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# Accessibility Toolkit and Resource Guide

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For NYC Disability Service  
Facilitators

Version 1.0 Spring 2018  
[NYC.gov/accessibilitytoolkit](https://nyc.gov/accessibilitytoolkit)

# Disability Service Facilitator Accessibility Toolkit and Resource Guide

## Table of Contents:

	Pages
1. About this Guide & Tool Kit.....	4
2. DSF 2018 To Do List(s) <input checked="" type="checkbox"/> .....	5
3. NYC Disability Service Facilitator.....	6
4. Self-Evaluation and Transition Plan <input checked="" type="checkbox"/> .....	6
5. Physical Accessibility and Program Access .....	8
6. Notice and Grievance Protocol <input checked="" type="checkbox"/> .....	9
7. Print Media.....	9
8. Website Accessibility <input checked="" type="checkbox"/> .....	10
9. Social Media.....	10
10. Disability Training <input checked="" type="checkbox"/> .....	11
11. Meeting Notice and Accessible Event Planning <input checked="" type="checkbox"/> .....	11
12. Correspondents and Disability Resources.....	12
13. Law and Regulations.....	13

## **Appendix/Attached:**

### **Page**

14.Attachment 1: NYC DSF: Basic Information and Resources.....	21
15.Attachment 2: Disability Service Facilitator (DSF) Brochure.....	27
16.Attachment 3: Disability Service Facilitator Contact List.....	30
17.Attachment 4: Sample Transition Plan(s) Spreadsheet.....	37
18.Attachment 5: SBS and MOPD Accessibility Checklist.....	45
19.Attachment 6: Sample Notice & Grievance Protocols.....	63
20.Attachment 7: MOPD Accessible Document Guide.....	72
21.Attachment 8: Accessible Documents Checklist.....	83
22.Attachment 9: Screen Reader Reference Guide.....	91
23.Attachment 10: Accessible Social Media Guide.....	96
24.Attachment 11: Meeting and Notice Guide.....	99
25.Attachment 12: NYC Emergency Management Resources.....	110
26.Attachment 13: Service Animals and Emotional Support Animals.....	112
27.Attachment 14: Disability Statistics.....	114

## 1. About The DSF Resource Guide & Toolkit

**About:** This toolkit and resource guide provides NYC Disability Service Facilitators (DSFs) with quick links to disability information, guides, worksheets and resources.

**Legislative Mandate:** During the spring of 2016, NYC Mayor de Blasio and the City Council enacted legislation (Local Law 27) that requires all City agencies to hire or appoint a full-time DSF position. These individuals are liaisons to New Yorkers with disabilities, creating access points for them to obtain information, services, and assistance.

**Basic DSF Responsibilities:** The DSF's responsibilities include ensuring their agencies programs, and services comply with Americans with Disabilities Act (ADA), and other laws that impact people with disabilities; providing information to the public on programs and services; ensuring physical accessibility; and serving as a liaison with the NYC Mayor's Office for People with Disabilities (MOPD).

**DSF Meetings:** DSFs meet quarterly or as otherwise needed to discuss citywide coordination, policies, share resources and participate in trainings. For more information on DSFs including a list of each City agency's DSF please visit [nyc.gov/dsf](http://nyc.gov/dsf).

### DSF Subcommittees:

- RFP/Contract Writing Subcommittee
- Digital Inclusion Subcommittee
- Accessible Transportation Subcommittee
- Accessible Housing Subcommittee

### MOPD Contacts:

General Line:  
212-788-2830

### MOPD DSF:

Eli Fresquez  
100 Gold St, 2<sup>nd</sup> Fl  
New York, NY 10038  
Line 1 212-788-2505  
Line 2 212-788-2830  
[mopd\\_dsf@cityhall.nyc.gov](mailto:mopd_dsf@cityhall.nyc.gov)

## 2. DSF To Do List - 2018 Edition

### Web

#### **DSF 2018 To Do List for Agency Website & Social Media**

- Post DSF contact on agency website ✓
- Develop and post DSF Notice/Grievance protocol ✓
- Review accessibility of Website/Social Media ✓

### Public Meeting Notice

#### **DSF 2018 To Do List for Public Meetings**

- Include disability accommodation language for public events ✓
- Review accessible event planning ✓

### Self-Evaluation and Transition Plan

#### **DSF 2018 To Do List For Self-Evaluation & Transition**

- Conduct a self-evaluation/audit ✓
- Develop a transition plan ✓
- Review accessibility of Website ✓
- Provide a list ALDs per Local Law 51 ✓

### Disability Training

#### **DSF 2018 To Do List for Training**

- Attend or encourage staff to attend DSF Trainings ✓
- Review materials: DSF training Academy ✓
- Attend National ADA Symposium ✓

### 3. **NYC Disability Service Facilitator (DSF): Basic Information and Resources**

#### 1. **Role of the Disability Service Facilitator (DSF):**

Basic information and Resources available to the DSF including Local Law 27 requirements, federal, state and local resources: See Attachment 1 page, 21.

#### 2. **Disability Service Facilitator (DSF) Brochure (For Print Two Sided):**

Brochure which can be used to distribute to the public: See Attachment 2 page, 27.

#### 3. **City Service Facilitator (DSF) Program:**

Information on the DSF homepage on the MOPD website: <http://www1.nyc.gov/site/mopd/initiatives/disability-service-facilitators-dsf.page> also a list of DSF Contacts: See Attachment 3 page, 30

### 4. **Self-Evaluation and Transition Plan**

The 1991 ADA regulations required that all public entities to evaluate all of their services, policies, and practices and to modify any that did not meet ADA requirements. Entities were required to develop transition plans detailing any structural changes that would be undertaken to achieve program access and times frames for their completion. Public entities were also required to provide an opportunity for interested individuals to participate in the self-evaluation and transition planning process by submitting comments.

#### 1. **ADA Title II Action Guide For State and Local Government:**

A website administered by ADA New England which provides comprehensive planning and implementation process that will help ensure that state and local entities provide equal opportunity to people with disabilities to participate in programs, services and activities: <https://www.adaactionguide.org/>

**2. Example: Annual Report on compliance with the ADA:**

Local Law 73 requires NYC Parks department to issue an annual report to the Mayor and City Council detailing which of its facilities are compliant with the ADA Standards as well as a transition plan: <http://legistar.council.nyc.gov/MeetingDetail.aspx?ID=384827&GUID=40EFEF2B-373B-4634-8D66-CD6B892297C2&Options=info&Search=Parks+Accessible>

**3. ADA Updates: A Primer For A State and Local Governments:**

An illustrated guide to help State and local government officials understand the requirements of the 2010 ADA regulations: [https://www.ada.gov/regs2010/titleII\\_2010/title\\_ii\\_primer.html](https://www.ada.gov/regs2010/titleII_2010/title_ii_primer.html)

**4. Sample Transition Plan(s) Spreadsheet:** See Attachment 4 Page, 37.

**5. Examples: Annual Report on compliance with the ADA:**

Local Law 73 requires NYC Parks department to issue an annual report to the Mayor and City Council detailing which of its facilities are compliant with the ADA Standards as well as a transition plan: <http://legistar.council.nyc.gov/MeetingDetail.aspx?ID=384827&GUID=40EFEF2B-373B-4634-8D66-CD6B892297C2&Options=info&Search=Parks+Accessible>

**6. Example: New York State Parks Department:**

Self-Evaluation and Transition Plan from NYS Parks: <https://parks.ny.gov/accessibility/documents/AccessibilityTransitionPlan.pdf>

## 5. Physical Accessibility and Program Access

To ensure that services, programs and procedures are accessible when viewed in their entirety, the public entity should conduct a facility access review. A facility access review is a survey of facilities that an agency operates or administers. The review identifies physical obstacles or barriers to the participation of people with disabilities.

### 1. ADA Standards for Accessible Design:

The ADA Standards for Accessible Design contains scoping and technical requirements for accessibility to sites, facilities, buildings and elements by individuals with disabilities. The requirements are to be applied during the design, construction, additions to, and alterations to the extent required by regulations issues by Federal agencies under the Americans with Disabilities Act of 1990 (ADA):

[https://www.ada.gov/2010ADASTstandards\\_index.htm](https://www.ada.gov/2010ADASTstandards_index.htm)

### 2. ADA Checklist for Existing Facilities:

Checklist designed by the New England ADA Center for title II and III facilities: <https://www.adachecklist.org/doc/fullchecklist/ada-checklist.pdf>

### 3. SBS and MOPD Accessibility Checklist:

Checklist designed to accommodate customers with disabilities, includes critical areas, entrance, path of travel and restroom: See Attachment 5 page, 45.

### 4. Inclusive Design Guidelines (IDG):

The IDG is a voluntary technical guidance helping designers produce multisensory enhanced environments and accommodate a wide range of physical and mental abilities for people of all ages:

<https://www1.nyc.gov/site/mopd/initiatives/inclusive-design-guidelines.page>

## 6. Notice and Grievance Procedure

Notice and grievance procedures (if not already in existence) are required to be provided to the public by the facilitator. The notice and grievance procedures should be posted on the agency's website. The public audience should be considered expansive and include everyone who interacts or would potentially interact with the agency: See Attachment 6 page, 63.

**Sample notice and grievance protocol for the New York City Mayor's Office for People with Disabilities (MOPD)**

**Sample notice and grievance protocol for the New York City Department of Transportation (DOT)**

**Sample reasonable accommodation request from the New York City Human Resource Administration (HRA)**

## 7. Print Media

The Following guideline will help you prepare printed materials for constituents with disabilities. Items like contrast, color and font size:

1. **MOPD Accessible Documents Guide 2018:** This guide provides basic information on how to make hard copies of print materials accessible. See Attachment 7 page, 72.

2. **MOPD Accessible Documents Checklist 2018:** Simple guide to making documents accessible via basic checklist. See Attachment 8 page, 83.

## 8. Website Accessibility

Websites need to be accessible to everyone including people with disabilities. When sites are correctly designed, developed and edited, all users have access to information and functionality:

1. **New York City Accessibility Report:**

As required by Local Law 26, the first citywide accessibility report analyzing the state of accessibility of websites managed by the city: <http://www1.nyc.gov/site/mopd/about/reports-publications.page>

2. **Screen Reader Reference Guide:**

A basic guide on screen reader use for the purpose of testing websites for accessibility. The guide includes information on screen readers, common keyboard commands and additional information. See Attachment 9 page 91.

3. **Basic Website Accessibility Checklist:**

Basic checklist for making you agency website more accessible: <http://www1.nyc.gov/assets/mopd/downloads/pdf/web-accessibility-checklist.pdf> and Attached page

## 9. Social Media Accessibility

A number of social media tips and guidance information exists for making social media platforms accessible.

**1. Accessible Social Media Guide:**

A guide to making social media accessible including image descriptions:

[http://home2.nyc.gov/html/mopd/downloads/pdf/accessible\\_social\\_media\\_guide\\_mopd.pdf](http://home2.nyc.gov/html/mopd/downloads/pdf/accessible_social_media_guide_mopd.pdf) See and see Attachment 10 page, 96.

**2. Improving the Accessibility of Social Media in Government:**

Toolkit designed to improve the accessibility of social media across Facebook, Twitter, YouTube, Vine, Blogs and other social media platforms:

<https://www.digitalgov.gov/resources/improving-the-accessibility-of-social-media-in-government/>

**10. Disability Training **

**1. (Upcoming) September 13<sup>th</sup> and 14th NYC Disability Service Facilitator/ADA Coordinator Training – Pilot Program:**

The training is a two day course administered through the ADA National Network, NYC Mayor's Office for People with Disabilities (MOPD) and the New York City Department of Citywide Administrative Services (DCAS). The program provides training on the Americans with Disabilities Act (ADA) as well as other federal, state and local laws that impact people with disabilities. The hallmark of the program is that it provides the most relevant and up to date information, guidelines, new resources and other pertinent information that is specific to city governmental programs, services and activities offered to New Yorkers with disabilities. The training is meant to establish a knowledge base essential to performing the role of the DSF/ADA Coordinator in New York City.

### **Objectives:**

- Role of DSF
- 2010 Standards for Accessible Design/NYC Building Code I
- 2010 Standards for Accessible Design/NYC Building Code II
- Effective Communication
- Emergency Preparedness and Planning
- Self-Evaluation and Transition Plans I
- Self-Evaluation and Transition Plans I
- Fair Housing and Disability
- Accessible Digital Technology

2. **Previous course Pilot Program:** September 14<sup>th</sup> and 15<sup>th</sup> NYC Disability Service Facilitator/ADA Coordinator Training – Pilot Program. See MOPD website for details.

3. **Disability Awareness Training (Power Point):**

Basic awareness training on disability includes ADA information, language etiquette and other best practices. See MOPD website.

## **11. Meeting Notice and Accessible Event Planning**

1. **Meeting and Notice Guide:**

Guide to assist city agencies and their disability service facilitators in preparing notices, posters, and other publicity materials that provide information about access for people with disabilities:

<https://www1.nyc.gov/assets/mopd/downloads/pdf/meeting-notice-guide.pdf> and see Attachment 11 page, 99.

2. **Accessible Meeting and Event Checklist:**

Information developed by Cornell Human Resources department:

<https://accessibility.cornell.edu/event-planning/accessible-meeting-and-event-checklist/>

3. **A Planning Guide for Making Temporary Events Accessible to People with Disabilities:**

The guide includes an overview of the law, planning strategies and typical barriers:

<https://adata.org/publication/temporary-events-guide>

4. **A Guide to Planning Accessible Meetings:**

The goal of the guide is to make every meeting, event, and conference accessible. Created by ADA Mid-Atlantic:

<http://www.adahospitality.org/accessible-meetings-events-conferences-guide/book>

## 12. Correspondents and Disability Resources

As Disability Service Facilitator (DSF) you are expected to your agencies point of public contact for people with disabilities. In accordance with Local Law 27 agencies are required to post on their website the facilitator's name, office address, email address and telephone number. It is suggested that an agency chose to create a general email address such as "**disabilityfacilitator@youragency.nyc.gov**"

For example:

*Your Name*

*Your Agency*

*Street Address*

*Tel: (###) ###-####*

*Email: **disabilityfacilitator@youragency.nyc.gov***

When a member of the public reaches out to a facilitator they should do their best to coordinate the proper response. Often the question or complaint may be multifaceted and or involving very specific information. Facilitators are encouraged to work across their agency and engage specialists or others who may be able to support a response. Facilitators are also encouraged to reach out to other facilitators and to MOPD as well.

**1. Full Contact List of Disability Service Facilitators:**

Under Local Law 27 MOPD is required to post the full list the contact information of each facilitator on its website:

<https://www1.nyc.gov/assets/mopd/downloads/pdf/disability-service-facilitators.pdf>

**2. New York City Mayor Office for People with Disabilities (MOPD):**

The MOPD website just re-launched this past summer has a number of great resources, including disability specific information:

<http://www1.nyc.gov/site/mopd/resources/resources.page>

**3. Mayor's Office for People with Disabilities (MOPD) Resource - Master List:**

This MOPD resource list is not for public dissemination since it contains individual's staff contact information. See MOPD website for details.

**4. NYC Emergency Management Resource (NYCEM):**

Information links and resources available during emergencies:

<http://www1.nyc.gov/site/em/ready/disabilities-access-functional-needs.page>

**5. NYC Emergency Management Resource (one-pager):**

One-page document which provides emergency management information links. **See Attachment 12 page, 109.**

**6. MOPD Disaster Resilience and Resource Network :**

The Network comprised of government and non-government organizations meets quarterly to share information and address issues related to integrate emergency management for people with disabilities:

<https://www1.nyc.gov/site/mopd/resources/mopd-disaster-resilience-and-resource-network.page>

**7. NYC Department of Health and Mental Hygiene (DOHMH):**

DOHMH has a number of resources available for individuals experiencing a mental health condition in their day to day lives:

<http://www1.nyc.gov/site/mopd/resources/mental-health.page>

**8. NYC.go: Accessible NYC**

Accessible NYC is the city's guide to experiencing the richness of the City's offerings, including arts entertainment, dining, museums and galleries, family attractions, and sports and recreation:

<https://www.nycgo.com/plan-your-trip/basic-information/accessibility>

**9. ASL-Direct:**

ASL-Direct is a video calling system which provides an all-inclusive, accessible means to city services. Those in the Deaf and Hard of Hearing Community can now contact MOPD and get information and resources about city services in American Sign Language (ASL): <https://www1.nyc.gov/site/mopd/about/asl-direct.page>

## 10. **ASL Information and Companies:**

The following are some companies and organizations that provide sign language interpreters or CART transcription services in NYC:

- Accurate Communication: 646-873-4000
- All Hands in Motion: 718-997-0472
- Sign Language Resources, Inc.-888-964-5553
- Lime Interpreting Services: 516-922-4100
- Mill Neck Interpreting Services: 516-922-4100

### **NYC: ATWORK Jobs Board**

NYC: ATWORK now has a jobs board where you can view descriptions for job opportunities. Job seekers can submit a job seeker referral:

<https://www1.nyc.gov/site/mopd/employment/nyc-at-work.page>

## 11. **Braille Information and Companies:**

The following are some companies and organizations that provide Braille. At this time MOPD can only provide limited Braille

- Andrew Heiskell Braille and Talking Book Library: 212-206-5400
- Computer Center for Visually Impaired People at Baruch College: 646-312-1420

## 12. **NYC: ATWORK:**

NYC: ATWORK is an initiative to connect people with disabilities with meaningful jobs.

<https://www1.nyc.gov/site/mopd/employment/nyc-at-work.page>

## 13. **Project Open House (POH):**

POH, administered by MOPD, removes architectural barriers in the home of people with disabilities:

<https://www1.nyc.gov/site/mopd/initiatives/project-open-house.page>

#### **14. Service Animals and Emotional Support Animals:**

The below links and attached provide information on service animals and emotional support animals:

- MOPD Service Animal Information:  
<http://www1.nyc.gov/site/mopd/resources/service-animals.page> and See Attachment 13 page, 112.
- New York State Bar Association: Service Animals Guide:  
<http://www.nysba.org/serviceanimalguide/>
- HUD Guidance: <https://www.hud.gov/sites/documents/13-60.PDF>

#### **15. Disability Statistics:**

Additional statistical information can be obtained from MOPD. See Attachment 14 page, 114.

### **13. Laws & Regulations**

#### **1. The Americans with Disabilities Act:**

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation:  
<https://www.ada.gov/pubs/adastatute08.htm>

#### **2. New York City Human Rights Law:**

The New York City Human Rights Law is one of the strongest and most comprehensive civil rights laws in the country. It is applicable only in the five boroughs, and is enforced by the New York City Commission on Human Rights. The law is similar to the ADA and the New York State Human Rights Law; however, the

City's Human Rights Law also prohibits discrimination on the basis of a disability in bank loans, mortgages, and participation in labor union programs:

<http://www1.nyc.gov/site/cchr/law/text-of-the-law.page>

**3. Local Law 51 of 2017:**

Requires the installation of induction loop systems for certain capital projects paid in whole or in part from the city treasury.

[http://www1.nyc.gov/assets/mopd/downloads/pdf/laws\\_local-law\\_51.pdf](http://www1.nyc.gov/assets/mopd/downloads/pdf/laws_local-law_51.pdf)

**4. Local Law 28 of 2016**

Signed by Mayor Bill de Blasio requires every public meeting notice in New York City to include information on the venue's accessibility:

<http://www1.nyc.gov/assets/mopd/downloads/pdf/Local-Law-28.pdf>

**5. Local Law 27 of 2016**

Signed by Mayor Bill de Blasio requires the designation of disability service facilitators at city agencies.

[Read full Local Law 27 of 2016](#)

**6. Local Law 26 of 2016**

Signed by Mayor Bill de Blasio, requires establishing protocols relating to the accessibility of city government websites for persons with disabilities.

[http://www1.nyc.gov/assets/mopd/downloads/pdf/local\\_law\\_27.pdf](http://www1.nyc.gov/assets/mopd/downloads/pdf/local_law_27.pdf)

**7. Local Law 47 of 2012**

[http://www1.nyc.gov/assets/mopd/downloads/pdf/laws\\_local-law\\_47.pdf](http://www1.nyc.gov/assets/mopd/downloads/pdf/laws_local-law_47.pdf)

#### **8. New York State Human Rights Law**

The New York State Human Rights Law prohibits discrimination on the basis of "age, race, creed, color, national origin, sexual orientation, military status, sex, marital status or disability" in employment, housing, education, credit, and access to public accommodations. The law was originally passed in 1945 as the Law Against Discrimination, and was the first of its kind in the United States. It is enforced by the New York State Division of Human Rights: <http://www1.nyc.gov/site/cchr/law/the-law.page>

#### **9. New York State Bill S06846 and Executive Law § 101**

An amendment to the existing law to require the removal of the word "handicapped" from new or replaced state signage as well as update and destigmatize the accessibility logo.

[http://assembly.state.ny.us/leg/?default\\_fld=&bn=S06846&term=2013&Summary=Y&Actions=Y&Text=Y&Committee%26nbspVotes=Y&Floor%26nbspVotes=Y](http://assembly.state.ny.us/leg/?default_fld=&bn=S06846&term=2013&Summary=Y&Actions=Y&Text=Y&Committee%26nbspVotes=Y&Floor%26nbspVotes=Y) and

[https://www.dos.ny.gov/info/regulatory\\_activity/part300us.html](https://www.dos.ny.gov/info/regulatory_activity/part300us.html)

# APPENDIX/ATTACHMENTS

# Attachment 1

## NYC Disability Service Facilitator: Basic Information and Resources

# NYC Disability Service Facilitators

## Basic Information and Resource Document

In accordance with recently enacted Local Law 27, Disability Service Facilitators (“facilitator” or “DSF”) will serve city agencies with 50 or more employees as their public point of contact regarding disability issues and support compliance with the ADA and other federal, state, and local laws and regulations. If an agency has 50 or fewer employees it may, in consultation with MOPD, designate an employee to function as the facilitator for more than one agency.

Many agencies already have EEO officers who handle disability issues related to employment however the facilitator is specifically designated to respond to inquiries from the public. Many agencies also may have an assigned ADA Coordinator who serves in this role. It is at the discretion of an agency as to whether the duties of the facilitator will be carried out by the assigned ADA Coordinator.

The functions of the facilitator are described by Local Law 27. Below is basic information and resources regarding the role and responsibilities of the facilitator which shall include, but are not limited to, the following:

1. Serve as **primary contact** for persons with disabilities requesting auxiliary services:

A facilitator is the agency’s primary point of contact for requests of auxiliary services made by the public. Agencies are required to post on their website the facilitator’s name, office address, email address and telephone number. MOPD is also required to post this information on its website. In order to best manage public contact it is suggested that an agency chose to create a general email address such as “[disabilityfacilitator@youragency.nyc.gov](mailto:disabilityfacilitator@youragency.nyc.gov)” along with a dedicated phone line. For example:

*Your Name*

*Your Agency*

*Street Address*

*Tel: (###) ###-####*

*Email:*

[disabilityfacilitator@youragency.nyc.gov](mailto:disabilityfacilitator@youragency.nyc.gov)

2. **Coordinate auxiliary service** for persons with disabilities:

A facilitator is responsible for coordinating auxiliary aids and services to the public. Auxiliary aids and services include a wide range of services and devices that promote effective communication. When choosing a communication aid or service, an agency is required to give primary consideration to the aid or service requested by the person with a disability. Examples of auxiliary aids and services includes readers, note takers, sign language interpreters, assistive listening systems and devices, open and closed captioning, text telephones (TTYs), videophones, information provided in large print, Braille, audible, or electronic formats, and other tools for people who have communication disabilities. In addition, ADA regulations permit the use of newer technologies including real-time captioning (also known as computer-assisted real-time transcription, or CART) in which a transcriber types what is being said at a meeting or event into a computer that projects the words onto a screen remote CART (which requires an audible feed and a data feed to an off-site transcriber) and video remote interpreting (VRI). MOPD has recently developed a meeting guide to assist facilitators and other city employees in preparing notices, posters and other publicity materials that provide information about access for people with disabilities to New York City government events and meetings.

3. **Respond to inquiries** from the public concerning accessibility:

A facilitator is required to respond to public inquiries. There are many benefits to having an individual with knowledge of disability access provide information and respond to the public. For members of the public, having a facilitator makes it easy to identify someone to help them with questions and concerns about disability discrimination. Having a facilitator also benefits the agency. It provides a specific contact person with knowledge and information about the ADA other federal, state, and local laws and regulations so that questions by staff can be answered efficiently and consistently.

4. **Develop agency policies and procedures** to ensure full programmatic and communication accessibility for persons with disabilities:

All facilitators should review, provide updates and develop (if not already in existence) their agency's policies and procedures concerning accessibility for people with disabilities. For example, a basic policy prohibiting discrimination against people with disabilities can simply state that:

*“It is the policy of the agency to comply with all applicable laws including but not limited to, the Americans with Disabilities Act (ADA), the New York State Human Rights Law, and the New York City Human Rights Law. The agency does not discriminate on the basis of disability in the operation of its programs, services or activities. The agency will provide reasonable modifications necessary to enable persons with disabilities to participate in programs, services and activities”.*

A facilitator is not required to make reasonable modifications to policies, practices, and procedures where it can be shown that doing so would fundamentally alter the nature of the service, program or activity being provided or impose an undue financial or administrative burden.

5. **Conduct periodic training** for staff on disability access issues, as may be required by the head of such an agency:

Various trainings are provided through the city including recently developed awareness training which can be found here: [NYC Disability Awareness and Communication Training](#). Other trainings are available from the [ADA National Network](#). Additional trainings are being developed by the city. For more support with training please contact MOPD.

6. **Provide notices** to members of the public advising them of their rights under the ADA, the New York State Human Rights Law, New York City Human Rights Law and regulations promulgated by such agency related to persons with disabilities, as well as the agency’s **ADA grievance procedures**:

Notice and grievance procedures (if not already in existence) are required to be provided to the public by the facilitator. The notice and grievance procedures should be posted on the agency’s website. The public audience should be considered expansive and include everyone who interacts or would potentially interact with the agency. The notice should include relevant information regarding the ADA, the New York State Human Rights Law, New York City Human Rights Law and regulations. However, the notice should not be overwhelming and should state the basics without being too lengthy, legalistic, or complicated. A model notice can be found at NYC DOT: <http://www.nyc.gov/html/dot/html/about/accessibility-information.shtml>.

A grievance procedure must also be provided to the public giving an agency’s procedures for resolving grievances arising under the ADA, the New York State Human Rights law, the New York City Human Rights Law and regulations. A model grievance procedure can be found at NYC DOT: <http://www.nyc.gov/html/dot/downloads/pdf/nycdot-grievance-procedure.pdf> and should include the following:

- A description of how and where a complaint may be filed with the city agency.
- Notification that that alternative means of filing will be available to people with disabilities who require an alternate format.
- A description of the time frames and processes to be followed by the complainant and the agency.
- Information on how to appeal an adverse decision.
- A statement of how long complaint files will be retained.

7. **Assist in the investigation** of any complaint communicated to such respective agency alleging its noncompliance with ADA, and/or other applicable federal, state, and local laws relating to people with disabilities, or alleging any actions that would be provided by such laws:

Facilitators are to assist in investigations of complaints made by the public alleging noncompliance with access to services. Time-frames and protocols regarding investigations are generally included in the agency's grievance procedures.

8. **Document and maintain records** of complaints made pursuant to the ADA and other applicable federal, state and locals laws relating to people with disabilities, and **forward** such complaints to MOPD:

Facilitators shall forward complaints made from the public to MOPD. Consider developing a complaint form for the agency to use. A complaint form should be in writing and contain information about the alleged discrimination such as the name, address, phone number of complainant and location, date, and description of the problem. Alternate means of filing complaints, such as personal interviews or a digital recording of the complaint should be made available for person with disabilities upon request. Also consider conducting a documented facility access review and maintaining a recoded self-evaluation and transitional plan if not already developed by your agency.

9. **Analyze and make recommendations** to the head of each agency and to MOPD to resolve physical and programmatic access issues and at the request of MOPD, the head of each agency shall make such agency's facilitator **available to confer** with, and receive periodic training from MOPD:

In order to analyze and resolve physical and programmatic access issues the facilitator should have knowledge of their agency's services to the public both physically and programmatically. Physical access refers to the brick-and-mortar structure of a facility which may have ramps, elevators with braille and accessible restrooms. Program access refers to the requirement that an agencies, programs, and activities when viewed in its entirety are accessible to and usable by people with disabilities.

An agency is not required to make all its facilities physically accessible what is required is that each program, service or activity “when viewed in its entirety” is accessible to and usable by people with disabilities. An agency is not required to take any action that would fundamentally alter the nature of the service, program or activity being provided or impose an undue financial and administrative burden.

### **Resources for Facilitators:**

#### ADA Resources, Laws and Regulations:

- [ADA.gov](http://ADA.gov)
- [ADA Best Practices Tool Kit Chapter 2](#)
- [Text of the ADA](#)
- [Implementing Regulations](#)
- [Title II Technical Assistance Manual](#)
- [Title II Technical Assistance Manual \(Supplement\)](#)
- [ADA Standards for Accessible Design](#)

#### Other Resources, State, Local Laws and Regulations:

- [New York State Human Rights Law](#)
- [New York City Human Rights Law](#)
- [Website Accessibility Local Law 26](#)
- [Disability Service Facilitator Local Law 27](#)
- [Accessibility of Public Events Local Law 28](#)
- [Other Local Laws](#)
- [ADA National Network](#)

#### MOPD Resources:

- [MOPD Resources Disability-Specific Resources](#)
- [MOPD Meeting Guide and other Forms and Materials](#)
- [MOPD 2016 Accessible NYC Annual Report](#)
- [DSF Online Agency Staff List](#)

#### MOPD Contact:

Eli Fresquez | Assistant General Counsel  
Mayor's Office for People with Disabilities  
100 Gold Street, 2nd Floor New York, NY 10038  
O: 212.788.2505 C: 917.573.6117 F: 212.312.0960  
E: [JFresquez@cityhall.nyc.gov](mailto:JFresquez@cityhall.nyc.gov)

# Attachment 2

**Disability Service Facilitator (DSF) Brochure (For  
Print Two Sided)**

## About



Mayor's Office for  
People with Disabilities

The Mayor's Office for People with Disabilities (MOPD), in operation since 1972, works hand-in-hand with other City agencies to ensure that the voice of the disabled community is represented. MOPD provides information to over 900,000 New Yorkers with disabilities and the millions of people with disabilities visiting New York City every year.

[nyc.gov/mopd](http://nyc.gov/mopd)



@nycdisabilities

## Want to learn more?

Full Contact List of  
Disability Service Facilitators  
available at [nyc.gov/DSF](http://nyc.gov/DSF)

### **NYC Mayor's Office for People with Disabilities**

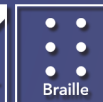
100 Gold St. 2nd Fl.  
New York, NY 10038  
Phone: 212-788-2830  
[MOPD\\_DSF@cityhall.nyc.gov](mailto:MOPD_DSF@cityhall.nyc.gov)

### **NYC Commission on Human Rights**

22 Reade St.  
New York, NY 10272  
Phone: 718-722-3131  
Submit a tip at:  
<http://on.nyc.gov/2rmlMk5>

# New York City

## Disability Service Facilitators



Connecting  
People with Disabilities  
to City Government



Mayor's Office for  
People with Disabilities

## Background



In 2016, Mayor de Blasio signed Local Law 27 to ensure that people with disabilities are able to access the broad array of services and support that NYC government provides.

In order to improve access to NYC government services for people with disabilities, Local Law 27 requires that every NYC government agency appoint a Disability Service Facilitator.

**All DSF Contact Information  
available at [nyc.gov/dsf](https://nyc.gov/dsf)**

## What is the role of a DSF?

Disability Service Facilitators (DSF) collaborate with MOPD to promote accessibility and inclusivity within their respective agencies.

These duties may include:

1. Serve as the primary point of contact within their respective agencies for people with disabilities.
2. Coordinate appropriate accommodations and services for people with disabilities.
3. Respond to inquiries from the public regarding issues of accessibility
4. Educate agency staff on disability issues through programming and training.

## Reasonable Modification Requests

Under the Americans with Disabilities Act (ADA) City government must make reasonable modifications to their policies and procedures to accommodate the needs of people with disabilities.

**Some examples of reasonable modifications may include:**

1. A city ordinance that prohibits dogs in public places must be modified to allow people to use service animals in public places.
2. The ADA requires City government to effectively communicate by providing “auxiliary aids and services”.

# Attachment 3

## Disability Service Facilitator Contact List

# NYC Disability Service Facilitators as per Local Law 27

For any agency not listed here please contact MOPD

## Mayor's Office for People with Disabilities

Eli Fresquez

100 Gold St. 2nd Fl.

New York, NY 10038

Tel: (212) 788-2548

Email: [MOPD\\_DSF@cityhall.nyc.gov](mailto:MOPD_DSF@cityhall.nyc.gov)

## Department of Parks and Recreation

Christopher Noel

111-02 Roosevelt Ave

Flushing, NY 11268

Tel: (646) 632-7344

Email: [christopher.noel@parks.nyc.gov](mailto:christopher.noel@parks.nyc.gov)

## Department of Transportation

Quemuel Arroyo

55 Water St.

New York, NY 10041

Tel: (212) 839-6428

Email: [accessibility@dot.nyc.gov](mailto:accessibility@dot.nyc.gov)

## Human Resources Administration

Jennifer Shaoul

150 Greenwich St. 42 Fl.

New York, NY 10007

Tel: (929) 221-7281

Email: [disabilityaffairs@hra.nyc.gov](mailto:disabilityaffairs@hra.nyc.gov)

## NYC Police Department

Marie Ryan

1 Police Plaza. Rm. 600

New York, NY 10038

Tel: (646) 610-4586

Email: [marie.ryan@nypd.org](mailto:marie.ryan@nypd.org)

## Small Business Services

Michelle Barnes-Anderson, MPA-I

William St 2nd Fl.

New York, NY 10038

Tel: (212) 618-6717

Email: [mbarnes@sbs.nyc.gov](mailto:mbarnes@sbs.nyc.gov)

## NYC Emergency Management

Dennis Boyd

165 Cadman Pl.

East Brooklyn, NY 11201

Tel: (718) 422-8595

Email: [adacoordinator@oem.nyc.gov](mailto:adacoordinator@oem.nyc.gov)

## Department of Investigation

Mark McGuigan

80 Maiden Ln.

New York, NY 10038

Tel: (212) 825-5974

Email: [mmcguigan@doi.nyc.gov](mailto:mmcguigan@doi.nyc.gov)

**NYC Fire Department**

Valerie Loubriel  
9 Metrotech Center Rm. 4E-4B  
Brooklyn, NY 11201  
Tel: (718) 999-5189  
Email: [loubriv@fdny.nyc.gov](mailto:loubriv@fdny.nyc.gov)

**Mayor's Office of Media and Entertainment**

Jennifer Lenihan  
1697 Broadway 6th Fl.  
New York, NY 10019  
Tel: (212) 974-4009  
Email: [jlenthan@media.nyc.gov](mailto:jlenthan@media.nyc.gov)

**School Construction Authority**

Nicholas Kaminski  
3030 Thomson Ave Rm. 210  
Queens, NY 11101  
Tel: (718) 472-8718  
Email: [nkaminski@nycsca.org](mailto:nkaminski@nycsca.org)

**City Commission on Human Rights**

Anna Martinez  
153 Jamaica Ave.  
Jamaica, NY 11432  
Tel: (718) 657-5031  
Email: [armartinez@cchr.nyc.gov](mailto:armartinez@cchr.nyc.gov)

**Department of Veterans' Services**

Latisha Russaw  
1 Centre St. 22nd Fl. Rm. 2208  
New York, NY 10007  
Tel: (212) 416-5250  
Email: [lrussaw@cityhall.nyc.gov](mailto:lrussaw@cityhall.nyc.gov)

**Taxi and Limousine Commission**

Edward Friedman (Interim)  
33 Beaver St.  
New York, NY 10007  
Tel: (212) 676-1115  
Email: [friedmane@tlc.nyc.gov](mailto:friedmane@tlc.nyc.gov)

**Department of Probation**

Phyllis R. DeLisio  
33 Beaver St.  
New York, NY 10004  
Tel: (212) 361-8962  
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**International Affairs (IA)**

Austin Wise  
2 UN Plz.  
New York, NY 10017  
Tel: (212) 319-9300  
Email: [awise@cityhall.nyc.gov](mailto:awise@cityhall.nyc.gov)

**Department of Information Technology (311)**

Tameka Y. Lowe  
255 Greenwich 9th Fl.  
New York, NY 10007  
Tel: (212) 513-6484  
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**Department of Education**

Michael Castelblanco  
131 Livingston St. Rm. 210  
Brooklyn, NY 11201  
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**Department of Finance**

William Marshall  
345 Adams St., 3rd Fl.  
Brooklyn, NY 11201  
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**Department of Buildings**

Kareem Gabriel  
280 Broadway 7th Fl.  
New York, NY 10007  
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**Law Department**

Sosimo Fabian  
100 Church St.  
New York, NY 10007  
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**Department of Records**

LaTonya C. Jones  
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New York, NY 10007  
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**Housing Recovery Operations**

Alison Clarke  
250 Broadway 24th Fl.  
New York, NY 10007  
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**Housing Preservation & Development**

Sanja Stegich  
100 Gold St. 9th Fl.  
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**Administration for Children's Services**

Jessica K. Cooke  
150 William St. 11th Fl.  
New York, NY 10038  
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**Department of Citywide Admin. Services**

Belinda French  
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New York, NY 10007  
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**Department of Design and Construction**

Melissa Wu  
30-30 Thomson Ave  
Long Island City, NY 11101  
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Email: [wume@ddc.nyc.gov](mailto:wume@ddc.nyc.gov)

**Department of Youth and Community Development**

Lisa Thornton  
123 William St.  
New York, NY 10038  
Tel: (646) 343-6782  
Email: [ltornton@dycd.nyc.gov](mailto:ltornton@dycd.nyc.gov)

**Department for the Aging**

Kim Hernandez  
2 LaFayette St.  
New York, NY 10007  
Tel: (212) 602-4197  
Email: [khernandez@aging.nyc.gov](mailto:khernandez@aging.nyc.gov)

**Department of Sanitation**

Steve Harbin  
Tylus Hall, Bldg. 278 Rm. 223  
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Tel: (718) 758-7948  
Email: [sharbin@dsny.nyc.gov](mailto:sharbin@dsny.nyc.gov)

**Civilian Complaint Review Board**

Jeanine Marie  
100 Church St. 10th Fl.  
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Tel: (212) 912-2092  
Email: [JMarie@ccrb.nyc.gov](mailto:JMarie@ccrb.nyc.gov)

**Department of Correction**

Nancy Liu  
75-20 Astoria Blvd. Suite 390 East  
Elmhurst, NY 11370  
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**Department of Health and Mental Hygiene**

Jorge Martinez  
42-09 28th St.  
Long Island City, NY 11101  
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Email: [jmartin4@health.nyc.gov](mailto:jmartin4@health.nyc.gov)

**Department of Cultural Affairs**

Sara Cobb  
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New York, NY 10007  
Tel: (212) 513-9376  
Email: [disabilityfacilitator@culture.nyc.gov](mailto:disabilityfacilitator@culture.nyc.gov)

**NYC Department of Consumer Affairs**

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**Mayor's Office for Immigrant Affairs**

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**Department of Homeless Services**

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**Department of Environmental Protection**

Tanika Thomas  
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**NYC Department of City Planning**

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**Mayor's Public Engagement Unit Steven**

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**Mayor's Office of Operations**

Brady Hamed

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**Mayor's Office to Combat Domestic  
Violence**

Heba Khalil

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New York, NY 10038

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# Attachment 4

**Sample Transition Plan(s) Spreadsheet:**

Barrier #	Site Location	Location Description	Barrier Group	Barrier	Remediation Type	Possible Solution	Notes
50	Entrance	1ST FLOOR- INTERIOR ROUTE- ACCESSIBLE ENTRANCE	Door	1" WIDE X .5" DEEP GAP IN DOOR MANEUVERIN G CLEARANCE	Minor Structural Fix	Repair and/or fill gaps, cracks, and/or expansion joints in required door maneuvering clearance.	City to patch and spalled and uneven concrete at entrance (May require replacing a flag of concrete)
51	Entrance	1ST FLOOR- INTERIOR ROUTE- ACCESSIBLE ENTRANCE	Door	INTERIOR DOOR: CLOSING SPEED 3 SECONDS FROM 70°, 3.5 SECONDS FROM 90°, 13# OPENING FORCE	Minor Structural Fix	Adjust surface-mounted overhead closer to provide compliant speed and force. (May inhibit proper latching. If so, replace existing closer with compliant model which allows door to operate as intended). Surveyors have identified this door as being non-fire rated, thus the stricter 5# opening force for interior doors applies. However, fire assemblies should not be compromised for accessibility. If in doubt, confirm door is not fire rated before making force adjustments.	City to adjust existing or replace new as needed.
49	Entrance	1ST FLOOR- INTERIOR ROUTE- ACCESSIBLE ENTRANCE	Signage	NO RLB EXIT SIGN	Minor Structural Fix	Add compliant sign at exit door. Tactile sign should say "EXIT." Coordinate with other requirements for signage characteristics, particularly raised characters and Braille, as well as location and height requirements. Since Braille is read with a light sweeping touch using the pad of the finger and not the tip, then nothing should protrude from the wall for at least 10" below the Braille sign.	City will install 3" X 5" EXIT sign with Braille dimples below. Sign to mounted on wall adjacent to the latch side of the door or if impracticable on the door itself. If on a double door set mount sign on center of the right hand door. Sign should be mounted 48" AFF either on the wall. On Doors sign shall be mounted be 10" above any panic bar lock but not higher than 60" AFF from the bottom of the dimples on the sign to the floor.
55	Corridor	1ST FLOOR- INTERIOR ROUTE- CORRIDOR	Signage	NO RLB EXIT SIGN	Minor Structural Fix	Add compliant sign at exit door. Tactile sign should say "EXIT." Coordinate with other requirements for signage characteristics, particularly raised characters and Braille, as well as location and height requirements. Since Braille is read with a light sweeping touch using the pad of the finger and not the tip, then nothing should protrude from the wall for at least 10" below the Braille sign.	City will install 3" X 5" EXIT sign with Braille dimples below. Sign to mounted on wall adjacent to the latch side of the door or if impracticable on the door itself. If on a double door set mount sign on center of the right hand door. Sign should be mounted 48" AFF either on the wall. On Doors sign shall be mounted be 10" above any panic bar lock but not higher than 60" AFF from the bottom of the dimples on the sign to the floor.
61	Corridor	BASEMENT- TOILET ROOM, MULTI-USER, BOYS-STUDENT ROOM B4	Doors	DOOR CLEAR WIDTH 29.125"	Major Structural Fix	Remove existing double doors. Install new unequal doors in existing frame such that active leaf provides a minimum 32" clear opening.	City to remove existing double doors and replace with unequal doors with one having a minimum width of 32".

64	Toilet Room	1ST FLOOR- INTERIOR ROUTE- CORRIDOR	Lavatory	INTERIOR DOOR: CLOSING SPEED 3.5 SECONDS FROM 70°, 4 SECONDS FROM 90°, 30# OPENING FORCE	Minor Structural Fix	Adjust surface-mounted overhead closer to provide compliant speed and force. (May inhibit proper latching. If so, replace existing closer with compliant model which allows door to operate as intended). Surveyors have identified this door as being non-fire rated, thus the stricter 5# opening force for interior doors applies. However, fire assemblies should not be compromised for accessibility. If in doubt, confirm door is not fire rated before making force adjustments.	City to adjust existing or replace new as needed.
73	Corridor	1ST FLOOR- INTERIOR ROUTE- ADDITIONAL PROGRAM AREA ROOM G15	Signage	NO RLB EXIT SIGN	Minor Structural Fix	Add compliant sign at exit door. Tactile sign should say "EXIT." Coordinate with other requirements for signage characteristics, particularly raised characters and Braille, as well as location and height requirements. Since Braille is read with a light sweeping touch using the pad of the finger and not the tip, then nothing should protrude from the wall for at least 10" below the Braille sign.	City will install 3" X 5" EXIT sign with Braille dimples below. Sign to mounted on wall adjacent to the latch side of the door or if impracticable on the door itself. If on a double door set mount sign on center of the right hand door. Sign should be mounted 48" AFF either on the wall. On Doors sign shall be mounted be 10" above any panic bar lock but not higher than 60" AFF from the bottom of the dimples on the sign to the floor.
76	Additional Program Areas	1ST FLOOR- INTERIOR ROUTE- ADDITIONAL PROGRAM AREA ROOM G15	Door	DOOR HARDWARE REQUIRES TIGHT GRASPING/PI NCHING/TWIS TING TO OPERATE	Minor Structural Fix	Remove existing operating hardware and install compliant hardware.	City to replace door lock with ADA compliant version.
3077	Toilet Room	1ST FLOOR- INTERIOR ROUTE- ADDITIONAL PROGRAM AREA ROOM G15	Door	INTERIOR DOOR: CLOSING SPEED 4 SECONDS FROM 70°, 5 SECONDS FROM 90°, 10# OPENING FORCE	Minor Structural Fix	Rework existing door, frame, and/or hardware to reduce unnecessary friction.	City to adjust existing or replace new as needed.

79	Additional Program Areas	1ST FLOOR- INTERIOR ROUTE- ADDITIONAL PROGRAM AREA ROOM G42	Signage	NO RLB EXIT SIGN	Minor Structural Fix	Add compliant sign at exit door. Tactile sign should say "EXIT." Coordinate with other requirements for signage characteristics, particularly raised characters and Braille, as well as location and height requirements. Since Braille is read with a light sweeping touch using the pad of the finger and not the tip, then nothing should protrude from the wall for at least 10" below the Braille sign.	City will install 3" X 5" EXIT sign with braille dimples below. Sign to mounted on wall adjacent to the latch side of the door or if impracticable on the door itself. If on a double door set mount sign on center of the right hand door. Sign should be mounted 48" AFF either on the wall. On Doors sign shall be mounted be 10" above any panic bar lock but not higher than 60" AFF from the bottom of the dimples on the sign to the floor.
87	Additional Program Areas	1ST FLOOR- INTERIOR ROUTE- ADDITIONAL PROGRAM AREA ROOM G44	Signage	NO RLB EXIT SIGN	Minor Structural Fix	Add compliant sign at exit door. Tactile sign should say "EXIT." Coordinate with other requirements for signage characteristics, particularly raised characters and Braille, as well as location and height requirements. Since Braille is read with a light sweeping touch using the pad of the finger and not the tip, then nothing should protrude from the wall for at least 10" below the Braille sign.	City will install 3" X 5" EXIT sign with braille dimples below. Sign to mounted on wall adjacent to the latch side of the door or if impracticable on the door itself. If on a double door set mount sign on center of the right hand door. Sign should be mounted 48" AFF either on the wall. On Doors sign shall be mounted be 10" above any panic bar lock but not higher than 60" AFF from the bottom of the dimples on the sign to the floor.
14	Dormitory	1ST FLOOR- DORMITORY- PUBLIC	Elevator	INTERIOR DOOR: CLOSING SPEED 2.4 SECONDS FROM 70°, 2.6 SECONDS FROM 90°, 15# OPENING FORCE	Minor Structural Fix	Adjust surface-mounted overhead closer to provide compliant speed and force. (May inhibit proper latching. If so, replace existing closer with compliant model which allows door to operate as intended). Surveyors have identified this door as being non-fire rated, thus the stricter 5# opening force for interior doors applies. However, fire assemblies should not be compromised for accessibility. If in doubt, confirm door is not fire rated before making force adjustments.	City to adjust existing or replace new as needed.
13	Dormitory	1ST FLOOR- DORMITORY- PUBLIC	Signage	THRESHOLD IS .375" HIGH BEFORE BEVELING 1:2	Major Structural Fix	Remove existing threshold and install compliant threshold (¼" Maximum height square, or between ¼" and ½" high, beveled at 1:2 (50%) Maximum.	City remove existing door saddle and replace with ADA compliant

11	Dormitory	1ST FLOOR-DORMITORY-PUBLIC	Signage	NO RLB EXIT SIGN	Minor Structural Fix	Add compliant sign at exit door. Tactile sign should say "EXIT." Coordinate with other requirements for signage characteristics, particularly raised characters and Braille, as well as location and height requirements. Since Braille is read with a light sweeping touch using the pad of the finger and not the tip, then nothing should protrude from the wall for at least 10" below the Braille sign.	City will install 3" X 5" EXIT sign with braille dimples below. Sign to mounted on wall adjacent to the latch side of the door or if impracticable on the door itself. If on a double door set mount sign on center of the right hand door. Sign should be mounted 48" AFF either on the wall. On Doors sign shall be mounted be 10" above any panic bar lock but not higher than 60" AFF from the bottom of the dimples on the sign to the floor.
9	Dormitory	1ST FLOOR-DORMITORY-PUBLIC	Guardrail	GUARD RAIL PROJECTS 12" AT 66.875" AFF	Major Structural Fix	Consider using a bleacher vinyl end closure/curtain that will not only provide safety and prevent traffic and accidents from occurring underneath the seating but will also provide a cane-detectable element for any bleacher railings that might otherwise be a protruding object or headroom issue.	City to fabricate and install a removable wing wall that attaches to the rear wall to run next to the right side of the bleacher
97	Cafeteria	1ST FLOOR-CAFETERIA-ROOM G29	Signage	NO RLB EXIT SIGN	Minor Structural Fix	Add compliant sign at exit door. Tactile sign should say "EXIT." Coordinate with other requirements for signage characteristics, particularly raised characters and Braille, as well as location and height requirements. Since Braille is read with a light sweeping touch using the pad of the finger and not the tip, then nothing should protrude from the wall for at least 10" below the Braille sign.	City will install 3" X 5" EXIT sign with braille dimples below. Sign to mounted on wall adjacent to the latch side of the door or if impracticable on the door itself. If on a double door set mount sign on center of the right hand door. Sign should be mounted 48" AFF either on the wall. On Doors sign shall be mounted be 10" above any panic bar lock but not higher than 60" AFF from the bottom of the dimples on the sign to the floor.
57	Corridor	1ST FLOOR-INTERIOR ROUTE-CORRIDOR	Fire Extinguishers	FIRE EXTINGUISHER 79.5" TO 80" AFF, SIDE REACH	Major Structural Fix*	Reconfigure wall/cabinet to allow the top of the fire extinguisher handle to be located no more than 46" AFF and the bottom of the alcove recess to be no more than 15" AFF. Repair/refinish as needed.	City to provide instructions to shelter staff at time of event about the location of fire extinguishers and alarm pull stations.
65	Corridor	1ST FLOOR-INTERIOR ROUTE-CORRIDOR	Fire Extinguishers	FIRE EXTINGUISHER 80" AFF, SIDE REACH	Major Structural Fix*	Reconfigure wall/cabinet to allow the top of the fire extinguisher handle to be located no more than 46" AFF and the bottom of the alcove recess to be no more than 15" AFF. Repair/refinish as needed.	City to provide instructions to shelter staff at time of event about the location of fire extinguishers and alarm pull stations
15	Dormitory	1ST FLOOR-DORMITORY-PUBLIC	Pull Station	PULL STATION 63" AFF, SIDE REACH	Major Structural Fix*	Relocate or lower pull station within reach range. Repair/refinish as needed. If pull station is located at an exit/entrance, verify with local building codes where it can be relocated.	City to provide instructions to shelter staff at time of event about the location of fire extinguishers and alarm pull stations

53	Drop off	EXTERIOR-DROP-OFF-25TH DRIVE	Slope	Cross-slope of exterior route exceeds 2.08%	De Minimis	N/A	This condition is a minor inconvenience (D severity) for the 1991 ADA Standards but does not meet the 2010 ADA Standards. No action is needed until renovations are made to this element.
66	Route from Registration to Dormitory	1ST FLOOR INTERIOR ROUTE - CORRIDOR	Protruding Objects	Drinking fountain protrudes 6" at 28 AFF	De Minimis	N/A	This condition is a minor inconvenience (D severity) for the 1991 ADA Standards but does not meet the 2010 ADA Standards. No action is needed until renovations are made to this element.

This is one municipality's Action Plan. An Action Plan is not required but is a helpful planning tool. To create your own use the ADA Action Plan form.

Public Entity Name of Municipality Date April 9, 20XX

Contact Person Disability Service Facilitator

Email DSF/ADAcordinator@nameofmunicipality.gov Phone 800-ADA-XXXX

Issues	Solutions	Target Date	Person Responsible	Comments
1. Inadequate public notice of ADA compliance.	a. Draft new notice. b. Send to disability committee for feedback. c. Finalize notice. d. Put notice on website. e. Post notice in public buildings. f. Include notice in city reports. g. Tweet notice. h. Include notice in public service announcements.	4/15 and ongoing	DSF	Neighboring municipalities have samples and recommended methods.
2. Staff do not know how to arrange for sign language interpreters.	a. Develop a list of places to request in-person and video remote interpreters. b. Send list to staff and committees. c. Post list on staff section of website.	3/2	Administrative Assistant	

Issues	Solutions	Target Date	Person Responsible	Comments
3. Website needs to be accessible.	a. Evaluate with on-line tool. b. Evaluate with a variety of users. c. Update website using Web Content Accessibility Guidelines – WCAG 2.0 or Section 508 Standards.	5/2	IT Staff	Confer with disability committee to find user/experts to conduct testing.
4. Security staff do not know about ADA, particularly service animals.	a. Conduct trainings. b. Distribute Department of Justice service animal sheet. c. Ask supervisor to train new employees.	6/15 and ongoing	DSF and disability commission members	

# Attachment 5



## SBS and MOPD Checklist:

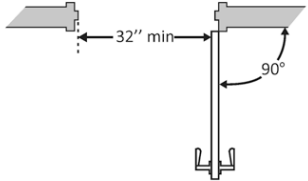
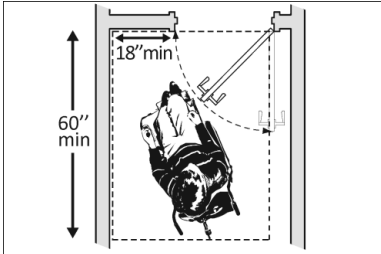
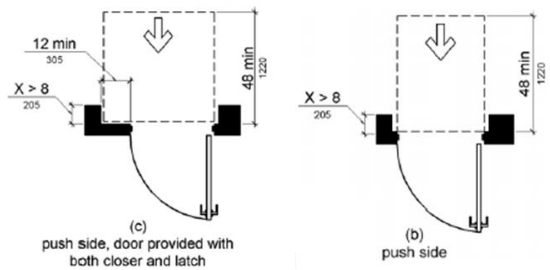
## Accessibility Checklist\*

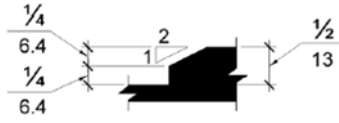

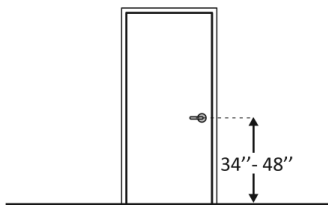
### Entrance and Doorway Accessibility

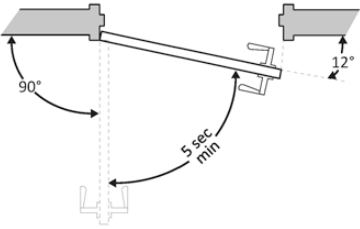
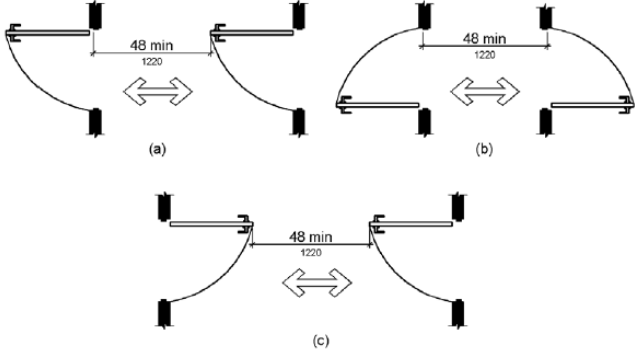
In order to accommodate customers with disabilities, it is critical that the entrance to your business is accessible.

#### Checklist

Item #	Element	Code Section	YES	NO	Measurements	Comments
1-1	Is the main entrance accessible (accessed by either a ramp or lift or at grade)?	-				
1-2	If the main entrance is not accessible, is there an alternative accessible entrance? Can the alternate entrance be used independently and during the same hours as main entrance? If no, explain why.	-				
1-3	Do all inaccessible entrances have signs indicating the location of the nearest accessible entrance? 	§216.6 & NYC Local Law 47 of 2012				
1-4	If not all entrances are accessible, is there a sign at the entrance with the Symbol of Accessibility? 	§216.6 & NYC Local Law 47 of 2012				

Item #	Element	Code Section	YES	NO	Measurements	Comments
1-5	<p>Is the clear opening of the accessible entrance door at least 32 inches wide (measured between the face of the door and the stop with the door open 90 degrees)?</p> 	§404.2.3				
1-6	<p>Is there a front approach on the pull side of the door (18 inches on the latch side and 60 inches in depth with floor in this area level – no steeper than 2% or 1:48 in all directions)?</p> 	§404.2.4				
1-7	<p>Is there push side clearance on the inside of the door (dimensions depend on if closer <u>and</u> latch)?</p> 	§404.2.4				
1-8	<p>If the threshold is vertical is it no more than ¼ inch high or no more than ½ inch high with the top ¼ inch beveled no steeper than 1:2?</p>	§404.2.5 & §303.2				

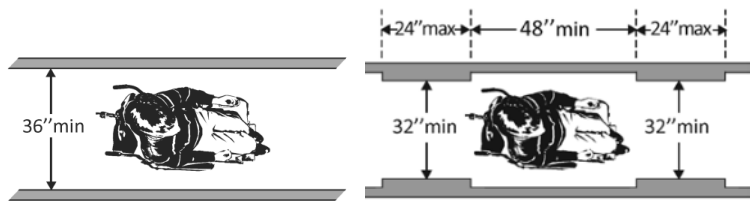
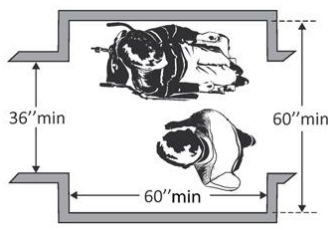
Item #	Element	Code Section	YES	NO	Measurements	Comments
	 <p>Note: if the threshold was installed before the January 26, 1993, it can be <math>\frac{3}{4}</math> inch high with the top <math>\frac{1}{2}</math> inch beveled no steeper than 1:2.</p>					
1-9	<p>Is the door equipped with hardware that is operable with one hand and does not require tight grasping, pinching or twisting of the wrist?</p> 	§404.2.				
1-10	<p>Are Handles, pulls, latches, locks, and other operable parts on the door mounted between 34 inches minimum and 48 inches maximum above the finish floor or ground?</p> 	§404.2.7				
1-11	<p>If the door has a closer, does it take at least 5 seconds to close from an open position of 90 degrees to a position of 12 degrees from the latch?</p>	§404.2.8				

Item #	Element	Code Section	YES	NO	Measurements	Comments
						
1-12	<p>If there are two doors in a series, is the distance between the doors at least 48 inches plus the width of the doors when swinging into the space?</p> <div style="text-align: center;">  <p>(a) (b) (c)</p> </div> <p>Note: NYC Building Code requires the space between the doors provide a 60 inch turning space.</p>	§404.2.6				

## Interior Route

Once the customer has entered the business, an accessible route must be provided throughout.


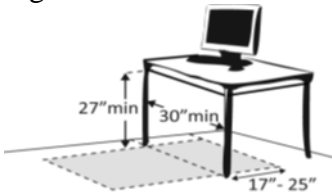
### Checklist:

Item #	Element	Code Section	YES	NO	Measurements	Comments
2-1	<p>Is the route at least 36 inches wide? (The accessible route can narrow to 32 inches min. for a max. of 24 inches in length and must be 48 inches from each other)</p> 	§403.5.1				
2-2	<p>If the route is greater than 200 feet in length and less than 60 inches wide, is there a passing space no less than 60 by 60 inches?</p> 	§403.5.3				
2-3	<p>Is the running slope (direction of travel) no steeper than 5% (1:20) (for every inch of height there is at least 20 inches of run)?</p> <p>Note: if slope is steeper than 5% (1:20) then the path is deemed a ramp and would have to comply with ramp requirements.</p>	§403.3				
2-4	Is the cross slope no steeper than 2% (1:48)?	§403.3				

## Tables & Bars (if provided)


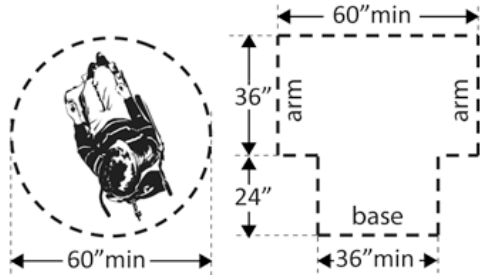
Accessible tables must be provided as well as an accessible section of the bar if seating is provided.

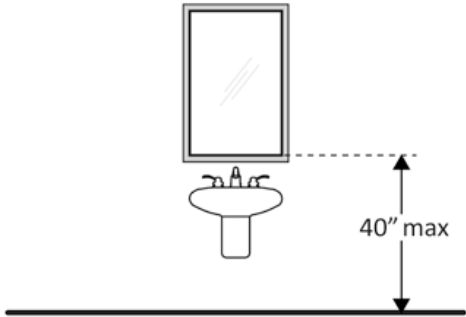
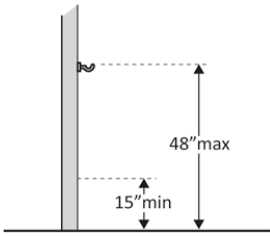
### Checklist

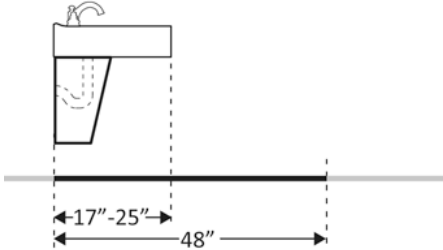
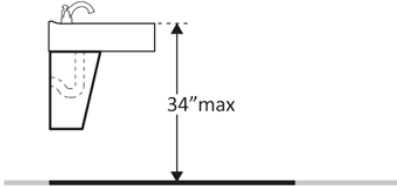
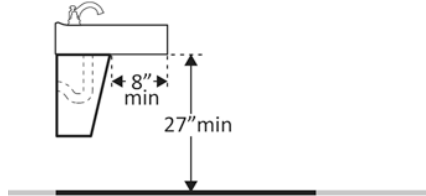
Item #	Element	Code Section	YES	NO	Measurements	Comments
3-1	<p>Do accessible tables and bars provide the following: Top of the accessible surface is no less than 28 inches and no greater than 34 inches above the floor?</p> 	§306.2, §306.3 &§ 902.3				
3-2	<p>A clear floor space at least 30 inches wide by at least 48 inches long that extends no less than 17 inches and no more than 25 inches under the surface and is at least 27 inches high?</p>  <p>Note: Tables with pedestals generally do not comply.</p>	§306.2, §306.3 &§ 902.3				

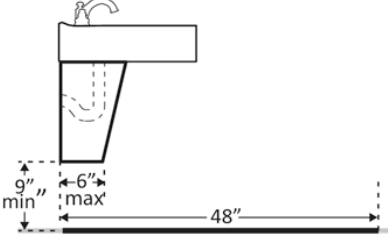
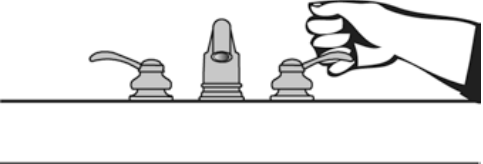
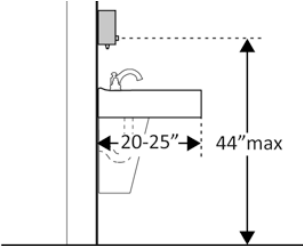
## Toilet Rooms

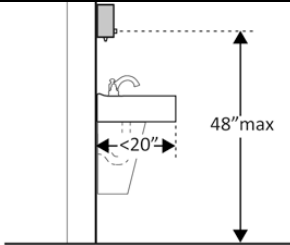
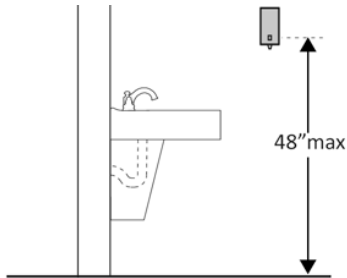
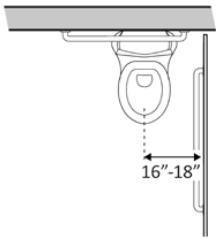
### Checklist

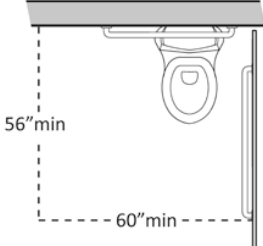
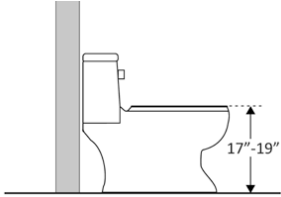
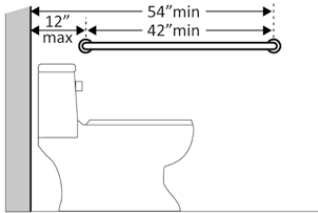
Item #	Element	Code Section	YES	NO	Measurements	Comments
4-1	Are toilet rooms accessible?	-				
4-2	If not all toilet rooms are accessible, are there signs at inaccessible toilet rooms that give directions to accessible toilet rooms?	§216.8				
4-3	If not all toilet rooms are accessible, is there a sign at the accessible toilet room with the wheelchair symbol?	§703.5				
4-4	Is accessible toilet room on an accessible route? (see route requirements Section 2)	-				
4-5	Is there a clear path at least 36 inches wide to at least one of each type of fixture (lavatory, paper towels, etc.)?  	§403.5.1				
4-6	Is there clear floor space for a 60 inch turning circle or for a t-shaped turn?  	§603.2.1				
4-7	In a single user toilet room if the door swings in and over the clear floor space of an accessible fixture, is there a clear floor	§603.2.3 Exception				

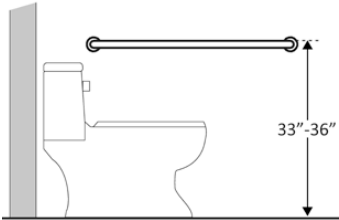
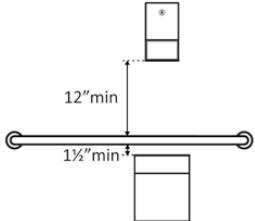
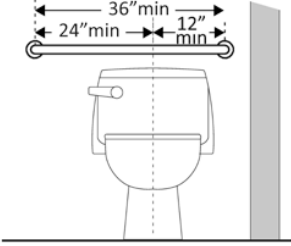
Item #	Element	Code Section	YES	NO	Measurements	Comments
	space at least 30 x 48 inches beyond the swing of the door?	2				
4-8	<p>If the mirror is over the lavatory or counter, is the bottom edge of the reflecting surface no higher than 40 inches above the floor?</p> <p>(if mirror is not over the lavatory then the bottom edge can be no higher than 35 inches above the floor)</p> 	§603.3				
4-9	<p>If there is a coat hook, is it mounted no higher than 48 inches above the floor?</p> 	§603.4				
4-10	Does at least one lavatory have a clear floor space for a forward approach at least 30 inches wide and 48 inches long?	§606.2				
4-11	Does the clear floor space extend under the lavatory no less than 17 inches and no more than 25 inches?	§306.2				

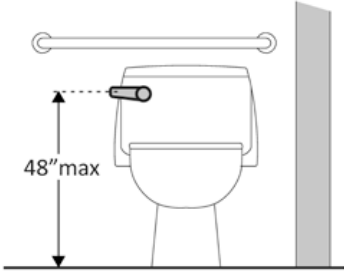
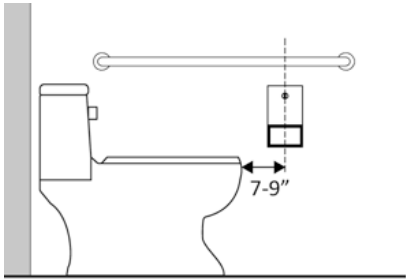
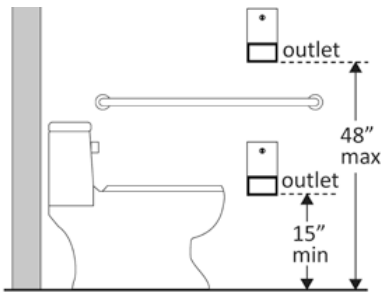
Item #	Element	Code Section	YES	NO	Measurements	Comments
						
4-12	<p>Is the front of the lavatory or counter (whichever is higher) a maximum of 34 inches above the floor?</p> 	§606.3				
4-13	<p>Is there at least 27 inches of clearance from the floor to the bottom of the lavatory that extends at least 8 inches under the lavatory?</p> 	§306.3.3				
4-14	<p>Is there toe clearance at least 9 inches high?</p>	§306.3.3				

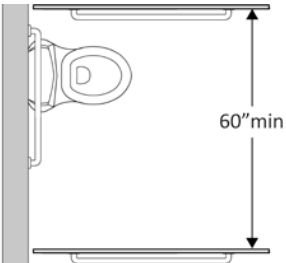
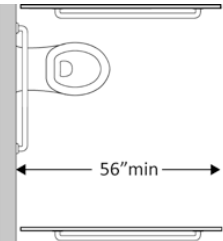
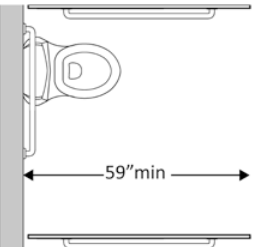
Item #	Element	Code Section	YES	NO	Measurements	Comments
						
4-15	Are the pipes below the lavatory insulated?	§606.5				
4-16	<p>Can the faucet be operated without tight pinching or grasping &amp; is the force required to activate it no greater than 5 pounds?</p> 	§606.4				
4-17	<p>Are the operable parts of soap dispensers, hand dryers, paper towel dispensers mounted at one of the following reach ranges:</p> <p>Above lavatories or counters no less than 20 inches or greater than 25 inches deep – mounted no higher than 44 inches above the floor?</p>  <p>Above lavatories or counters no less than 20 inches deep – mounted no higher than 48 inches above the floor?</p>	§308.2				

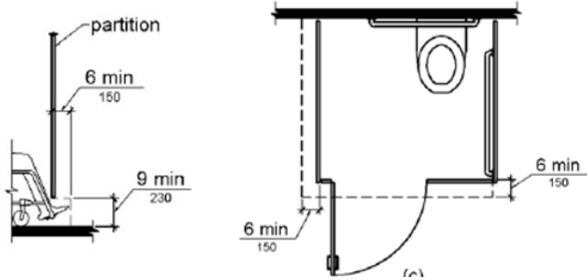
Item #	Element	Code Section	YES	NO	Measurements	Comments
	 <p>No obstruction - mounted no higher than 48 inches above the floor?</p> 					
4-18	<p>Is the centerline of the toilet 16 to 18 inches from the side wall or partition?</p> 	§604.2				
4-19	<p>Is the clearance around the toilet a minimum of 60 inches wide from the side wall and 56 inches from rear wall?</p>	§604.3.1				

Item #	Element	Code Section	YES	NO	Measurements	Comments
	 <p>Note if single user toilet room constructed before 3-15-2012 the lavatory may be in clear floor space of toilet if edge is at least 18 inches from toilet center line.</p>					
4-20	<p>Is height of toilet 17 to 19 inches above floor measured to the top of the seat?</p> 	§604.4				
4-21	<p>Side wall grab bar – at least 42 inches long, mounted 12 inches from back wall so it extends at least 54 inches from back wall,</p>  <p>mounted 33 to 36 inches above floor to top of gripping surface,</p>	§604.5.1, §609.3, §609.4				

Item #	Element	Code Section	YES	NO	Measurements	Comments
	 <p>with at least 12 inches of clearance above the bar and 1 ½ inches below the grab bar, with space between the wall and the bar 1 ½ inches?</p> 					
4-22	<p>Rear wall grab bar – at least 36 inches long Extent 12 inches from center line to side wall and 24 inches on open side,</p>  <p>mounted 33 to 36 inches above floor to top of gripping surface with at least 12 inches of clearance above the bar and 1 ½ inches below the grab bar, with space between the wall and the bar 1 ½ inches?</p>	§604.5.2, §609.3, §609.4				
4-23	If flush is hand operated, is it located on the open side located	§604.6				

Item #	Element	Code Section	YES	NO	Measurements	Comments
	<p>48 inches above the floor?</p> 					
4-24	<p>Is the toilet paper dispenser located no less than 7 inches and no more than 9 inches from front of toilet to centerline of the dispenser (note this was not a requirement under 1991)</p>  <p>Is the outlet for the paper located no less than 15 inches and no greater than 48 inches above the floor and not located behind the grab bar and paper has a continuous flow?</p> 	§604.7				

Item #	Element	Code Section	YES	NO	Measurements	Comments
4-25	Is stall door self-closing? Note – see door maneuvering requirements Items 1-6 & 1-7.	§604.8.1.2				
4-26	Is stall at least 60 inches wide? 	§604.8.1.1				
4-27	<p>If toilet is wall hung, is the compartment at least 56 inches deep?</p>  <p>If toilet is floor mounted, is the compartment at least 59 inches deep?</p> 	§604.8.1.1				
4-28	Do the front partition and at least one side partition provide a	§604.8.1.4				

Item #	Element	Code Section	YES	NO	Measurements	Comments
	<p>toe clearance of 9 inches minimum above the finish floor and 6 inches deep minimum beyond the compartment-side face of the partition, exclusive of partition support members?</p> 					

## Communication elements:

### Checklist

Item #	Element	Code Section	YES	NO	Comments
5-1	Are written materials (i.e. menus) provided in large print (18 point or larger)?	N/A			
5-2	Are written materials provided in Braille?	N/A			
5-3	Are written materials provided in audio?	N/A			
5-4	Is an assistive listening system available for customer use?	N/A			

### Service Animals

- Service animals must be allowed to accompany people with disabilities in all areas of the facility where the public is normally allowed to go.
- Employees are permitted to ask only these two questions:
  - Is the dog a service animal required because of a disability?
  - What work or task has the Service Animal been trained to perform?

### Checklist

Item #	Element	Code Section	YES	NO	Comments
6-1	Do you clearly post your accommodations of service animals?	N/A			

*\*This checklist is a guide to determine the level of accessibility of the business. To ensure the business complies with all applicable laws and codes, we recommend contacting your attorney, architect, or accessibility consultant.*

*Note: Some of the figures are taken from [www.ADAchecklist.org](http://www.ADAchecklist.org)*

# Attachment 6

## Sample Notice and Grievance Protocols:

## **[NAME OF PUBLIC ENTITY] POLICIES PROHIBITING DISCRIMINATION AGAINST PEOPLE WITH DISABILITIES IN ACCESS TO CITY SERVICES**

It is the policy of [name of public entity] 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. [Name of public entity] does not discriminate on the basis of disability in the operation of its programs, services and activities.

Employment related complaints for employees and applicants for employment seeking a reasonable accommodation are covered under the City's Diversity and EEO Policy which can be found at <http://www.nyc.gov/html/dcas/html/about/eo.shtml>.

Any member of the public who requires an auxiliary aid or service for effective communication, or a reasonable modification of policies or procedures (involving matters other than employment) in order to participate in our programs, services or activities is invited to direct their needs and preferences to [name of public entity's] Disability Service Facilitator ("Facilitator") by mail, telephone, or email:

Disability Service Facilitator  
[Insert facilitator's name]  
[Insert facilitator's mailing address]  
[Insert facilitator's telephone and email]  
[Insert name of public entity's] TTY [or 212-504-4115 NYC 311 TTY Number]  
New York Relay Service 711

Requests should be made as soon as possible but no later than three (3) business days before the scheduled program, service or activity. Questions, concerns or requests for additional information may be directed to [name of public entity's] facilitator.

If you believe that you have been denied an auxiliary aide or service or a reasonable modification of policies or procedures in order to participate in programs, services or activities provided by [name of public entity] please see [name of public entity's] grievance procedure.

# SAMPLE

## [NAME OF PUBLIC ENTITY] GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITY ACT, THE REHABILITATION ACT AND STATE AND CITY HUMAN RIGHTS LAWS IN ACCESS TO CITY SERVICES

This grievance procedure may be used by any member of the public who wishes to file a grievance alleging discrimination on the basis of disability in the provision of services, activities, programs or benefits by the [name of public entity]. Employment related complaints for employees and applicants for employment seeking a reasonable accommodation are covered under the City's Diversity and EEO Policy which can be found at <http://www.nyc.gov/html/dcas/html/about/eeo.shtml>.

The grievance should be in writing and contain information about the alleged discrimination such as the name, address, and telephone number of the grievant, as well as the location, date, and description of the complaint or alleged violation of the ADA, the Rehabilitation Act, the New York State Human Rights Law or the New York City Human Rights Law. Examples of discrimination include, but are not limited to an agency refusing to provide an American Sign Language interpreter, large print or Braille documents and real time captioning also known as computer-assisted real-time transcription (CART) when requested within a reasonable time frame or failing to provide adequate information regarding accessibility for people with disabilities at [name of public entity] hosted public events.

Alternative means of filing grievances, such as in-person interviews or an audio recording of the grievance, may be made available, as needed, to persons with disabilities upon request.

The grievance should be submitted as soon as possible but no later than sixty (60) calendar days after the date of the alleged violation of the ADA, the Rehabilitation Act, the New York State Human Rights Law or the New York City Human Rights Law to:

Disability Service Facilitator  
[Insert facilitator's name]  
[Insert facilitator's mailing address]  
[Insert facilitator's telephone and email]  
[Insert name of public entity's] TTY [or 212-504-4115 NYC 311 TTY Number]  
New York Relay Service 711

Within **thirty (15) calendar days** after receipt of the grievance, the facilitator or his or her designee will contact the grievant to discuss the grievance and any possible resolutions.

Within **fifteen (15) calendar days** of this contact with the grievant, the facilitator or his or her designee will respond to the grievance in writing or, where appropriate, in a format accessible to the grievant, such as large print, Braille, or audio recording. This response will explain [name of public entity] position and offer options for substantive resolution of the grievance, where applicable.

The grievant or the grievant's designee may appeal the decision by the facilitator or his or her designee **within thirty (30) calendar days** of receipt of the response by mail to:

[Head of agency/Commissioner]

# SAMPLE

[Insert address]

The appeal should be submitted in writing. Alternative means of filing an appeal, such as an in-person interview or an audio recording of the grievance, may be made available for persons with disabilities upon request.

[Name of public entity's] response to the appeal will be provided to the grievant **within sixty (60) days** following receipt of the request for the appeal. All responses by [name of public entity] will be in writing or, where appropriate, in a format accessible to the grievant. All written grievances, appeals, and responses received in connection with a grievance made to [name of public entity], will be retained for at least three (3) years. **This document is available in alternative formats, including large print, audio recording, and Braille, from the facilitator upon request.**

# SAMPLE

## **[Name of Public Entity's] NOTICE OF RIGHTS UNDER THE AMERICANS WITH DISABILITIES ACT, THE REHABILITATION ACT AND STATE AND CITY HUMAN RIGHTS LAW IN ACCESS TO CITY SERVICES**

Effective Communication: [Name of public entity] will, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in [name of public entity's] programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: [Name of public entity] will make reasonable modifications to policies and procedures to ensure that people with disabilities have equal access to all [name of public entity] programs, services, and activities. For example, individuals with service animals are welcome in all [name of public entity] offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a [[name of public] program, service, or activity, should contact the facilitator by mail, email or telephone at: [facilitator's name] [facilitator's mailing address], [facilitator's telephone] or [facilitator's email], as soon as possible but no later than three (3) business days before the scheduled event or activity.

The ADA does not require [name of public entity] to take any action that would fundamentally alter the nature of its programs or services or that would impose on it an undue financial or administrative burden.

[Name of public entity] will not impose a surcharge to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, for example retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

Questions, concerns or requests for additional information may be directed to [name of public entity's] facilitator.

Disability Service Facilitator  
[Insert facilitator's name]  
[Insert facilitator's mailing address]  
[Insert facilitator's telephone and email]  
[Insert name of public entity's] TTY [or 212-504-4115 NYC 311 TTY Number]

If you believe that you have been denied an auxiliary aide or service or a reasonable modification of policies or procedures in order to participate in programs, services or activities provided by [name of public entity] please see [name of public entity's] grievance procedure.

Additionally, disability complaints and questions can be made at other City, State and Federal agencies including, but not limited to the following:

**NYC Commission on Human Rights**

22 Reade Street  
New York, NY 10272  
Telephone: 718-722-3131  
<http://www1.nyc.gov/site/cchr/about/submit-a-tip.page>

**NYS Division of Human Rights**

One Fordham Plaza, 4th Floor  
Bronx, New York 10458  
Telephone: 718- 741-8400  
<https://dhr.ny.gov/contact-us>

**U.S. Department of Justice**

950 Pennsylvania Avenue, NW  
Civil Rights Division  
Disability Rights Section – 1425 NYAV  
Washington, D.C. 20530  
Telephone: 1-800-514-0301  
[https://www.ada.gov/filing\\_complaint.htm](https://www.ada.gov/filing_complaint.htm)

**U.S. Department of Housing and Urban Development**

451 7th Street, SW  
Washington, DC 20410  
Telephone: 1-800-669-9777  
[https://portal.hud.gov/hudportal/HUD?src=/program\\_offices/fair\\_housing\\_equal\\_opp/online-complaint](https://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp/online-complaint)

## HELP FOR PEOPLE WITH DISABILITIES

Do you have a disability, medical condition or mental health condition that makes it hard for you to apply for or get benefits from us?

For example:

- Does your condition make it hard for you to use public transportation?
- Do you need help to get to appointments?
- Does your condition make it hard for you to wait for long periods of time?
- Is it hard for you to read, understand or fill out forms?
- Do you need help because of a vision or hearing disability?
- Do you need other help because of your condition?

If you do, we may be able to help you. This help is called a reasonable accommodation.

## HOW TO ASK FOR A REASONABLE ACCOMMODATION



**ASK:** You can ask for help when you come to an HRA office or center



**CALL:** 212-331-4640

You can also write us or fill out the request on the other side of this form and give it to us through:



**FAX:** 212-331-4685



**EMAIL:** [ConstituentAffairs@hra.nyc.gov](mailto:ConstituentAffairs@hra.nyc.gov)



**MAIL:** HRA  
Office of Constituent Services  
150 Greenwich Street, 35th Floor  
New York, NY 10007

### **GET HELP WITH THIS FORM!**

You can get help with this form or with your request.

**CALL:** 212-331-4640 or **VISIT:** your center or HRA office

Turn this page over to complete the Reasonable Accommodation Request Form. ➡

## **HELP FOR PEOPLE WITH DISABILITIES REASONABLE ACCOMMODATION REQUEST FORM**

Do you have a disability, medical condition or mental health condition that makes it hard for you to apply for or get benefits from us? **If you do**, please fill out this form. **If you do not**, you don't need to fill out this form.

### **YOUR INFORMATION**

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Case Number: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Phone Number 1: \_\_\_\_\_ Phone Number 2 (if any): \_\_\_\_\_

Address: \_\_\_\_\_

### **WHY DO YOU NEED HELP?**

Tell us how your condition makes it hard to access HRA benefits and services (*If you need more space to write, please attach pages*): \_\_\_\_\_

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### **CHOOSE WHAT HELP YOU MIGHT NEED BECAUSE OF YOUR CONDITION:**

- ☐ Help for people who are blind or low vision

*Explain:* \_\_\_\_\_

- ☐ Making appointments when you can have someone come with you

- ☐ No appointments during certain days and times

- ☐ No appointments during rush hour

- ☐ No in-office appointments while you apply for Access-A-Ride

- ☐ Shorter wait times

- ☐ Accommodations (other than above) that you need to access services at HRA. *Explain:*

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Help for people who are deaf or hard of hearing



- ☐ American Sign Language (ASL) interpretation

- ☐ Other forms of interpretation

*Explain:* \_\_\_\_\_

- ☐ Help reading forms

- ☐ Help completing forms

- ☐ You need HRA to come to your home for appointments

- ☐ Transfer your case to center:

- ☐ Keep your case at your center:

\_\_\_\_\_

**You do not need to give us proof of your condition now.  
We may ask you to give us some medical or clinical documents later.**

**To be completed by HRA worker if submitted at an HRA location (*Please give a copy to the client*):**

Location \_\_\_\_\_

Date Received \_\_\_\_\_

Name of HRA worker (Print) \_\_\_\_\_

Signature \_\_\_\_\_

Center 90 Staff only: Homebound status was requested ☐ Yes ☐ No



### **Grievance Procedure under the Americans with Disabilities Act**

This grievance procedure may be used by any member of the public who wishes to file a grievance alleging discrimination by NYCDOT on the basis of disability.

The grievance should be in writing and contain information about the alleged discrimination such as the name, address, and telephone number of the grievant, as well as the location, date, and description of the complaint or alleged violation of the ADA. Alternative means of filing grievances, such as in-person interviews or an audio recording of the grievance may be made available for persons with disabilities upon request.

The grievance should be submitted as soon as possible, but no later than sixty (60) calendar days after the date of the alleged violation to:

Quemuel Arroyo - ADA Coordinator  
NYC Department of Transportation, 55 Water Street, New York, NY 10041  
Tel: 212-839-6428 - Email: [accessibility@dot.nyc.gov](mailto:accessibility@dot.nyc.gov) - Fax: 212-839-2740

Within thirty (30) calendar days after receipt of the grievance, the ADA Coordinator (or his or her designee) will contact the grievant to discuss the grievance and any possible resolutions. Within fifteen (15) calendar days of this contact with the grievant, the ADA Coordinator or his or her designee will respond in writing or, where appropriate, in a format accessible to the grievant, such as large print, Braille, or audio recording. This response will explain NYCDOT's position and offer options for substantive resolution of the grievance, where applicable.

The grievant or their designee may appeal the agency's decision within fifteen (15) calendar days after receipt of the response by mail to:

Commissioner Polly Trottenberg  
NYC Department of Transportation  
55 Water Street, 9<sup>th</sup> Floor  
New York, NY 10041

The appeal should be submitted in writing explaining the disagreement with the agency's decision. Alternative means of filing an appeal, such as an in-person interview or an audio recording of the grievance may be made available for persons with disabilities upon request.

NYCDOT's response to the appeal will be provided to the grievant within sixty (60) days following receipt of the request for the appeal.

All responses by NYCDOT will be in writing or, where appropriate, in a format accessible to the grievant. All written grievances, appeals, and responses received in connection with a grievance made to NYCDOT, will be retained for at least three (3) years.

\* DOT employees may file employment-related discrimination complaints through the existing EEO complaint procedure.

# Attachment 7

## MOPD Accessible Documents Guide:

# MOPD Accessible Documents Guide:

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## **Introduction:**

In this age of embracing diversity and inclusion, it is important to have documents in multiple formats to accommodate as many people in your audience as possible. The goal is to reach everyone. Instead of creating a single document for everyone, it's better to have different formats available. For example, some low vision users prefer large print while others prefer regular size print. Or, some blind users might prefer Braille while others prefer electronic formats. This guide will go over commonly used accessibility formats and how to create them.

## **Hard copy materials:**

In a classroom, office, event or conference there are always handouts and brochures. You can reach a more diverse audience while enhancing your image by offering them multiple formats. Below are recommended formats to include.

Braille: Any handouts for in person meetings, tables at fairs, conferences etc. The lighthouse or other organizations can convert Word/PDF documents into braille.

Large print: Font size 18+, font type: Verdana, Arial, Helvetica, 1.25

Spacing. This should be available in hard copy and electronic formats such as Word and PDF.

Electronic formats: For those who do not like hard copy material, electronic formats are the way to go. This could be a word document, accessible PDF or large print. For events such as conferences and fairs, electronic versions should be available on CD, USB thumb drives or sent by email. This should include the documents in Word or accessible PDF and in large print. The documents should have proper heading structures for easy navigation.

Longer documents should have a table of contents so that users can quickly skip to the desired contents. This will be covered in more detail in the next section.

### **Documents on Websites:**

Any documents that are posted on a website for download should have multiple formats. If the document is PDF, then it should also be available for download in Microsoft Word format as well. Ideally, including an HTML version of the document would be the most accessible.

### **Creating Accessible Documents:**

#### **Creating Accessible Word Documents:**

#### **Labeling images:**

Any pictures, logos or images can have a text description so that users with visual disabilities can understand their relevance.

Right click on the image and choose format picture.

Choose the Alt Text pane.

Type the image description in the description field on the right side of the window.

For help with the descriptions, ask yourself "Why am I inserting this image?" or "What is the relevance of this image?" Some examples of common descriptions are as follows. "Apple logo." "Picture of New York Skyline." "Photo of George Bush signing the Americans with Disabilities Act."

### **Proper headings:**

It's important to have headings with proper formatting instead of changing the font size and making the text bold.

Select the text and right click on it.

Go to the "Styles" submenu and choose "Apply styles..."

Choose the appropriate level heading style such as "Heading 1," "Heading 2," "Heading 3," ETC.

Heading structures are important. Broader sections of the document should have a heading level 1 and sub-sections with that should have heading level 2. Heading level 3 should be used for even smaller sub sections within heading level 2.

### **Table of Contents:**

Adding a Table of Contents can help all users navigate around the document more efficiently. Recommended for longer documents only.

Go to the "Reference" tab in the ribbon menu and choose "Table of Contents."

Choose one of the options.

Automatic Tables use the heading styles in your document to create a Table of Contents for you. That's why it's important to create properly formatted headings.

## **PDF Accessibility:**

There are many ways to create PDF documents. One of the easier ways to create an accessible PDF is to create the document in Word using the steps above and then saving the document as a PDF. Some elements that enhance the experience of reading a PDF document are images with alt-text, proper heading structures and tables of contents. These elements are even more crucial when browsing longer documents. There are also tools and guidelines for creating accessible PDF documents with Adobe In-Design.

## **PDF basic accessibility test:**

To find out if a PDF document is readable/accessible by screen readers, try selecting specific text within the document. If you can select specific letters and words within the document, then it can be read by a screen reader. However, this does not mean that your document is completely accessible. Any images will still need alt-text and navigation elements such as headings and tables of contents will also be beneficial. Note: please do not use a table to organize the layout of your PDF document. This does not work well with screen readers. Tables should only be used to display tabular data.

## Creating Accessible PDF Documents Using Adobe In-Design:

### Alt Text:

Select an image that does not have alt text.

With the selection tool, select the image.

Choose Object > Object Export Options.

Select the Alt Text tab in the Object Export Options dialog box.

Choose Custom from the Alt Text Source menu.

Enter the description in the text field, and click Done.

### Paragraph and heading Styles with In Design:

You can use headings 1, 2, 3 etc. to mark significant sections in a document.

It should follow a tree order with broader categories as level 1 and sub categories as heading level 2 or 3. For example, in this document, Creating accessible documents is heading level 1 while the sub category creating Accessible Word documents is level 2. Refer to the link below for instructions on how to change styles.

<https://helpx.adobe.com/indesign/using/paragraph-character-styles.html>

For more guidance visit the following pages:

Adobe In Design Accessibility:

<http://www.adobe.com/accessibility/products/indesign.html>

Accessible PDF Workflow: [https://helpx.adobe.com/acrobat/using/creating-accessible-pdfs.html#workflow\\_for\\_creating\\_accessible\\_pdf\\_forms](https://helpx.adobe.com/acrobat/using/creating-accessible-pdfs.html#workflow_for_creating_accessible_pdf_forms)

#### Adobe Acrobat Accessibility:

Acrobat can be used to enhance the accessibility of an existing PDF document.

#### Decorative Content:

This is a way of hiding images or irrelevant content from screen readers.

<http://www.w3.org/TR/WCAG20-TECHS/PDF4.html>

#### Reading order:

Although visually, everything might seem to be in the right place, it can still read out of order for a screen reader user. The link below explains how to change the reading order for a screen reader without affecting the visual layout of the document.

<http://www.w3.org/TR/WCAG20-TECHS/PDF3.html>

The Touch Up Reading Order tool is intended for repairing PDFs that were tagged using Acrobat, not for repairing PDFs that were tagged during conversion from an authoring application. Whenever possible, return to the source file and add accessibility features in the authoring application. Repairing the original file ensures that you don't have to repeatedly touch up future iterations of the PDF in Acrobat.

<https://helpx.adobe.com/acrobat/using/touch-reading-order-tool-pdfs.html>

If the Touch up reading order tool is not effective, try using mark up to fix reflow problems and tag elements such as links.

Editing document structure: <https://helpx.adobe.com/acrobat/using/editing-document-structure-content-tags.html>

Acrobat also has automated features to make documents accessible as well as an accessibility checker.

Acrobat accessibility checker: <https://helpx.adobe.com/acrobat/using/create-verify-pdf-accessibility.html>

## PowerPoint Accessibility:

Slideshow presentations are often overlooked in terms of accessibility. If you are presenting for a group of people, it's good practice to have electronic versions of your presentation for people with visual disabilities as well as those who might be sitting far away. Below are tips on how to make your slideshow accessible to more people. Note: (2007) refers to steps in Microsoft 2007 and (2010) pertains to Microsoft 2010.

Pictures in slideshows: To correctly label a picture, right click on the picture and click size and shape( 2007) or Format(2010). Then find "Alt Text" and fill in the description.

Tables: Tables are not always read in chronological order when played in a slideshow. For example: A screen reader might read the columns in vertical order instead of horizontally. This makes it difficult to decipher which pieces of data correspond with each other.

To have a screen reader correctly read a table, click on the table. Then on the Table Tools Design tab, in the Table Style Options group, select the Header Row check box. Be sure to correctly label the headers.

Exporting the table to a word document or recreating it and having it as a separate word document would enhance the readability of the table as well.

Hyperlinks: Right click in the area where you want to place the link. Then click hyperlink. In the Text to display box, type in the name or phrase that will briefly describe the link destination. In the Address box, type the link URL.

# Attachment 8

## MOPD Accessible Documents Checklist:

# Accessible Documents Checklist:

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This document provides guidance on how to make your flyers accessible.

## **All documents:**

The following guidelines should be applied to all documents that you create.

- Do not use all caps
- Contrast between background and text has to be a minimum of 4.5 to 1
- Use accessible fonts: Sanserif fonts such as, Verdana, Arial, Helvetica or Tahoma
- Language: Do not use Handicapped, retarded, lame, midget or crippled
- Include 711 relay with any phone numbers: For New York Relay users, please call 711

## **Hard Copy Handouts:**

For any hard copy documents that will be distributed, you should create three versions:

- Regular print
- Large print and high contrast
- Braille

### **Regular Print:**

- Do not use all caps
- Contrast between background and text has to be a minimum of 4.5 to 1
- Use accessible fonts: Sanserif fonts such as, Verdana, Arial, Helvetica or Tahoma
- Language: Do not use Handicapped, retarded, lame, midget or crippled
- Include 711 relay with any phone numbers: For New York Relay users, please call 711

### **Large print:**

- Do not use all caps
- Contrast between background and text has to be a minimum of 4.5 to 1
- Use accessible fonts: Sanserif fonts such as, Verdana, Arial, Helvetica or Tahoma
- Font Size: Minimum of 18
- Language: Do not use Handicapped, retarded, lame, midget or crippled
- Include 711 relay with any phone numbers: For New York Relay users, please call 711

**Braille:**

You should always create 5 to 10 Braille copies of your handout in case someone requests one. MOPD can help make a few copies for free. You can also use one of the services listed in the resource section of this document.

When you send a document to get embossed in Braille make sure to do the following:

- Submit it as a Word document
- Take out any images in the document
- Use headings, lists and normal styles to organize the document
- Language: Do not use Handicapped, retarded, lame, midget or crippled
- Include 711 relay with any phone numbers: For New York Relay users, please call 711

## **Electronic Documents:**

If you are creating documents that will be shared electronically or posted online, you should include the following formats:

- PDF
- Microsoft Word

## **PDF documents:**

Follow these guidelines to make your PDF accessible.

- Create in Word then Save as PDF
- Include alt-text for all images
- Use headings <h1>, <h2> <h3> etc.
- Use lists whenever relevant
- Make all URLs into hyperlinks
- Add table of contents for longer documents
- Accessible fonts: Sanserif fonts such as, Verdana, Arial, Helvetica or Tahoma
- Contrast between background and text has to be a minimum of 4.5 to 1
- Language: Do not use Handicapped, retarded, lame, midget or crippled
- Include 711 relay with any phone numbers: For New York Relay users, please call 711

## **Word Documents:**

Follow these guidelines when creating a Word document to ensure that it's accessible.

- Include alt-text for all images
- Use headings <h1>, <h2> <h3> etc.
- Use lists whenever relevant
- Make all URLs into hyperlinks
- Add table of contents for longer documents
- Accessible fonts: Sanserif fonts such as, Verdana, Arial, Helvetica or Tahoma
- Contrast between background and text has to be a minimum of 4.5 to 1
- Language: Do not use Handicapped, retarded, lame, midget or crippled
- Include 711 relay with any phone numbers: For New York Relay users, please call 711

## Resources:

### Websites and Electronic Documents:

Web Content Accessibility Guidelines (WCAG) 2.0:

<https://www.w3.org/TR/WCAG20/>

Web Accessibility Initiatives Tutorials:

<https://www.w3.org/WAI/tutorials/>

PDF Techniques WCAG 2.0:

<https://www.w3.org/TR/WCAG-TECHS/pdf.html>

Make your Word documents accessible:

<https://support.office.com/en-us/article/make-your-word-documents-accessible-d9bf3683-87ac-47ea-b91a-78dcacb3c66d>

Webaim:

<http://www.webaim.org>

WAVE accessibility Checker:

<http://www.wave.webaim.org>

Webaim Color Contrast Checker:

<https://webaim.org/resources/contrastchecker/>

## **Braille Transcription Services:**

### **All Global Solutions International:**

Can make Braille, large print, audio and electronic formats in English and 20+ languages including Arabic, Spanish and French.

Website: <http://allgsi.com/services/braille/>

Phone: 1-800-896-7030

E-mail: [info@allgsi.com](mailto:info@allgsi.com)

### **Baruch College's Computer Center for Visually Impaired People (CCVIP):**

Do you or your organization need materials in Braille? CCVIP's Braille Production service is both quick and affordable. We produce good quality literary Braille.

Contact: Judith Gerber

Phone: 646-312-1425

E-mail: [Judith.gerber@baruch.cuny.edu](mailto:Judith.gerber@baruch.cuny.edu)

Website: [https://www.baruch.cuny.edu/ccvip/services\\_products.htm](https://www.baruch.cuny.edu/ccvip/services_products.htm)

### **Andrew Heiskell Braille and Talking Book Library:**

Get books in braille and audio. They have free events, workshops and classes. Every Saturday, there is a free computer clinic where individuals can learn about how to use a computer, browse the web, read/send emails, download books and Word processing as a blind/low vision person. They also have a tactile graphics Braille embosser for creating Braille documents and a 3D printer for creating 3D touch objects. Both are free to use for the community.

Phone: 212-206-5400

Tech department: 212-621-0627

<http://www.nypl.org/about/locations/heiskell>

# Attachment 9

## Screen Reader Reference Guide



# MOPD: Screen Reader Reference Guide:

This is a short guide on how to use Screen readers for the purpose of testing websites for accessibility. It includes information about screen readers, some common keyboard commands and further readings.

## Screen readers:

Screen readers are a type of assistive technology that use a synthetic voice to read contents of a screen to blind or low vision users. It is important to note that screen reader users interact by using either the keyboard or an external device. They do not use the mouse at all. Below are a few popular screen readers.

### Windows Screen Readers:

**Narrator:** The built-in screen reader for Windows. It's not as popular or robust as the other options.

<https://support.microsoft.com/en-us/help/17173/windows-10-hear-text-read-aloud>

**JAWS:** A popular screen reader for Windows. It is expensive but robust.

<http://www.freedomscientific.com/Products/Blindness/JAWS>

**NVDA:** Also popular and it's free/open source. It is not as robust and has a lower quality voice.

<http://www.nvaccess.org>

### Mac and iOS:

**Voiceover:** A popular screen reader that is built into every Mac computer and iOS device.

Mac: <https://help.apple.com/voiceover/info/guide/10.12/#/vo2682>

iOS: <https://support.apple.com/en-us/HT204390>

### Android and Chrome OS:

**Talkback:** A built-in screen reader for Android devices.

<https://support.google.com/accessibility/android/>

**ChromeVox:** A free screen reader for Chrome browser and Chrome OS.

<http://www.chromevox.com/>

# Important Screen Reader Commands:

The following commands can be used to test the accessibility of images, headings, tables, form fields, regions and keyboard access. Typically, JAWS, NVDA and Voiceover are used for testing websites.

Note: To enable Quick Nav on Mac, press the right and left arrows together. Single letter navigation must be enabled under Voiceover Utility/commanders/quicknav

Command:	JAWS:	NVDA:	Voiceover(Mac):	Comments:
Shortcut to turn on screen reader	Control, Alt and J	Control, Alt and N	Command and F5 or press finger print button 3 times on touch bar	For Jaws and NVDA the shortcuts need to be set in properties
Navigate up and down	Up or Down Arrows	Up or Down Arrows	Up and down arrows or Control, Option and Left or Right Arrows	
Navigate by character	Left or Right Arrows	Left or Right Arrows	Control, Option, Shift and Left or Right Arrows	
Go to the top of the page	Control and Home	Control and Home	Control, Option, Shift and Home	
Go to the end of the page	Control and End	Control and End	Control, Option, Shift and End	
Go to next image	G	G	Control, Option, Command and G or G with Quick Nav	Add Shift to move to previous image
Go to next heading	H	H	Control, Option, Command and H or H with Quick Nav	Add Shift to go to previous heading
Go to next table	T	T	Control, Option, Command and T or T with Quick Nav	Add Shift to go to previous table
Go to next form field	F	F	F, B or C with quick nav	Add Shift to go to previous

				form field. For Voiceover F goes to next Text field, B goes to next button and C goes to next checkbox with Quick Nav on
Go to next region	R	D	Custom command	Add Shift to go to previous region
Keyboard access	All links, buttons and form fields should be navigable using Tab	All links, buttons and form fields should be navigable using Tab	All links, buttons and form fields should be navigable using Tab	For Mac, some Safari settings might need to be adjusted for this to work

## Resources:

Web Content Accessibility Guidelines(WCAG) 2.0:

<https://www.w3.org/TR/WCAG20/>

Web Accessibility Initiatives Tutorials:

<https://www.w3.org/WAI/tutorials/>

Screen reader testing online accessibility program:

<https://soap.stanford.edu/tips-and-tools/screen-reader-testing>

Webaim:

<http://www.webaim.org>

WAVE accessibility Checker:

<http://www.wave.webaim.org>

# Attachment 10

## Accessible Social Media Guide:



# Accessible Social Media Guide

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## What is accessibility?

Accessibility refers to the design of an experience that can be enjoyed by all people. Something that is not accessible disregards a select population of people that are left out of the experience entirely. Typically, this is thought of in terms of physical spaces (ramps, elevators, etc.) but this also applies to digital ones as well.

## Digital accessibility

People with disabilities use assistive technology to interact with computers, tablets and smartphones. A person from the blind community can use a **screen reader** to have the contents of the screen read out loud to them. In order for the screen reader to operate properly, the digital material they are attempting to interact with needs to be prepared in a certain way. If a social media profile does not have content that is digitally accessible, then the screen reader user is less likely to get anything meaningful from the social media account and posts.

## How can someone make social media accessible?

Include a written description for any images or photos.



Images add flair to social media posts, making them more attractive, attention grabbing and simpler to understand.

Without an image description a person using a screenreader cannot extract any meaning from the content.

**Image Description:** Photo of large colorful fireworks lighting up the sky above downtown Manhattan and the Statue of Liberty.

# Writing Image Descriptions

Ask the following questions and combine your answers for the description.



**Where is the photo being taken?**

The Verrazano Bridge

**Who is in the photo?**

Thousands of runners

**What are they doing?**

Running in the NYC Marathon

**Why is this photo being taken?**

To show the spectacle of the Marathon, specifically how the bridge is closed.

**Image Description:** Photo of the Verrazano Bridge closed down to vehicles as thousands of NYC Marathon Runners run across it in the same direction.

## Adding Image Descriptions to Social Media Posts



Descriptions are added onto the posts themselves labeled "Image description"



Descriptions are added with **alt-text**, an invisible text written onto the image. Twitter users can enable alt-text in their account settings under "accessibility."

Once enabled, users can write descriptions directly onto their images before posting.

# Attachment 11

## Meeting and Notice Guide

# Meeting Notice Guide

# INTRODUCTION

This Guide is created to assist City Agencies and their Disability Service Facilitators in preparing notices, posters, and other publicity materials that provide information about access for people with disabilities to New York City government events and meetings. Ensuring that information concerning accessibility is readily available takes careful planning. This Guide will assist with that planning, including information concerning meeting notices, effective communication at the event, access to the event or meeting location, and accessible materials available at the event or meeting.

Access for people with disabilities to government events and meetings open to the public is critical to New York City. We want to be inclusive and facilitate the participation in government programs, services and activities for the one in eight New Yorkers who have identified as having a disability according to the US Census 2014 Community Survey.

# EVENT NOTICES AND MEETING ANNOUNCEMENTS

City law requires that all advertisements, posters, invitations, notices, and other publicity materials for events and meetings open to the public --whether in print or via electronic means -- contain information about the accessibility of the facility and other accommodations for people with disabilities provided. The materials must provide contact information including an e-mail address and telephone number to request accommodations, and timeframe in which to make the request. A reasonable timeframe for making the requests is 48 to 72 hours prior to the meeting or event, which gives the City Agency sufficient time to arrange for the accommodations.

City law requires that notices of events, to the extent practicable for the selected form of media, include information regarding the availability of:

- wheelchair accessibility;
- communication access real-time translation;
- sign language interpretation;
- assistive listening systems, and when available, the specific kind of system, including, but not limited to, induction loop assistive listening systems; and
- any other accommodations for people with disabilities that will be available at the venue or venues for the event.

The law requires that international symbols shown in this guide be used when providing information about available accommodations.

Additional information that may be provided in the notices includes:

- Providing the location of the nearest bus stop;
- Providing the location of the nearest accessible subway station;
- Providing information on nearest parking facility;
- Providing information on service animal relief areas;
- Requesting that attendees refrain from using perfume, cologne and other fragrances to accommodate persons with severe allergies, environmental illness, multiple chemical sensitivity or related disabilities.

## **REASONABLE MODIFICATIONS**

A City Agency should conduct public meetings in accessible facilities. If this is not possible, the agency needs to provide reasonable accommodations to an individual who could not access the meeting location such as providing remote access by video. Also, if an agency provides written materials at a public meeting, the materials need to be provided in alternate formats such as large print, Braille or in audio format upon request.

## **EFFECTIVE COMMUNICATION**

When choosing a communication aid or service, the City Agency is required to give primary consideration to the aid or service requested by the person with a disability. The City Agency must honor the person's choice, unless it can demonstrate that another effective means of communication is available, or that the use of the means requested would result in a fundamental alteration in the nature of a service, program, or activity or in an undue financial and administrative burden. If the choice expressed by the person with a disability would result in an undue burden or a fundamental alteration, the public entity still has an obligation to provide an alternative aid or service that provides effective communication if one is available.

In determining whether a particular aid or service would result in undue financial and administrative burdens, the City Agency should take into consideration the cost of the particular aid or service in light of all resources available to fund the program, service, or activity and the effect on other expenses or operations. The decision that a particular aid or service would result in an undue burden must be made by a high level official, no lower than a Department head, and must include a written statement of the reasons for reaching that conclusion.

The following are some companies and organizations that provide sign language interpreters or CART transcription services in New York City:

Accurate Communication - 646-873-4000  
(Department of Citywide Services has a contract with this company)

Sign Language Resources, Inc. - 888-964-5553

Comprehensive Network - 718-382-2020

New York Society for the Deaf - 212-366-0066

Deaf & Hard of Hearing Interpreting Services Inc. - 212-647-1092

All Hands in Motion - Pro. Sign Language Interpreters, LLC. - 718-997-0472

## **PRINTED MATERIAL**

All print notices and other materials should be in at least 18 point font. Use bold type because the thickness of the letters makes the print more legible. Provide color contrast using either light background with dark print or a dark background with light print. Avoid decorative cursive fonts including italics, and avoid using all capital letters, since these forms of print make it more difficult to differentiate among letters.

## **ELECTRONIC MATERIAL**

All electronic materials must be in a format that is accessible to individuals who have a visual disability or use a screen reader. Examples of accessible formats include, Word documents, Accessible PDF or basic html. Electronic materials

## SYMBOLS

When providing information about accommodations already in place, it may be more efficient to use universally recognized symbols in lieu of words as follows:



Location is accessible to individuals using wheelchairs and other mobility devices



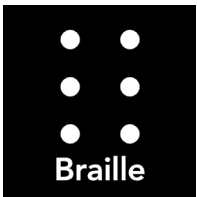
Sign Language Interpreters are provided



Induction Loop System is in place



Assistive Listening System is in place (indicate the type of system Infrared, FM, or Induction Loop)



Printed materials are provided in Braille



Printed materials are provided in large print



Real Time Captioning is provided

[Download International Symbol of Access here](#)  
[Download all other accessible symbols here](#)

## **Formal Invitation example**

To whom it may concern,

**You are cordially invited to join the NYC Mayor's Office for People with Disabilities for a meeting to discuss accessibility. Monday, June 6, 2016 from 3 – 4pm at 100 Gold Street, 2nd Floor, New York, New York.**

**Please RSVP to [rsvp@mopd.nyc.gov](mailto:rsvp@mopd.nyc.gov) with the name and titles of attendees and their affiliated organization no later than close of business Thursday, June 2nd.**

**Access Provided:**



**100 Gold Street's main entrance has an automatic door and is accessible to persons using wheelchairs and others with disabilities. The meeting will be translated by an ASL interpreter, CART and an Induction Loop System will be provided in the meeting room. Restrooms on the second floor are accessible including a single user restroom. For further information or requests regarding accessibility please email MOPD's Disability Service Facilitator at [mopd\\_dsf@mopd.nyc.gov](mailto:mopd_dsf@mopd.nyc.gov) or call (212) 555-5555 by June 4th.**

**Event Flyer example**

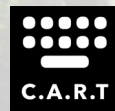
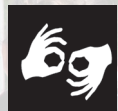
# **New York City Disability Pride Parade**

**Monday July 10th, 2016**

**11:00AM**

**Union Square Park**

**Access Provided:**



**The parade route is fully accessible. Accessible portable toilets, CART, ASL interpretation and induction loop technology will be provided.**

**To request additional accommodations please contact  
MOPD\_DSf@cityhall.nyc.gov or 212 - 788 - 2830 by July 7th.**



**Mayor's Office for  
People with Disabilities**

## Facebook example (limited space)



**New York City Mayor's Office for People with Disabilities**

January 15

On January 26th come to the [NYPL The New York Public Library #DescribeAthon17](#) from 12:00PM to 6:45PM at the [Andrew Heiskell Braille and Talking Book Library](#) and help make video on the web more accessible for blind viewers. Learn more here: <http://on.nypld.org/2itnIKT#a11y>

### **Describeathon 2017** **Thursday, January 26th** **12:00PM - 6:45PM**

**Andrew Heiskell Braille & Talking Book Library**



New York  
Public  
Library



Entrances & Restrooms are fully accessible  
To request additional accommodations please  
email [Jsmith@NYPLemail.com](mailto:Jsmith@NYPLemail.com)  
72 hours before the event

**Describeathon 2017 - help make your favorite web videos accessible!**

Help make video on the web more accessible for blind viewers by adding your voice to DescribeAthon17.

## Twitter example (limited space)



**NYC MOPD** @NYCDisabilities December 28th

Jazz Legends for disability pride, legendary lineup of jazz musicians raising money for 2017 Disability Pride Parade  
[winterjazzfest.com/jazzlegends](http://winterjazzfest.com/jazzlegends)

### JAZZ LEGENDS *For* DISABILITY PRIDE



Jimmy Cobb



George Coleman



Benny Golson



Harold Mabern



Ron Carter

And many others.

2017 Disability Pride Parade Fundraiser - January 5th, 6:30 - 9:30 PM  
Quaker Friends Meeting Hall, 15 Rutherford Place, NYC



This venue has an accessible entrance & bathroom.

For accommodation requests, contact [nycpres@gmail.com](mailto:nycpres@gmail.com) 72 hours before event

If you have any additional questions about your notices, please contact



**Mayor's Office for  
People with Disabilities**

(212) 788-2830

# Attachment 12

## NYC Emergency Management Resources

# NYC Emergency Management

## Information Emergencies call 911, city service call 311

### Emergency Alerts:

- Notify NYC, is the city's source of information about emergency events. Notify NYC is available through email, text, telephone, RSS, Twitter and in many cases American Sign Language videos. To register for Notify NYC, visit [nyc.gov/notifynyc](http://nyc.gov/notifynyc) or contact [311](http://311.nyc.gov) or call (212)-639-9675.
- Advance Warning System (AWS), is designed to disseminate emergency information to agencies and organizations that serve people with disabilities. Visit <http://advancewarningsystemnyc.org> to register.
- Wireless Emergency Alerts (WEA), are alerts sent to wireless phones by authorized governmental officials such as Amber alerts. Visit <https://www.ready.gov/alerts> for more information.

### Preparedness:

- Ready New York: My Emergency Plan <http://www1.nyc.gov/site/em/ready/guides-resources.page#myemergencyplan> is a workbook designed to assist New Yorkers with disabilities to create an emergency plan. A person can also contact [311](http://311.nyc.gov) or call (212)-639-9675 for information.
- For other preparedness materials visit <http://www1.nyc.gov/site/em/ready/guides-resources.page#myemergencyplan>. A person can also contact [311](http://311.nyc.gov) or call (212)-639-967 for information.

### Emergency Sheltering:

- The Hurricane Evacuation Zone finder <https://maps.nyc.gov/hurricane/> provides information on evacuation zones and evacuation centers. A person can also contact 311 or call (212)-639-9675 for information.
- For additional information on emergency sheltering please see <http://www1.nyc.gov/site/em/ready/get-prepared.page>

### Transportation:

- For transportation considerations visit <http://www.mta.info/>, before an emergency or contact 311 or call (212)-639-9675 to locate accessible transportation options. These options can include subways, buses, Access-A-Ride, and accessible taxis.
- During an evacuation order a person with a disability can contact 311 or call (212)-639-9675 and depending on need will be taken to either an accessible evacuation center in an accessible vehicle or a hospital outside the evacuation zone.

### Power Disruptions:

- People who utilize life-sustaining equipment (LSE) should contact their utility providers in order to register for a priority power restoration program:
  - Con Edison (serving all of NYC except the Rockaways) 1-800-752-6633 (TTY: 1-800-642-2308). For more information, visit [Con Edison's special services website](http://conedison.com/consumer-services).
  - PSEG-LI (serving the Rockaways) 1-800-490-0025 (TTY: 1-631-755-6660). For more information, visit [PSEG's Critical Care program online](http://pseg.com/critical-care).
  - For more information on power disruptions visit <http://www1.nyc.gov/site/em/ready/utility-disruptions.page>

### Get Involved:

- People who would like to access community planning resources for people with disabilities can visit: [http://www1.nyc.gov/site/em/community\\_business/community-planning-disabilities-access-functional-needs.page](http://www1.nyc.gov/site/em/community_business/community-planning-disabilities-access-functional-needs.page).
- Citizen Corp is a community readiness program that promotes emergency preparedness by building the capacity of non-profit and local based organizations. For more information visit here: [http://www1.nyc.gov/site/em/community\\_business/nyc-citizen-corps.page](http://www1.nyc.gov/site/em/community_business/nyc-citizen-corps.page)
- NYC Community Emergency Response Teams (NYC CERT) are groups of dedicated volunteers who help to prepare their neighborhoods for disasters. For more visit here: [http://www1.nyc.gov/site/em/community\\_business/nyc-cert.page](http://www1.nyc.gov/site/em/community_business/nyc-cert.page) or contact 311 or call (212)-639-9675.
- For the private sector visit Partners in Preparedness at [http://www1.nyc.gov/site/em/community\\_business/partners-preparedness.page](http://www1.nyc.gov/site/em/community_business/partners-preparedness.page) or contact 311 or call (212)-639-9675.

### Disability Service Facilitator at NYCEM:

- Dennis Boyd 165 Cadman Pl. East Brooklyn, NY 11201 Tel: (718)-422-4845 Email: [adacoordinator@oem.nyc.gov](mailto:adacoordinator@oem.nyc.gov)

# Attachment 13

**Service Animals and Emotional Support Animals:**

# Service Animals in Public Places and Facilities

A service animal is an animal that performs a specific task or set of tasks to assist a person with a disability. Federal, state, and local laws require that facilities open to the public allow service animals to accompany people with disabilities in all areas of the facility where the public is normally allowed to go.



## FACTS

### Service animals are:

- allowed in restaurants and other locations that serve food per the Board of Health.
- allowed to go anywhere their owner/handler goes – a store owner's or customer's claim that he is allergic to dogs is not an acceptable reason to exclude that person and their animal from the store.

### Service animals are not:

- pets. Do not play with or pet a service animal unless its owner has previously given you permission.
- required to wear jackets or vests identifying them as such.
- required to have an identification card or other documentation.

### You may only ask:

- Is the service animal required because of a disability?
- What work or task does the service animal perform?

### You may ask the handler to remove the service animal only when:

- The service animal is out of control and the handler does not or cannot take effective action to control it.
- The service animal is not housebroken.
- In all circumstances, staff must offer the person with the disability the opportunity to obtain goods or services without the animal present.

**DENIED ACCESS?** You have the right to file a complaint by calling 311 and asking to be connected to the NYC Commission on Human Rights.



Mayor's Office for  
People with Disabilities

[nyc.gov/MOPD](http://nyc.gov/MOPD)

Commission on  
Human Rights

[nyc.gov/HumanRights](http://nyc.gov/HumanRights)



[@NYCDisabilities](https://twitter.com/NYCDisabilities)



[@NYCCHR](https://twitter.com/NYCCHR)



# Attachment 14

## Disability Statistics:



Mayor's Office for  
People with Disabilities

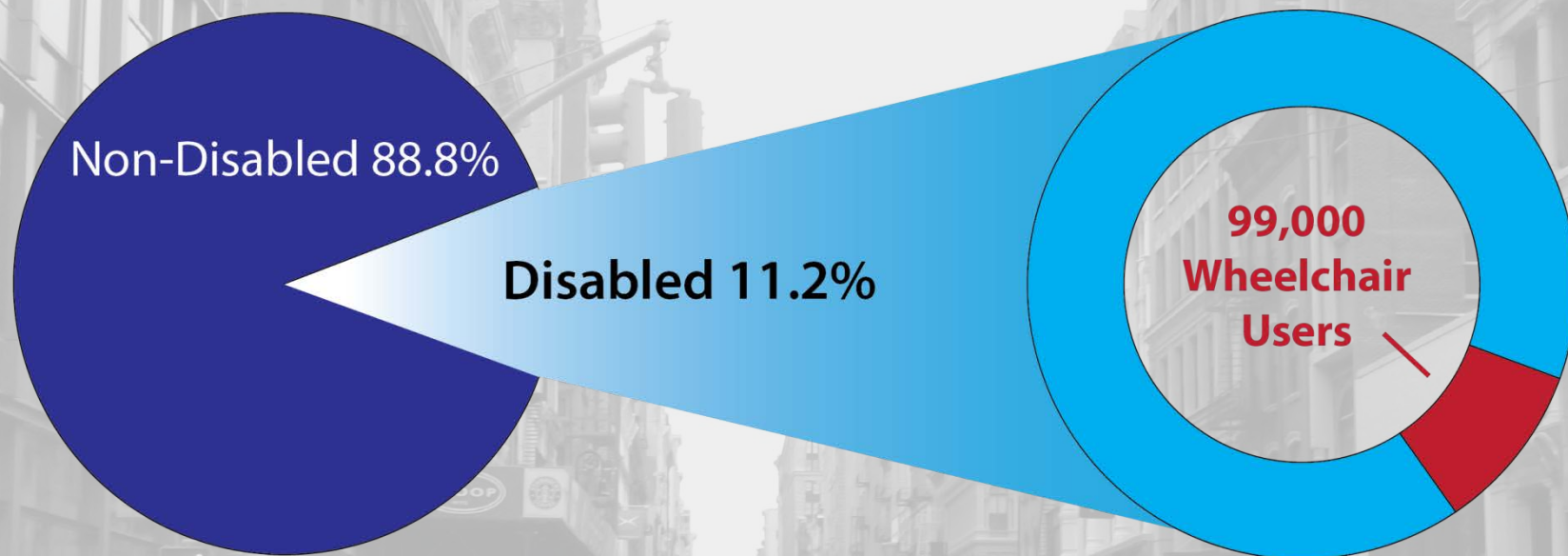
# New York City People with Disabilities Statistics Updated 2016

**Bill de Blasio, Mayor**

**nyc.gov/mopd**

**Victor Calise, Commissioner**

## Census Estimates Total Population 8.5 Million



# Census Category Definitions:

## Census Questions:

Hearing: Is this person deaf or does he/she have serious difficulty hearing?

Vision: Is this person blind or does he/she have serious difficulty seeing even when wearing glasses?

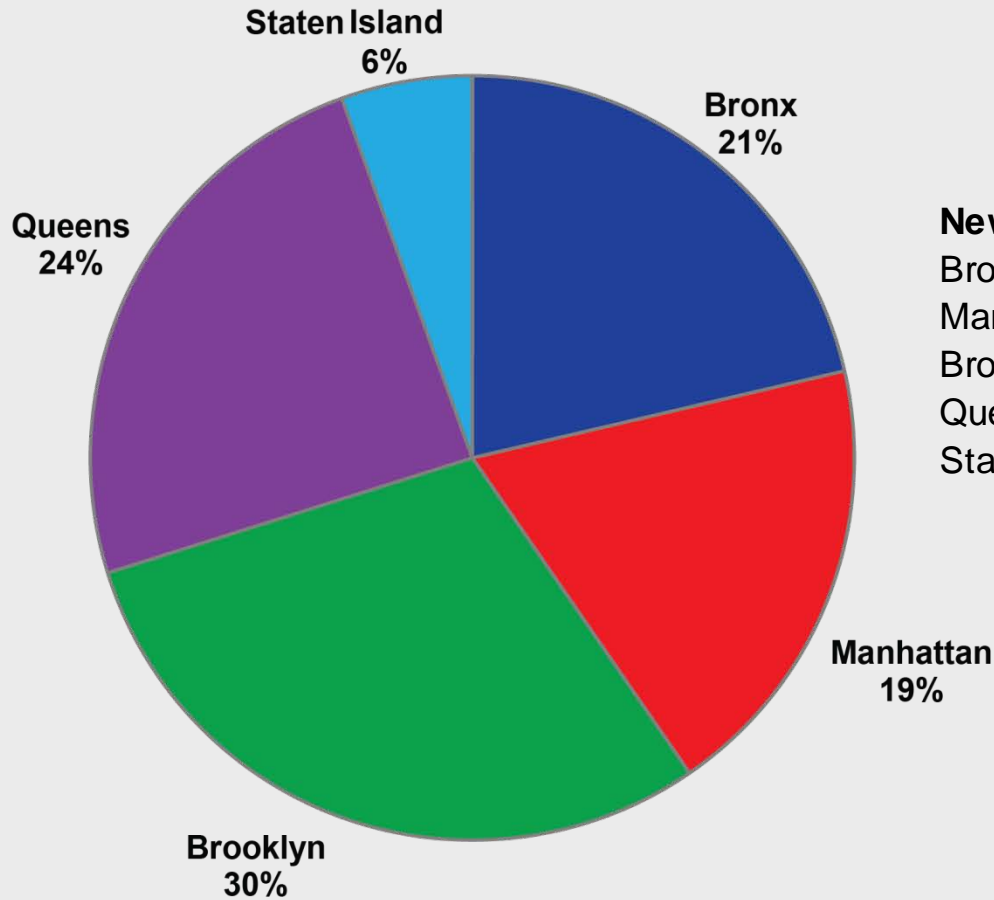
Cognitive: Because of a physical, mental, or emotional condition, does this person have serious difficulty concentrating, remembering, or making decisions?

Ambulatory: Does this person have serious difficulty walking or climbing stairs?

Self-Care: Does this person have difficulty dressing or bathing?

Independent Living: Because of a physical, mental, or emotional condition, does this person have difficulty doing errands alone such as visiting a doctor's office or shopping?

# Population\* by Disability Status New York City, 2014

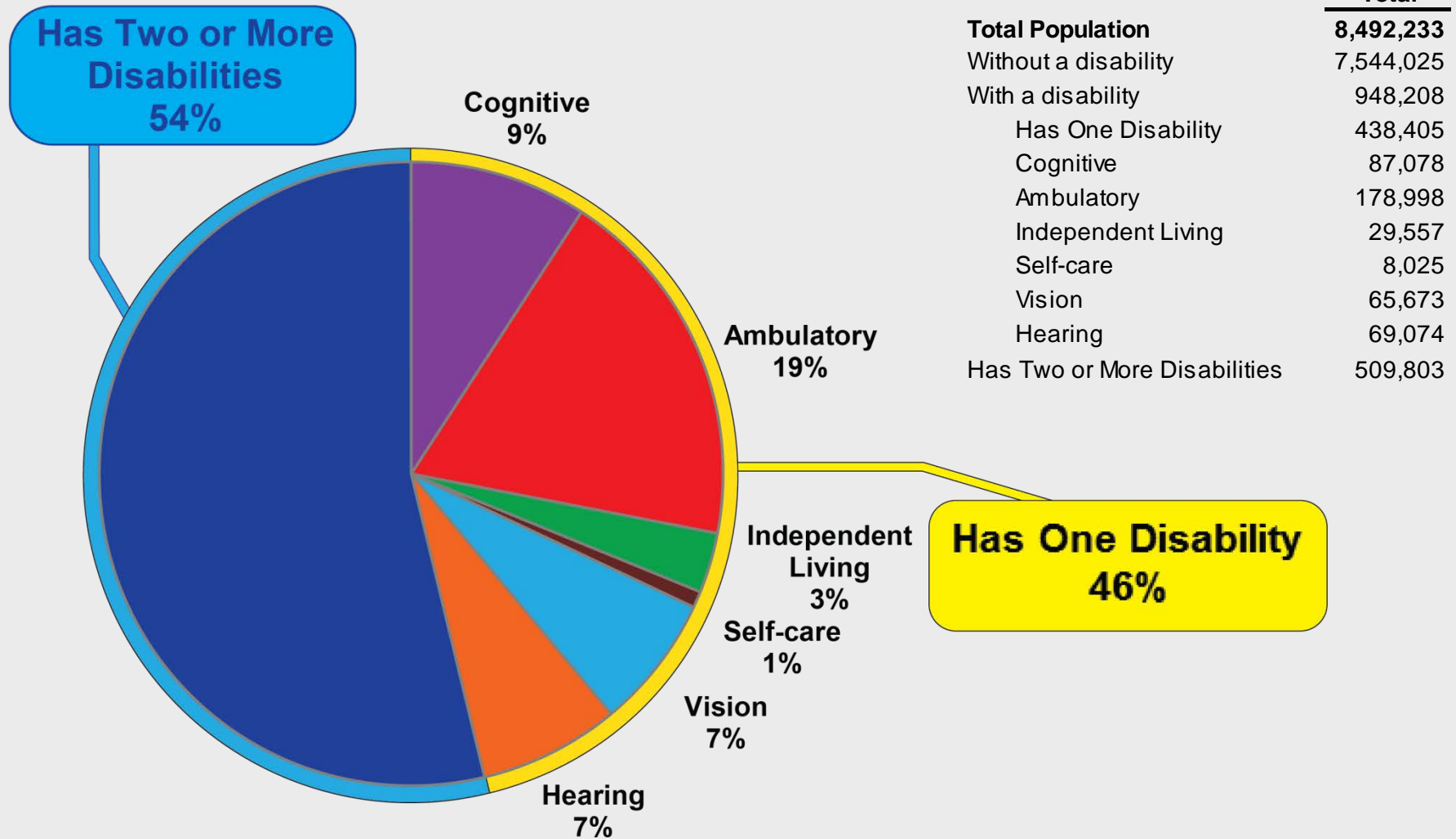


	Total Population	Disabled	% Disabled
<b>New York City, Total</b>	<b>8,492,233</b>	<b>948,208</b>	<b>11.2</b>
Bronx	1,437,658	202,401	14.1
Manhattan	1,637,729	180,554	11.0
Brooklyn	2,621,898	282,142	10.8
Queens	2,321,730	230,476	9.9
Staten Island	473,218	52,635	11.1

With a Disability = 948,208

# Population by Disability Type

## New York City, 2014

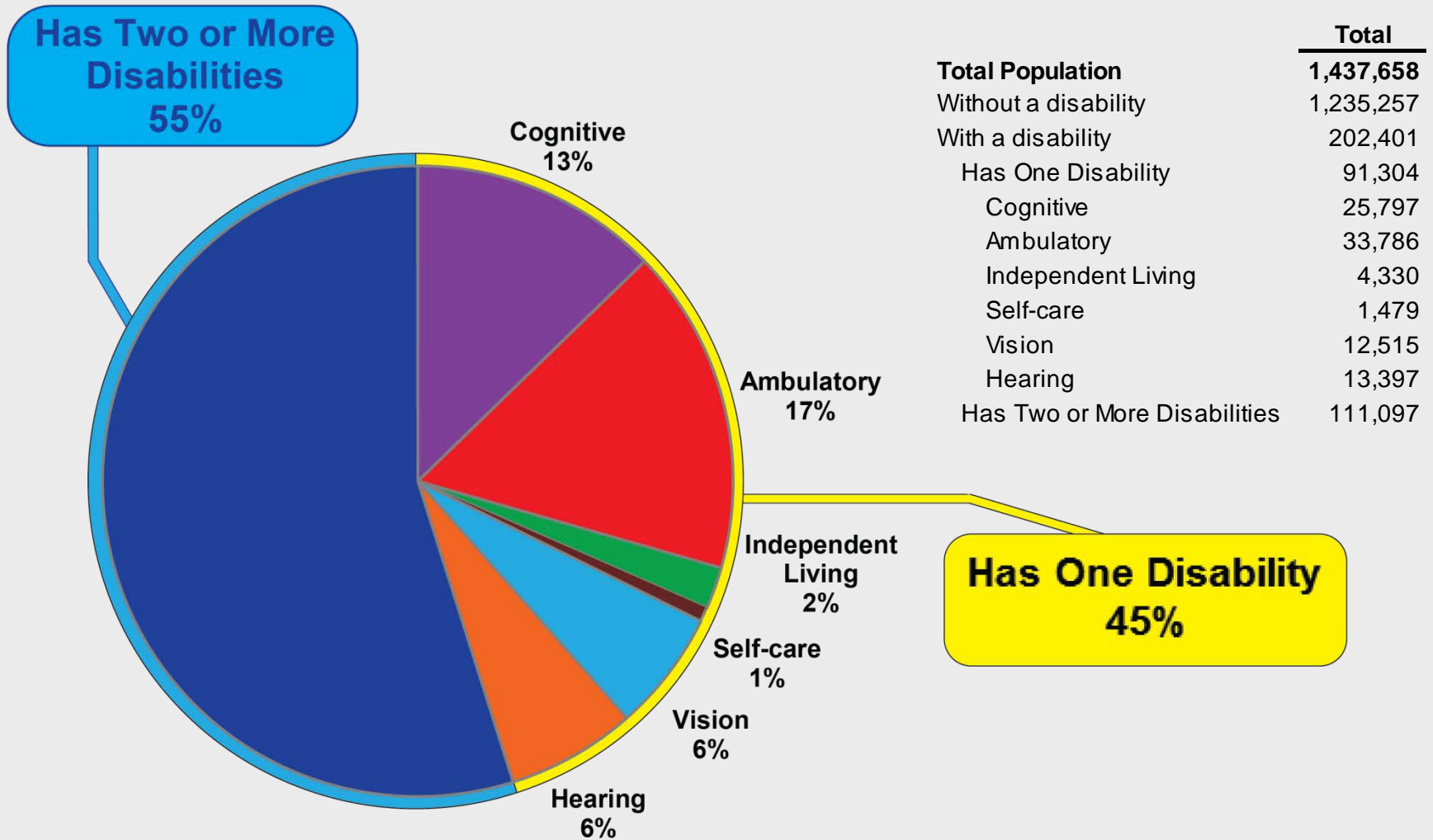


With a Disability = 948,208

# Population with a Disability by Race/Hispanic Origin New York City, 2014

	Total Population	Disabled	% Disabled
<b>New York City, Total</b>	<b>8,492,233</b>	<b>948,208</b>	<b>11.2</b>
White, nonhispanic	2,743,125	299,685	10.9
Hispanic	2,460,057	295,962	12.0
Black, nonhispanic	1,891,831	243,672	12.9
Asian, nonhispanic	1,161,998	86,051	7.4
Multiracial and other, nonhispanic	235,222	22,838	9.7

# Population by Disability Type Bronx, 2014

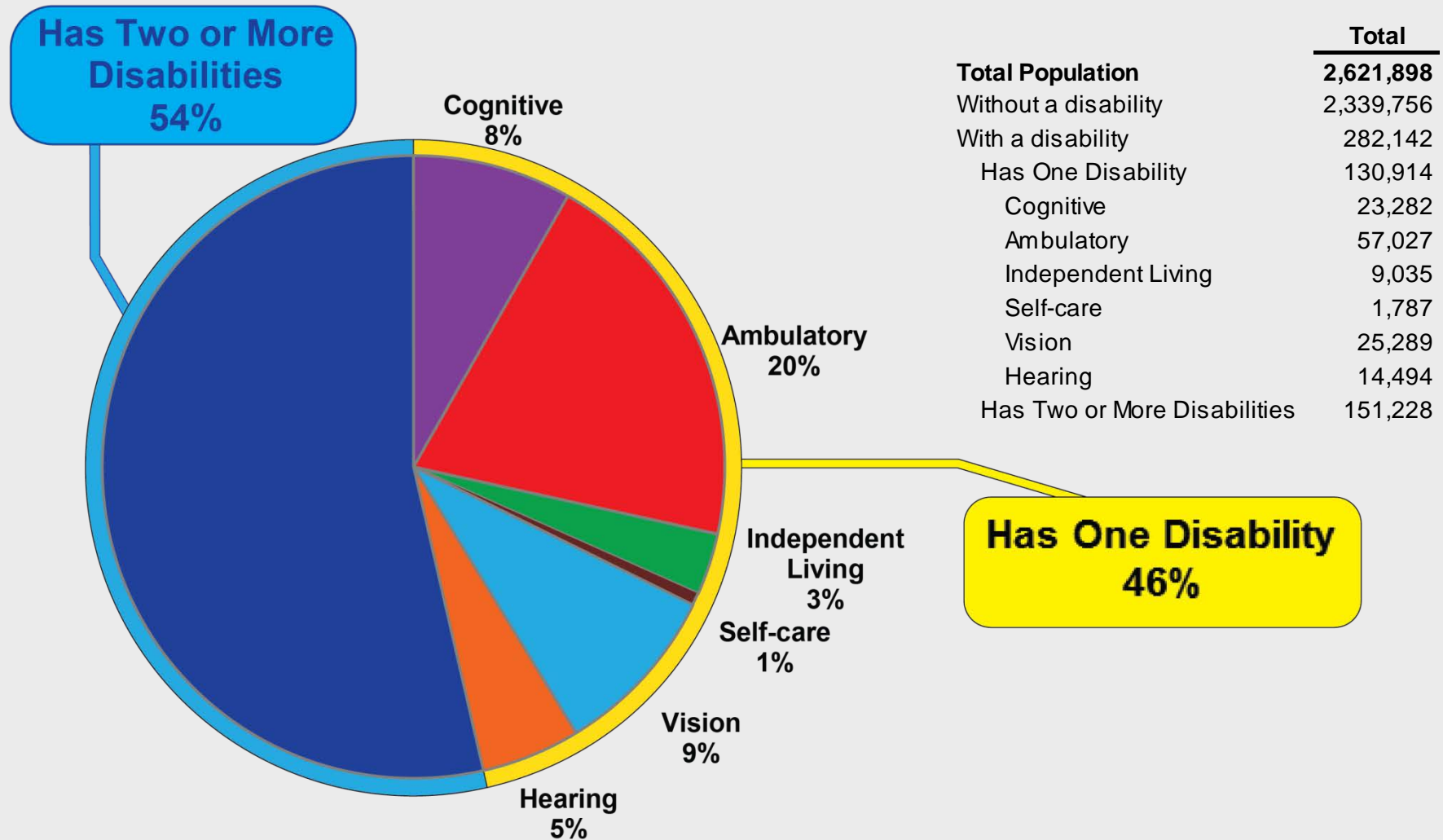


With a Disability = 202,401

# Population with a Disability by Race/Hispanic Origin Bronx, 2014

	Total Population	Disabled	% Disabled
<b>Bronx, Total</b>	<b>1,437,658</b>	<b>202,401</b>	<b>14.1</b>
White, nonhispanic	146,641	25,841	17.6
Hispanic	787,726	105,903	13.4
Black, nonhispanic	426,102	60,299	14.2
Asian, nonhispanic	53,871	6,655	12.4
Multiracial and other, nonhispanic	23,318	3,703	15.9

# Population by Disability Type Brooklyn, 2014

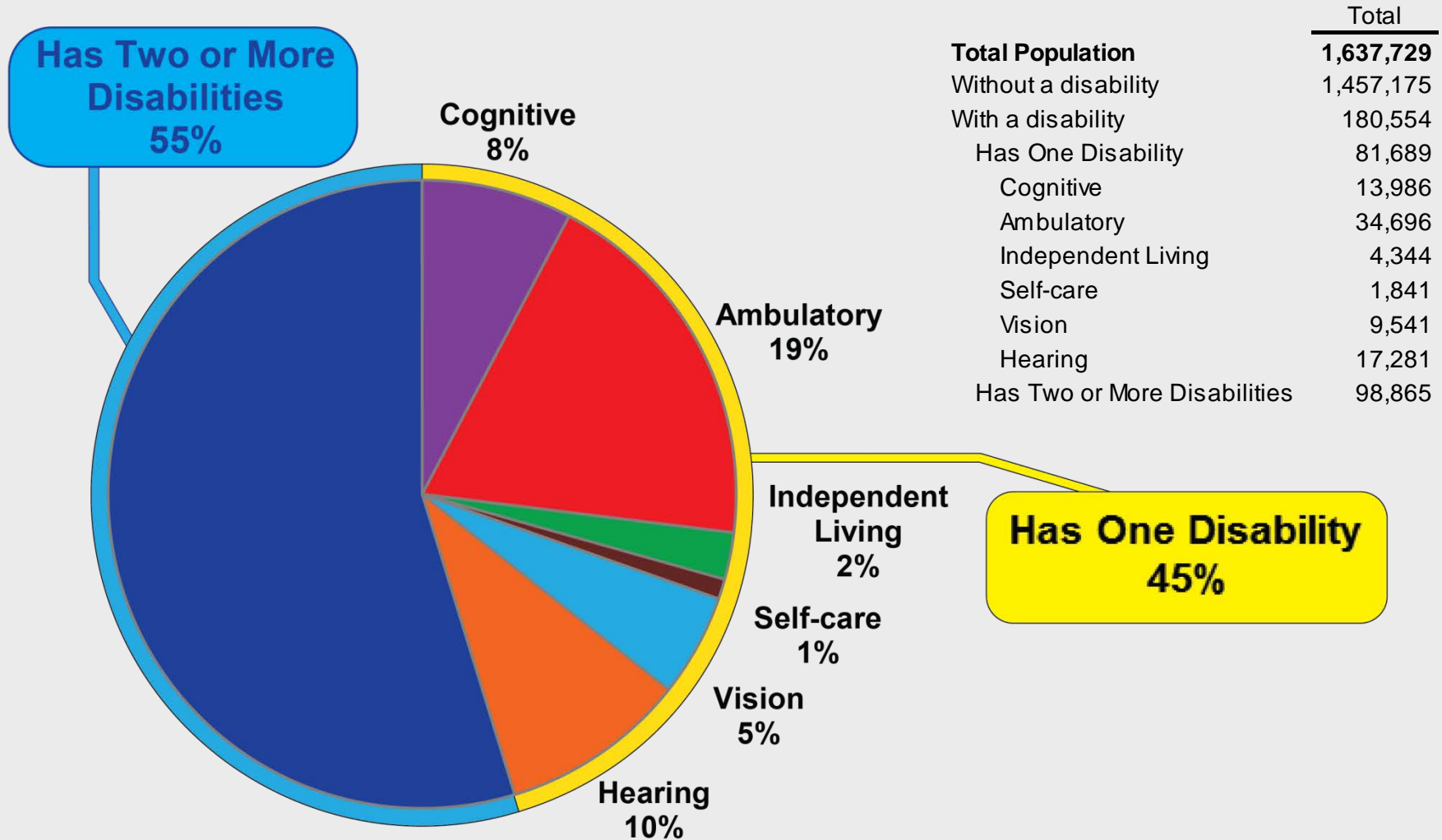


With a Disability = 282,142

# Population with a Disability by Race/Hispanic Origin Brooklyn, 2014

	Total Population	Disabled	% Disabled
<b>Brooklyn, Total</b>	<b>2,621,898</b>	<b>282,142</b>	<b>10.8</b>
White, nonhispanic	933,807	100,885	10.8
Hispanic	512,111	61,780	12.1
Black, nonhispanic	812,374	93,429	11.5
Asian, nonhispanic	306,683	19,858	6.5
Multiracial and other, nonhispanic	56,923	6,190	10.9

# Population by Disability Type Manhattan, 2014

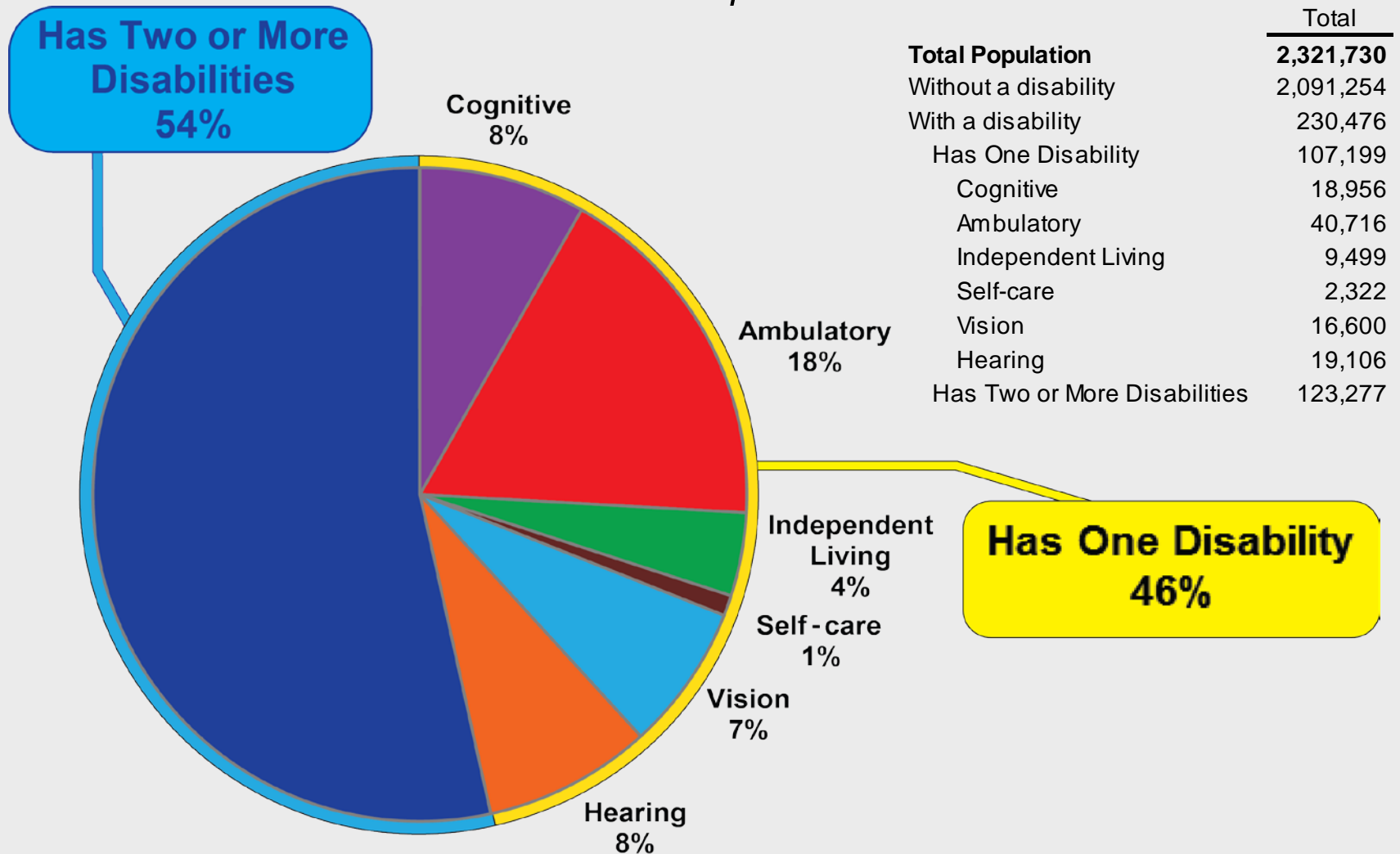


With a Disability = 180,554

# Population with a Disability by Race/Hispanic Origin Manhattan, 2014

	Total Population	Disabled	% Disabled
<b>Manhattan, Total</b>	<b>1,637,729</b>	<b>180,554</b>	<b>11.0</b>
White, nonhispanic	767,926	57,485	7.5
Hispanic	423,739	63,126	14.9
Black, nonhispanic	205,739	38,366	18.6
Asian, nonhispanic	190,417	16,518	8.7
Multiracial and other, nonhispanic	49,908	5,059	10.1

# Population by Disability Type Queens, 2014

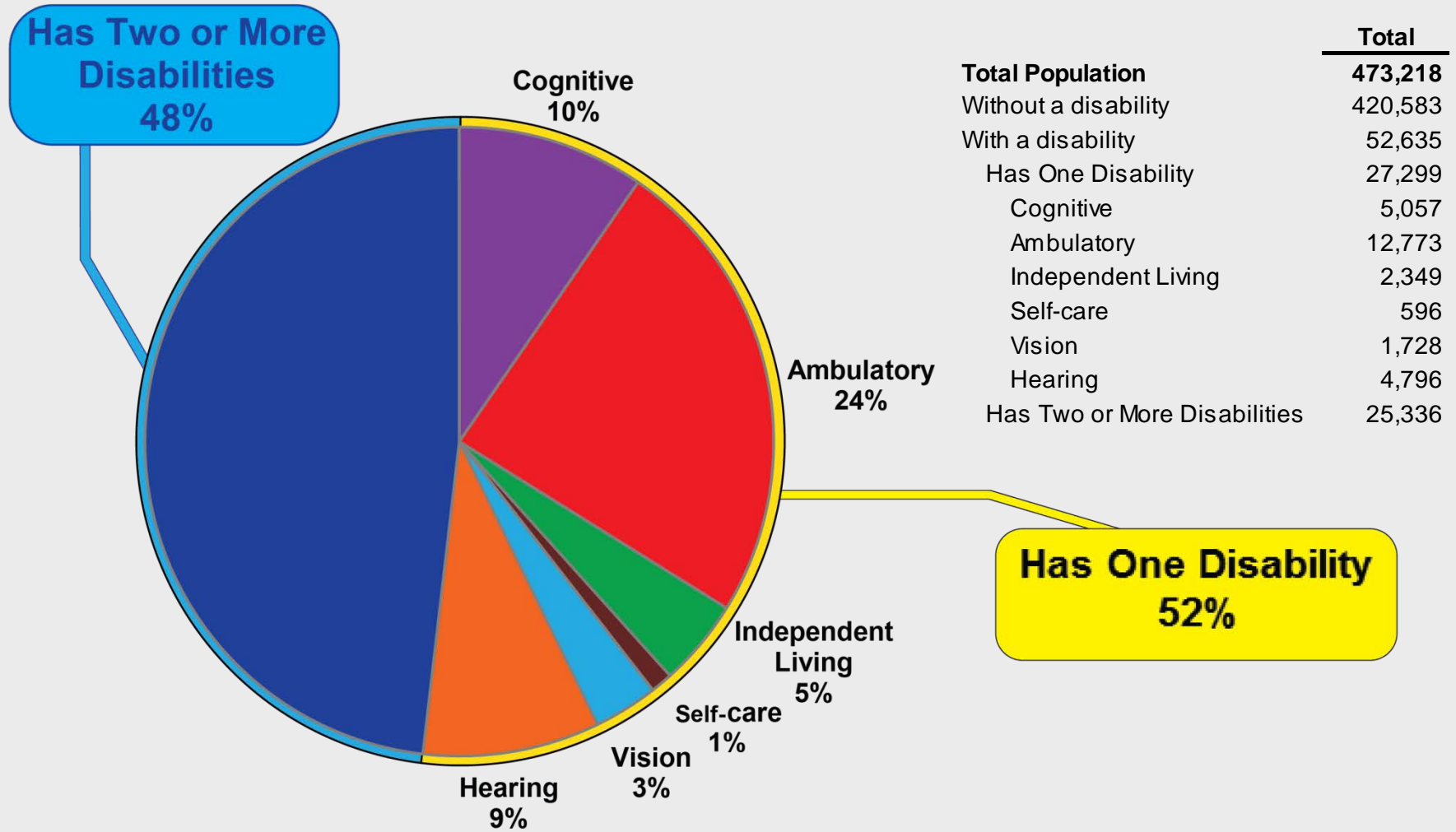


With a Disability = 230,476

# Population with a Disability by Race/Hispanic Origin Queens, 2014

	Total Population	Disabled	% Disabled
<b>Queens, Total</b>	<b>2,321,730</b>	<b>230,476</b>	<b>9.9</b>
White, nonhispanic	598,726	80,445	13.4
Hispanic	650,915	56,841	8.7
Black, nonhispanic	405,647	45,863	11.3
Asian, nonhispanic	574,526	40,272	7.0
Multiracial and other, nonhispanic	91,916	7,055	7.7

# Population by Disability Type Staten Island, 2014



With a Disability = 52,635

# Population with a Disability by Race/Hispanic Origin Staten Island, 2014

	Total Population	Disabled	% Disabled
<b>Staten Island, Total</b>	<b>473,218</b>	<b>52,635</b>	<b>11.1</b>
White, nonhispanic	296,025	35,029	11.8
Hispanic	85,566	8,312	9.7
Black, nonhispanic	41,969	5,715	13.6
Asian, nonhispanic	36,501	2,748	7.5
Multiracial and other, nonhispanic	13,157	831	6.3

# Population by Disability Type

## New York City and Boroughs, 2014

### New York City

<b>Total Population</b>	<b>8,492,233</b>
Without a disability	7,544,025
With a disability	948,208
Has One Disability	438,405
Cognitive	87,078
Ambulatory	178,998
Independent Living	29,557
Self-care	8,025
Vision	65,673
Hearing	69,074
Has Two or More Disabilities	509,803

### Bronx

<b>Total Population</b>	<b>1,437,658</b>
Without a disability	1,235,257
With a disability	202,401
Has One Disability	91,304
Cognitive	25,797
Ambulatory	33,786
Independent Living	4,330
Self-care	1,479
Vision	12,515
Hearing	13,397
Has Two or More Disabilities	111,097

### Brooklyn

<b>Total Population</b>	<b>2,621,898</b>
Without a disability	2,339,756
With a disability	282,142
Has One Disability	130,914
Cognitive	23,282
Ambulatory	57,027
Independent Living	9,035
Self-care	1,787
Vision	25,289
Hearing	14,494
Has Two or More Disabilities	151,228

### Manhattan

<b>Total Population</b>	<b>1,637,729</b>
Without a disability	1,457,175
With a disability	180,554
Has One Disability	81,689
Cognitive	13,986
Ambulatory	34,696
Independent Living	4,344
Self-care	1,841
Vision	9,541
Hearing	17,281
Has Two or More Disabilities	98,865

### Queens

<b>Total Population</b>	<b>2,321,730</b>
Without a disability	2,091,254
With a disability	230,476
Has One Disability	107,199
Cognitive	18,956
Ambulatory	40,716
Independent Living	9,499
Self-care	2,322
Vision	16,600
Hearing	19,106
Has Two or More Disabilities	123,277

### Staten Island

<b>Total Population</b>	<b>473,218</b>
Without a disability	420,583
With a disability	52,635
Has One Disability	27,299
Cognitive	5,057
Ambulatory	12,773
Independent Living	2,349
Self-care	596
Vision	1,728
Hearing	4,796
Has Two or More Disabilities	25,336

# Population with a Disability by Race/Hispanic Origin New York City and Boroughs, 2014

	Total Population	Disabled	% Disabled
<b>New York City, Total</b>	<b>8,492,233</b>	<b>948,208</b>	<b>11.2</b>
White, nonhispanic	2,743,125	299,685	10.9
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Asian, nonhispanic	53,871	6,655	12.4
Multiracial and other, nonhispanic	23,318	3,703	15.9

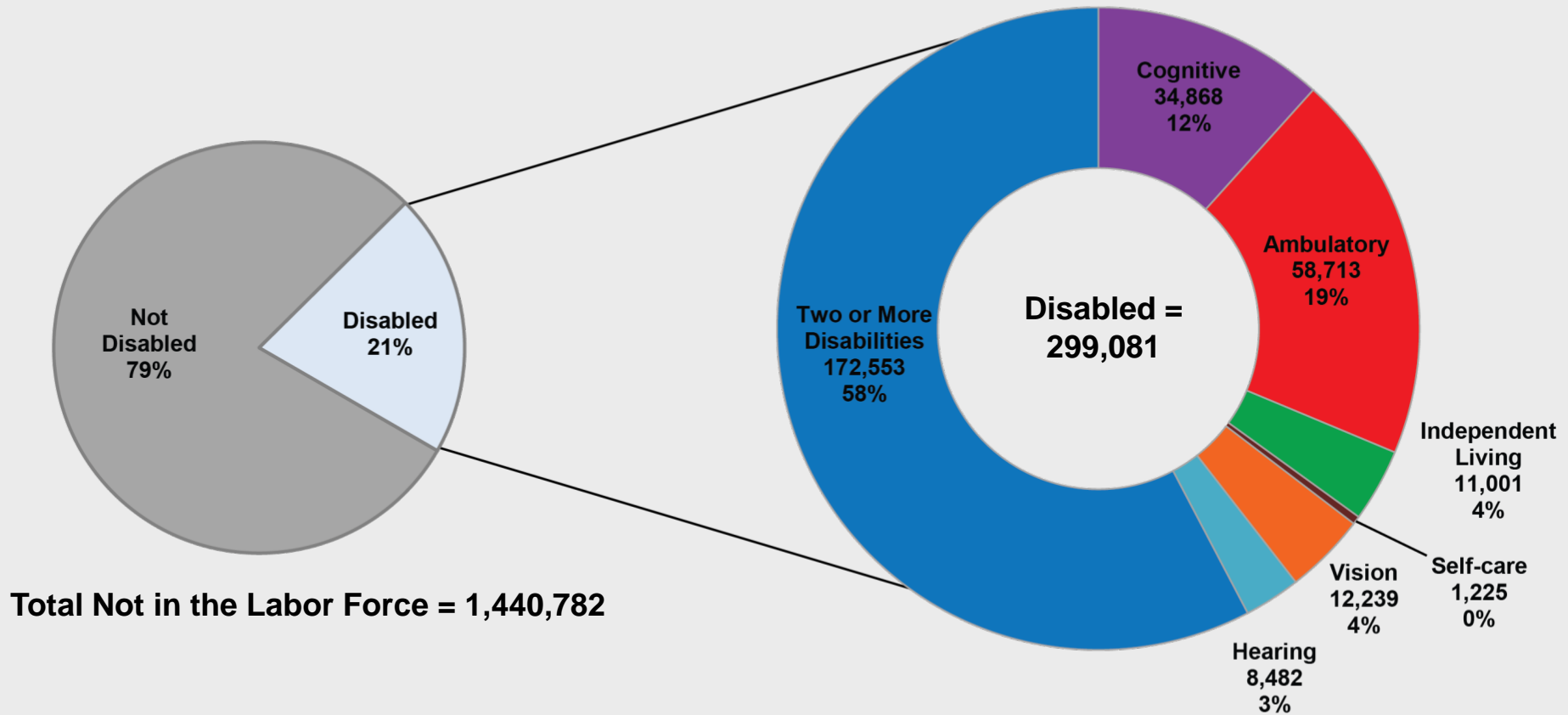
	Total Population	Disabled	% Disabled
<b>Brooklyn, Total</b>	<b>2,621,898</b>	<b>282,142</b>	<b>10.8</b>
White, nonhispanic	933,807	100,885	10.8
Hispanic	512,111	61,780	12.1
Black, nonhispanic	812,374	93,429	11.5
Asian, nonhispanic	306,683	19,858	6.5
Multiracial and other, nonhispanic	56,923	6,190	10.9

	Total Population	Disabled	% Disabled
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Asian, nonhispanic	190,417	16,518	8.7
Multiracial and other, nonhispanic	49,908	5,059	10.1

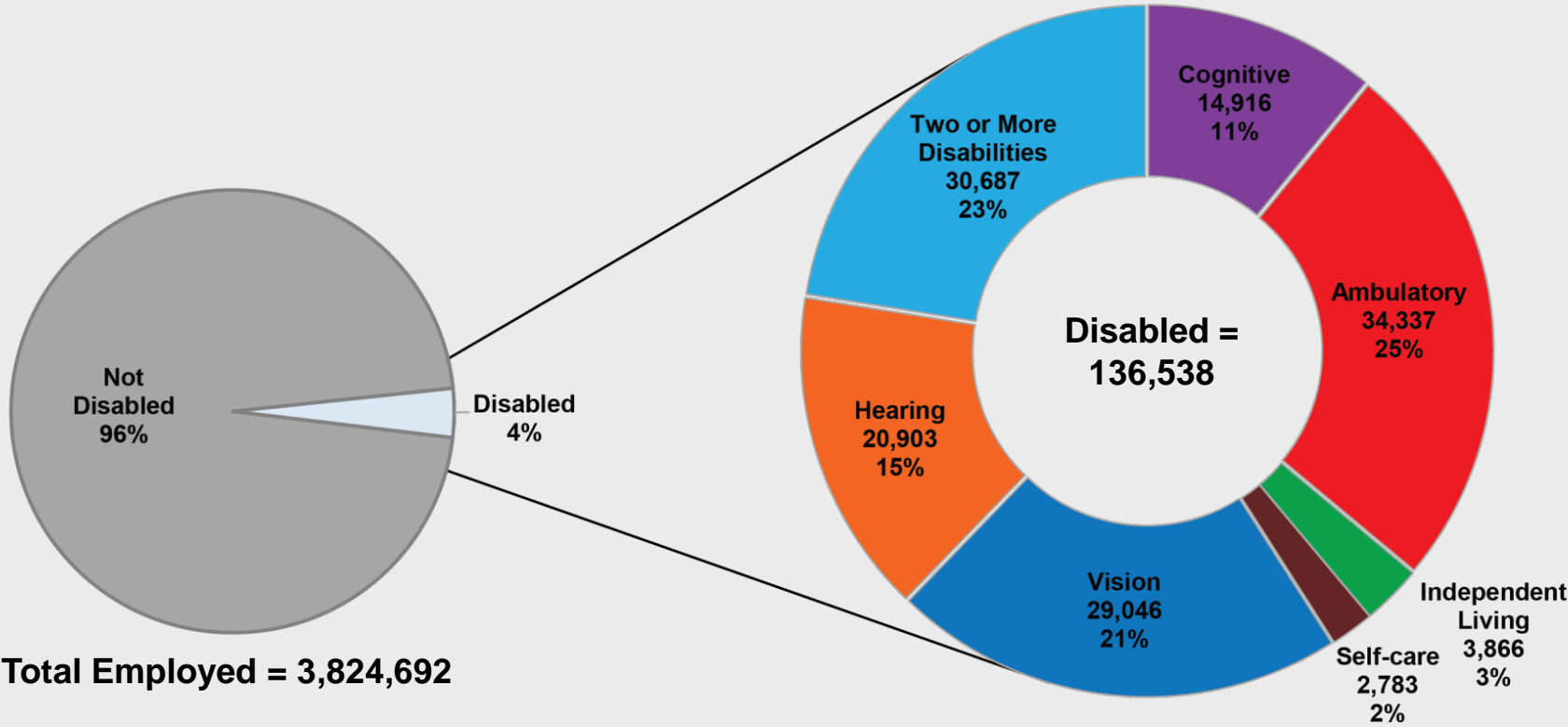
	Total Population	Disabled	% Disabled
<b>Queens, Total</b>	<b>2,321,730</b>	<b>230,476</b>	<b>9.9</b>
White, nonhispanic	598,726	80,445	13.4
Hispanic	650,915	56,841	8.7
Black, nonhispanic	405,647	45,863	11.3
Asian, nonhispanic	574,526	40,272	7.0
Multiracial and other, nonhispanic	91,916	7,055	7.7

	Total Population	Disabled	% Disabled
<b>Staten Island, Total</b>	<b>473,218</b>	<b>52,635</b>	<b>11.1</b>
White, nonhispanic	296,025	35,029	11.8
Hispanic	85,566	8,312	9.7
Black, nonhispanic	41,969	5,715	13.6
Asian, nonhispanic	36,501	2,748	7.5
Multiracial and other, nonhispanic	13,157	831	6.3

# Population Ages 18-64 Not in the Labor Force by Disability Status New York City, 2014



# Employed Population Ages 18-64 by Disability Status New York City, 2014



# Disabled Population Ages 18-64 Not in the Labor Force

## New York City, 2014

	<u>Number</u>	<u>Percent</u>
<b>New York City, Total</b>	<b>299,081</b>	<b>100.0</b>
18-24	18,522	6.2
25-34	34,277	11.5
35-44	44,264	14.8
45-54	76,427	25.6
55-64	125,591	42.0

# Occurrence of Multiple Disabilities by Disability Type

## New York City, 2014

	Independent					
	Cognitive	Ambulatory	living	Self-care	Vision	Hearing
Cognitive		72	76	57	30	28
Ambulatory	47		77	57	28	27
Independent living	54	82		58	25	23
Self-care	59	91	86		28	26
Vision	55	78	65	48		48
Hearing	54	78	63	48	51	

Multiple disabilities refer to the total population of 509,803 reporting multiple disabilities. Columns and rows do not add to 100%. Each column should be interpreted as to how often a specific disability co-occurs with another disability. For example, Cognitive disability co-occurs with Ambulatory in 47% of cases. Most individuals have more than 2 types of disabilities (e.g., cognitive, ambulatory, and independent living difficulties), resulting in double counting in this category.

# Disabled Population by Race/Hispanic Origin and Age New York City, 2014

	Total	Nonhispanic				Hispanic
		White	Black	Asian	Multiracial & Other	
<b>Total Disabled</b>	<b>948,208</b>	<b>299,685</b>	<b>243,672</b>	<b>86,051</b>	<b>22,838</b>	<b>295,962</b>
Under 18	60,889	9,015	17,142	5,195	1,263	28,274
18-34	93,327	18,837	26,685	7,828	4,118	35,859
35-49	118,688	24,656	35,179	9,842	3,782	45,229
50-64	248,410	66,253	69,579	22,557	6,659	83,362
65+	426,894	180,924	95,087	40,629	7,016	103,238

Percent Distribution						
	Total	Nonhispanic				Hispanic
		White	Black	Asian	Multiracial & Other	
<b>Total Disabled</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
Under 18	6.4	3.0	7.0	6.0	5.5	9.6
18-34	9.8	6.3	11.0	9.1	18.0	12.1
35-49	12.5	8.2	14.4	11.4	16.6	15.3
50-64	26.2	22.1	28.6	26.2	29.2	28.2
65+	45.0	60.4	39.0	47.2	30.7	34.9

# Selected Characteristics of the Disabled Population by Race/Hispanic Origin New York City, 2014

	Total	Nonhispanic				Hispanic
		White	Black	Asian	Multiracial & Other	
<b>Total Disabled</b>	<b>948,208</b>	<b>299,685</b>	<b>243,672</b>	<b>86,051</b>	<b>22,838</b>	<b>295,962</b>
Income Distribution:						
Less than \$10,000	148,234	31,688	40,582	10,615	3,700	61,649
\$10,000 to \$19,000	154,964	43,342	39,377	13,122	3,777	55,346
\$20,000 to \$29,999	107,199	29,431	25,769	10,499	3,568	37,932
\$30,000 to \$39,999	75,354	20,433	19,731	6,385	984	27,821
\$40,000 to \$49,999	57,751	17,950	14,113	5,873	1,329	18,486
\$50,000 to \$69,999	96,949	30,151	24,808	10,782	1,945	29,263
\$70,000 to \$89,999	73,370	27,036	17,179	7,872	1,447	19,836
\$90,000 or more	234,387	99,654	62,113	20,903	6,088	45,629
Mean Household Income	\$43,947	\$64,021	\$34,990	\$41,198	\$37,351	\$29,336
Median Household Income	\$22,020	\$32,400	\$20,000	\$19,300	\$21,700	\$17,100
Poverty Rate	31.0%	20.3%	34.5%	28.9%	31.5%	39.3%
Median Age	62	70	59	63	55	56

# Income Distribution for Race Groups with a Disability

## New York City, 2014

	Total	Nonhispanic				
		White	Black	Asian	Multiracial & Other	Hispanic
<b>Total Disabled</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
Less than \$10,000	15.6	10.6	16.7	12.3	16.2	20.8
\$10,000 to \$19,000	16.3	14.5	16.2	15.2	16.5	18.7
\$20,000 to \$29,999	11.3	9.8	10.6	12.2	15.6	12.8
\$30,000 to \$39,999	7.9	6.8	8.1	7.4	4.3	9.4
\$40,000 to \$49,999	6.1	6.0	5.8	6.8	5.8	6.2
\$50,000 to \$69,999	10.2	10.1	10.2	12.5	8.5	9.9
\$70,000 to \$89,999	7.7	9.0	7.1	9.1	6.3	6.7
\$90,000 or more	24.7	33.3	25.5	24.3	26.7	15.4

# Selected Characteristics of the Disabled Population by Age New York City, 2014

	Total	Under 18	18-34	35-49	50-64	65+
<b>Total Disabled</b>	<b>948,208</b>	<b>60,889</b>	<b>93,327</b>	<b>118,688</b>	<b>248,410</b>	<b>426,894</b>
Income Distribution:						
Less than \$10,000	148,234	10,263	11,733	20,476	45,981	59,781
\$10,000 to \$19,000	154,964	7,608	13,411	18,468	31,211	84,266
\$20,000 to \$29,999	107,199	7,394	9,123	11,698	29,771	49,213
\$30,000 to \$39,999	75,354	5,711	7,730	9,045	19,232	33,636
\$40,000 to \$49,999	57,751	4,354	6,043	7,423	16,363	23,568
\$50,000 to \$69,999	96,949	5,277	12,171	12,921	27,470	39,110
\$70,000 to \$89,999	73,370	6,096	9,183	9,870	20,063	28,158
\$90,000 or more	234,387	14,186	23,933	28,787	58,319	109,162
Mean Household Income	\$43,947	\$14,880	\$53,561	\$49,908	\$44,901	\$41,044
Median Household Income	\$22,020	\$20,000	\$25,750	\$20,400	\$26,400	\$20,600
Poverty Rate	31.0%	38.1%	33.1%	38.7%	33.7%	25.5%

# Income Distribution for Age Groups for Persons with a Disability New York City, 2014

	Total	Under 18	18-34	35-49	50-64	65+
<b>Total Disabled</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
Less than \$10,000	15.6	16.9	12.6	17.3	18.5	14.0
\$10,000 to \$19,000	16.3	12.5	14.4	15.6	12.6	19.7
\$20,000 to \$29,999	11.3	12.1	9.8	9.9	12.0	11.5
\$30,000 to \$39,999	7.9	9.4	8.3	7.6	7.7	7.9
\$40,000 to \$49,999	6.1	7.2	6.5	6.3	6.6	5.5
\$50,000 to \$69,999	10.2	8.7	13.0	10.9	11.1	9.2
\$70,000 to \$89,999	7.7	10.0	9.8	8.3	8.1	6.6
\$90,000 or more	24.7	23.3	25.6	24.3	23.5	25.6

### **Contact Us:**

Mayor's Office for People with Disabilities  
Commissioner: Victor Calise

### **By Mail**

Mayor's Office for People with Disabilities  
100 Gold Street  
2nd Floor  
New York, NY 10038

### **By Telephone**

Call 311  
Call 212-NEW-YORK (Out-of-City)  
Call 711 (Relay Service for Deaf/Hard of Hearing)