The Board will also assess if this initiative is budgetarily tenable at this time, given current savings requirements and constraints which may delay its implementation.
- Develop a performance evaluation program that incorporates provisions addressing accessibility into the evaluations of employees responsible for digital content.

Effective Communications

As of April 2026, the Board has done the following:

- The Board will ensure that, where practicable, print documents comply with the print accessibility guidelines that will be issued pursuant to Local Law 187 of 2025.
- The 2024 Five-Year Accessibility Plan cast a wide net to ensure the agency explored and undertook as many measures as possible to improve accessibility. The Board assessed its needs and resources, and the needs of the public attending our meetings across the years, for assistive listening devices to ascertain whether any such system or devices should be procured. Following that assessment, the Board determined it was not budgetarily tenable or necessary to implement this initiative at this point. The Board hosts its public meetings in a space managed by the New York City Department of Citywide Administrative Services, or DCAS, where assistive listening systems are not currently installed. However, if staffing, resources, or needs change – or if a member of the public were to request them – the Board will explore implementation and train staff accordingly.
- On October 8, 2025, employees who answer telephone calls were provided with materials to ensure they know how to respond to telephone calls made through a Telecommunications Relay Service (TRS) so those calls are responded to in the same manner as other telephone calls.

- The Digital Accessibility Policy, effective July 2025, established the procedure for ensuring that all public-facing communications (printed/electronic documents, webpages, videos, etc.) are reviewed by the Director of Intergovernmental Affairs and Communications and other relevant staff going forward, to ensure communications and reports are in plain, easy-to-understand language. This also includes reviews of all promotional materials for public events to comply with Local Law 28 of 2016.
- On January 2026, BOC transitioned from WebEx to Microsoft Teams as the platform for its public Board meetings, as Teams have enhanced accessibility features. During the transition, both Board staff and videography contractors reviewed the platform's accessibility features to ensure that those responsible for running the event are familiar with them and know how to use them.

Workplace Inclusion

As of April 2026, the Board has done the following:

- As of the week of December 8, 2025, posted open positions on the NYC: ATWORK job boards via the Job Submission Form.
- Shared job postings with State Vocational Rehabilitation agencies and other organizations that work with people with disabilities, such as CUNY LEADS and Job Path.
- Will participate in disability-inclusive recruitment events (e.g., DCAS and NYC: ATWORK recruitment events targeted to people with disabilities and/or Agency Spotlight Events) as they come up.

The Board is still in the process of addressing space and fire safety needs with Rikers Island Department of Correction staff. Once those space and fire safety issues are addressed, BOC staff stationed at Rikers Island will be trained on what to do in the event of a fire or other emergency with respect to staff and others with disabilities and functional needs.

In July 2027, the Board will:

- Develop coaching opportunities to help ensure that everyone, including employees with disabilities, has the information needed to be successful (info on agency/office culture, guidance/support with office procedures, orientations, etc.).

Consultations and Feedback

The Board consulted MOPD to achieve our accessibility plan goals. Board staff received MOPD trainings and discussed virtual meeting accessibility with MOPD staff.

The Board welcomes feedback from the public via our website (<https://www.nyc.gov/site/boc/about/website-accessibility-statement.page>).