

NYC Civilian Complaint Review Board

2024-2025 Accessibility Progress Report

General

The New York City Civilian Complaint Review Board (CCRB or Agency) is an independent City agency empowered to receive, investigate, hear, make findings, and recommend action on civilian complaints against members of the New York City Police Department that allege excessive or unnecessary force, abuse of authority, including biased-based policing and racial profiling, discourtesy, the use of offensive language, and the truthfulness of statements made by a subject officer during the course of or in relation to the resolution of a CCRB complaint.

Statement of Commitment

As an agency that interfaces with members of the public, the CCRB is committed to creating an inclusive, respectful, and accessible environment and will continually strive for more equal access for people with disabilities.

Disability Services Facilitator and Other Key Accessibility Information

CCRB's Disability Services Facilitator (DSF): Jeanine Marie, 100 Church Street, 10th Floor, New York, NY 10007, 212-912-2092, jmarie@ccrb.nyc.gov.

Grievances regarding disability discrimination should be submitted to CCRB EEO Officer: Ifeamaka Igbokwe, 100 Church Street, 10th Floor, New York, NY 10007, 212-912-2075, iigbokwe@ccrb.nyc.gov. Alternate means of submission available upon request.

The CCRB's [Grievance Procedures](#) and [Website Accessibility Statement](#) are available online on the agency's [Disability Access Services Info Page](#). We welcome feedback on the accessibility of our digital content. Please let us know if you encounter accessibility issues by using the [Website Accessibility Feedback Form](#).

Progress Report

In 2024, the CCRB published its [accessibility plan](#) outlining the efforts it intends to undertake to improve access for people with disabilities. The CCRB is pleased to report on the following improvements made during the 2024-2025 reporting year.

Physical Access

As of May 2025, the CCRB:

- Conducted a preliminary evaluation of whether the activation time of exit doors to the 10th floor lobby is sufficient to allow people with disabilities to exit.
- Posted larger print versions of the building plan and exit routes throughout office.

CCRB 2024-2025 Accessibility Progress Report

- Relocated objects to improve hallway/walkway ingress and egress, with special focus on increasing space near doorways.
- Conducted a review of existing signage and way-finding markers.

By May 2026, the CCRB will:

- Seek feedback regarding ways to improve physical access to CCRB's offices and services.
- Contact building management to inquire about future accessibility enhancements planned for the building.

Digital Access

As of May 2025, the CCRB:

- Designated a Digital Inclusion Officer who received training on digital accessibility provided by the Mayor's Office of People with Disabilities.

By May 2026, the CCRB will:

- Train additional staff members on digital accessibility.
- Continue to strive to meet the Web Content Accessibility Guidelines 2.1 Level AA for public-facing websites.

Effective Communications

As of May 2025, the CCRB:

- Continued to provide sign language interpretation and Communication Access Realtime Translation (CART) at public board meetings, and upon request at presentations, events, and for people participating in CCRB investigations.
- Conducted a plain language review of commonly distributed documents as part of its [Language Access Plan](#).

By May 2026, the CCRB will:

- Assess whether additional documents need plain language revision.
- Strive to provide sign language interpretation and CART services at CCRB sponsored conferences and events outside of the CCRB's offices.

Programmatic Access

As of May 2025, the CCRB:

- Obtained a wireless microphone for the CCRB's Board Room, which will allow people with disabilities to participate in meetings, events, and classes without having to maneuver to the fixed lectern or within reach of wired microphones.

CCRB 2024-2025 Accessibility Progress Report

- Continued to provide remote access to meetings, events, and programs for staff and members of the public for events held at the CCRB's offices.
- Continued to make [video and transcriptions of the minutes of CCRB Board Meetings](#) available on the CCRB's website.
- Increased assistance with navigating the investigative process or accessing programs and services through the [Civilian Assistance Unit](#).

By May 2026, the CCRB will:

- Continue to solicit feedback and implement processes so that accessibility, and the impact on people with disabilities, are considered when the agency launches a new program or initiative or makes a change to an existing program or service.

Workplace Inclusion

As of May 2025, the CCRB:

- Incorporated the [Citywide Equal Employment Opportunity Policy](#) into the Agency's Code of Conduct and Employee Handbook.
- Approved reasonable accommodations, including schedule modifications and the purchase of office furniture, equipment, and software for staff members.
- Notified its Emergency Action Plan team of staff members who may be in need of additional assistance with exiting the building during an emergency.
- Required that all staff take Disability Awareness & Etiquette training.

By May 2026, the CCRB will:

- Ensure that all new hires have taken Disability Awareness & Etiquette training.
- Review Human Resources policies and procedures to ensure that the accessibility needs of employees with disabilities are taken into account when using performance management processes, providing career development and advancement opportunities, and redeploying employees with disabilities.

Consultation and Feedback

A working group of CCRB employees from various units will continue to solicit feedback and meet regularly to identify accessibility barriers and discuss the agency's ability to implement measures to remove or reduce those barriers and improve accessibility.

Conclusion

The CCRB will continue to strive to improve access to agency services, programs, and facilities for people with disabilities, identify and reduce or eliminate barriers to accessibility, and promote an atmosphere of inclusion, respect, and understanding.