

NYC Civilian Complaint Review Board 2025-2026 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 2025-2026 reporting year.

Physical Access

As of May 2026, the CCRB:

- Explored ways to improve physical access to CCRB's offices and services.

- Began construction on new office areas to reduce crowding, thereby improving accessibility for staff moving through the office space at 100 Church St. Construction plans included accessibility improvements.
- 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.
- 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 2027, the CCRB will:

- Finish ongoing construction.
- Seek funding for additional construction and/or the creation of satellite office spaces so that the public can be better served across the five boroughs.
- Continue to seek feedback on how CCRB can improve physical access to its offices and services.
- Continue to communicate with building management about any future accessibility enhancements planned for the building.

Digital Access

As of May 2026, the CCRB:

- Designated a Digital Inclusion Officer.
- Digital Inclusion Officer implemented measures learned during training on digital accessibility provided by the Mayor’s Office of People with Disabilities.
- Trained additional staff members on digital accessibility.
- Ensured that all staff members responsible for putting information on agency website were trained in digital accessibility.
- Took steps to make all newly published digital documents on its website accessible.

By May 2027, the CCRB will:

- Implement social media accessibility compliance.
- Maintain the accessibility of newly published documents on the agency website.
- Continue to strive for full compliance with the Web Content Accessibility Guidelines 2.2 Level AA for public-facing websites.

Effective Communications

As of May 2026, the CCRB:

- Provided 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.
- Provided sign language interpretation and CART services at a CCRB sponsored conference.
- Assessed the level of proficiency for staff to speak languages other than English to improve the agency's ability to provide more efficient language services.
- Completed review of commonly distributed documents and determined that additional documents did not need plain language revision at this time.

By May 2027, the CCRB will:

- Begin providing Spanish-language Outreach presentations.
- Strive to have all communication products, such as press releases and copies of public testimony, available in accessible formats.
- Make efforts to obtain funding to produce commonly used documents in Braille.
- Continue to provide sign language interpretation and CART services, upon request, at CCRB meetings, presentations, events, and for people participating in CCRB investigations.

Programmatic Access

As of May 2026, the CCRB:

- 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](#). CAU members are available in-person at CCRB board meetings to assist civilians.
- Obtained a wireless microphone for the CCRB's Board Room, which allows people with disabilities to participate in meetings, events, and classes without having to maneuver to the fixed lectern or within reach of wired microphones.

By May 2027, 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.

- Apply for additional grant funding for CAU once new round of funding is announced.

Workplace Inclusion

As of May 2026, the CCRB:

- Incorporated the [Citywide Equal Employment Opportunity Policy](#) into the Agency's Code of Conduct and Employee Handbook.
- Continued to approve reasonable accommodations for staff members, including schedule modifications and the purchase of office furniture, equipment, and software, where necessary.
- Notified its Emergency Action Plan team of staff members who may need additional assistance with exiting the building during an emergency.
- Required that all staff take Disability Awareness & Etiquette training.
- Implemented procedures to have new hires take Disability Awareness & Etiquette training.
- Redistributed Citywide Reasonable Accommodation policies and procedures to staff.
- Reviewed agency and citywide policy and procedures to help improve processes across the board, including accessibility. Allocated resources to help ensure that agency is up to date on compliance.
- Reviewed Human Resources policies and procedures to ensure that the accessibility needs of employees with disabilities are considered when using performance management processes, providing career development and advancement opportunities, and redeploying employees with disabilities.

By May 2027, the CCRB will:

- Continue to conduct policy and procedure reviews, provide reasonable accommodations for staff where needed, and make sure that staff members receive necessary training.

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.