

New York City Department of Transportation's Five-Year Accessibility Plan

Progress Report May 2024–May 2025



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The New York City Department of Transportation's (NYC DOT) mission is to provide for the safe, equitable, and sustainable movement of people and goods and create public spaces that strengthen our communities. The agency's vision is a transportation system that provides equitable mobility for all residents and visitors, is environmentally sustainable and built to adapt to the threat of climate change, and is driven by human power and clean energy. NYC DOT is responsible for maintaining and improving the city's extensive transportation infrastructure for all road users, including individuals with disabilities and older adults.

Key Responsibilities:

- 1. Roadway & Bridge Maintenance:** Manages and repairs over 6,000 miles of streets and over 800 bridges (including iconic ones like the Brooklyn Bridge).
- 2. Traffic & Safety Management:** Implements Vision Zero initiatives to reduce traffic fatalities, including speed cameras and redesigned intersections.
- 3. Public Transit Support:** Works with the Metropolitan Transportation Authority (MTA) to enhance bus services and maintains over 15,000 bus stops.
- 4. Bicycle & Pedestrian Infrastructure:** Oversees the bike lane network, Citi Bike program, e-scooter share program, and pedestrian-friendly projects like plazas and Open Streets.
- 5. Parking & Traffic Enforcement:** Manages metered parking, parking regulations, the city's disability parking permit program, and street signage.
- 6. Ferries & Waterways:** Operates the Staten Island Ferry, one of the busiest ferry routes in the U.S.

NYC DOT remains committed to enhancing transportation accessibility across the city, as outlined in its Five-Year Accessibility Plan. This year marks the agency's first annual progress report, reflecting on key achievements and ongoing challenges in creating an inclusive transportation network. Over the past year, NYC DOT has made significant strides, including the continued expansion of Accessible Pedestrian Signals (APS) at signalized intersections, improvements in making sidewalk and pedestrian ramp infrastructure more accessible, and expansion of public seating at bus stops, including Access-A-Ride stops. However, challenges such as funding constraints, aging infrastructure, and the need for interagency coordination have posed challenges to rapid implementation. Looking ahead, NYC DOT plans to increase investment in accessible street design, expand pedestrian-friendly spaces, and strengthen engagement with disability advocacy groups and individuals with disabilities to ensure all New Yorkers can navigate the city safely and efficiently.

Statement of Commitment

Accessibility is a key pillar of NYC DOT's commitment to equity. The agency strives to make our streets, programs, and services accessible to all New Yorkers with disabilities.

NYC DOT's policy is to comply with all applicable laws, including but not limited to, the Americans with Disabilities Act (ADA) and the rules promulgated thereunder.

Disability Service Facilitator and Other Key Accessibility Information

Mail:

Mr. Edmund Asiedu
NYC Department of Transportation
55 Water Street, 9th Floor
New York, NY 10041

Phone: (929) 441-9658

Email: Accessibility@dot.nyc.gov

Webform: Submit your questions, concerns, or general feedback to the Disability Service Facilitator electronically by using the [online form](#).

Prepared by: NYC DOT's Policy Unit

NYC DOT does not discriminate based on disability in the operation of its programs, services, and activities.

[Learn about our Grievance Procedure \(pdf\)](#)

[Website Accessibility Statement](#)

[NYC DOT Civil Rights Complaint Procedure \(pdf\)](#)

[Accessibility Programs](#)

Feedback Process

NYC DOT is committed to ensuring that our transportation network is accessible to all New Yorkers, and we welcome feedback from the public and employees to help us improve. If you have suggestions, concerns, or comments regarding accessibility, you can share your feedback through our **Feedback Portal** on the NYC DOT website or by calling 311. Additionally, feedback can be submitted via email at **accessibility@dot.nyc.gov**, phone at (929) 441-9658 or by mailing written comments to agency's ADA Coordinator/ Disability Service Facilitator:

Mr. Edmund Asiedu
NYC Department of Transportation
55 Water Street, 9th Floor
New York, NY 10041.

We understand that some individuals may prefer to share their experiences privately, so we offer the option to submit feedback anonymously. All input is carefully reviewed and used to inform us of our ongoing efforts to create more inclusive and accessible streets. Thank you to all who have been sending us feedback.

Progress Report (May 2024–May 2025)

Physical Access

Sidewalks

As of May 2025, NYC DOT has:

- Spent over \$5.5M to repair sidewalks adjacent to NYCHA developments since January 2024.
- Repaired approximately 500K sq. ft. of sidewalk citywide.
- Repaired sidewalk adjacent to 785 properties in total.
- Spent over \$20M on sidewalk repairs (includes construction and supervision costs).

By May 2026, NYC DOT will:

- Spend at least \$8M to repair sidewalks adjacent to NYCHA developments.
- Repaired between 1.25M–1.5M sq. ft. of sidewalk citywide.
- Repair sidewalk adjacent to over 1,500 properties.
- Will spend over \$40M on sidewalk repairs citywide.

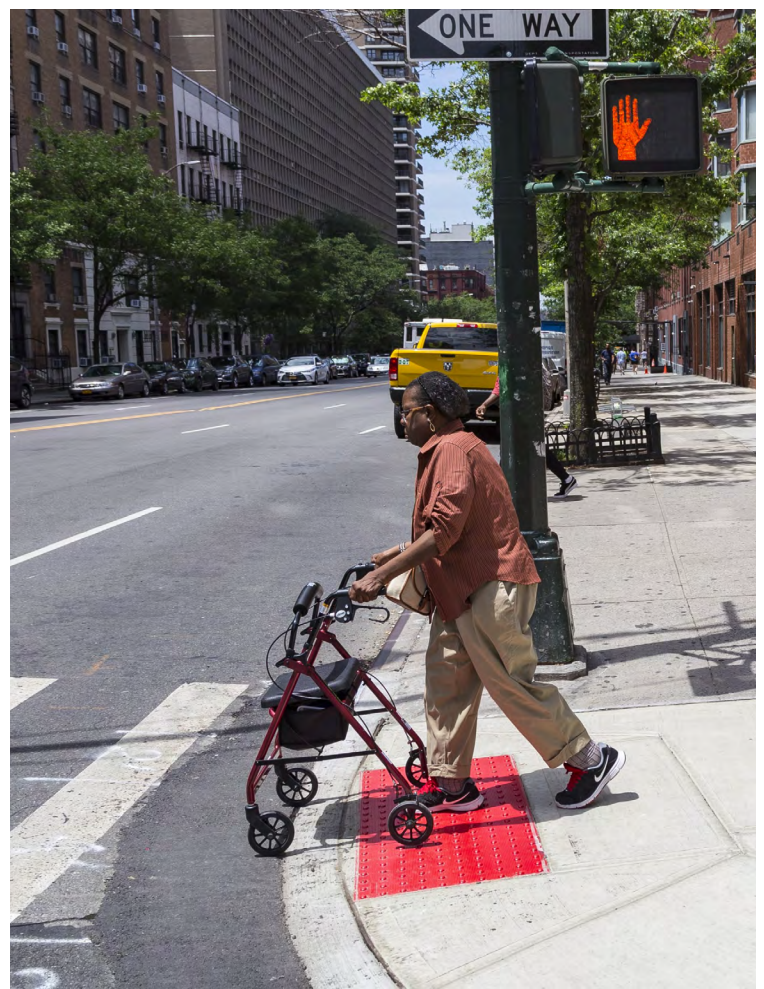
Accessible Pedestrian Signals

As of May 2025, NYC DOT has:

- Installed APS at 3,400+ intersections citywide.
- Exceeded the Court mandated annual installation targets by 600+ total intersections since the issuance of the Court's order in March 2022.
- Organized two APS town hall sessions that were attended by individuals with disabilities, and disability organizations.

By May 2026, NYC DOT will:

- Install APS at approximately 900 additional intersections.
- Ensure more than 25% of all intersections citywide are equipped with APS.
- Continue to increase APS installations in keeping with Court-mandated targets.
- Continue to engage the disability community.



Pedestrian Ramps

As of May 2025, NYC DOT has:

- Oversaw the upgrade or installation of pedestrian ramps at 8,160 corners citywide

By May 2026, NYC DOT will:

- Continue to upgrade and construct ADA-compliant pedestrian ramps at intersections citywide.

Raised Crosswalks

As of May 2025, NYC DOT has:

- Constructed a total of 105 Raised Crosswalks across all five boroughs.
- Begun partnering with the Department of Design and Construction (DDC) on a large-scale Capital contract to build 127 Raised Crosswalks citywide, prioritizing sites with a history of pedestrian injuries.

By May 2026, NYC DOT will:

- Continue to address critical safety and accessibility concerns by reinforcing and enhancing NYC DOT's Raised Crosswalk program to better calm traffic, increase pedestrian visibility, and create safer, more accessible crossings at intersections.



Bus Stop Improvements

As of May 2025, NYC DOT has:

- Nearly doubled our goal of upgrading 25 bus stops per year by making 40 bus stops physically accessible in 2024.
- Implemented five accessible bus stops in 2025 to date.

By May 2026, NYC DOT will:

- Continue to meet and exceed our annual target of installing accessibility upgrades at 25 bus stops, and where feasible, go beyond minimum ADA standards.
- Work with the MTA to ensure that all bus stops added as part of the Queens Bus Network Redesign implementation are accessible.
- Ensure that accessibility upgrades are included wherever a bus stop alteration is made, per Public Right-of-Way Accessibility Guidelines (PROWAG) recently adopted by USDOT.

Bus Stops Under the El

The Bus Stops Under the El (BSUE) program addresses the unique challenges experienced on streets under elevated subway structures. Subway columns can obstruct bus access to the curb, forcing bus riders to board and exit in the middle of the street, posing safety risks and creating accessibility challenges for the older adults and passengers with disabilities who rely on bus ramps and lifts to access transportation options. The BSUE initiative focuses on enhancing bus stop locations under elevated trains by constructing bus boarding islands or bus bulbs. These improvements offer bus riders a safe waiting space, allowing them to board and alight without entering the traffic lane.

As of May 2025, NYC DOT has:

- Constructed two BSUE locations.
- Advanced planning and outreach for 4 additional in-house BSUE locations.
- Advanced the design stage for multiple capital projects.

By May 2026, NYC DOT will:

- Construct additional in-house locations.
- Continue to advance design for capital projects.

Pedestrian Bridges and Bridge Pedestrian Paths

As of May 2025, NYC DOT has:

- Initiated rehabilitation of the Sheepshead Bay pedestrian bridge to enhance accessibility.

By May 2026, NYC DOT will:

- Continue ongoing construction at the 17th and 27th Street bridges over the Belt Parkway in Brooklyn to bring them into ADA compliance.

Public Seating

As of May 2025, NYC DOT has:

- Installed 347 seating elements, including 275 elements at bus stops that previously didn't have seating.
- Installed 2,784 seating elements (benches and leaning bars).

By May 2026, NYC DOT will:

- Upgrade 500 bus stops each year to have at least one seating element.
- Continue to install leaning benches at hospitals, senior centers, Access-A-Ride stops, and other locations for people with mobility impairments.

Street Activations: Open Streets

As of May 2025, NYC DOT has:

- Educated all Open Streets partners on inclusive and accessible events.
- Initiated development of Open Streets Access Management System to aid with moving barriers.

By May 2026, NYC DOT will:

- Develop health and inclusive initiatives to continue to promote accessibility and the public realm.





NYC DOT Public Parking Lots and Garages

As of May 2025, NYC DOT has:

- Reconfigured four parking areas to convert standard parking spaces into ADA accessible spaces for EV fast chargers and Level 2 chargers, supporting both accessibility and sustainability goals.
- Relocated four existing ADA spaces at two parking facilities closer to facility entrances and parking meters, reducing travel distance and improving convenience for users with mobility needs.
- Completed survey and analysis of ADA spaces at municipal parking facilities. The findings will be used to guide future space allocation.

By May 2026, NYC DOT will:

- Install new ADA accessible ramps and pathways to ensure continuous access within the lot as part of Gowanus parking lot expansion.
- Install parking meters at lower height to enhance accessibility for wheelchair users and individuals with limited reach.
- Conduct a review of NYC DOT parking facilities to identify the need for accessibility upgrades.
- Continue to incorporate ADA accessibility in future infrastructure projects, including EV installations and upgrades.



EV Fast Charging Stations

As of May 2025, NYC DOT has:

- Installed accessible EV fast charging stations at 3 city-owned public parking facilities, including:
 - Delancey and Essex Municipal Parking Garage.
 - Court Square Municipal Parking Garage.
 - Queens Borough Hall Municipal Parking Facility.

By May 2026, NYC DOT will:

- Expand accessible EV fast charging stations to additional city-owned public parking facilities, including:
 - White Plains Road Municipal Parking Field.
 - Bensonhurst #1 Municipal Parking Field.

Programmatic Access

Permanent Outdoor Dining Program: Dining Out NYC

As of May 2025, NYC DOT has:

- Created a Dining Out NYC Marketplace that serves as a directory for businesses that sell or rent ADA-compliant outdoor dining set-ups and services.
- Made it easier for restaurant owners to follow the rules and regulations of the program by featuring detailed set of guides on program's website.

By May 2026, NYC DOT will:

- Inspect outdoor dining set-ups to ensure that restaurants participating in the program follow the rules and regulations of the program, including ADA compliance.

Mobility Management (MM)

As of May 2025, NYC DOT has:

- Hosted four rounds of Accessible Document Trainings, a total of 16 trainings
- Trained over 250 DOT employees (more than 15 teams across NYC DOT) who attended the Mobility Management trainings.

By May 2026, NYC DOT will:

- Host two rounds of Accessible Document Trainings, a total of 8 trainings.

NYC Parking Permit for People with Disabilities (PPPD)

As of May 2025, NYC DOT has:

- Engaged a new vendor to supply a web-based Advanced Permit Application System to improve speed and access to PPPD permits by 2028.

By May 2026, NYC DOT will:

- Continue to work with the vendor on product development and program reforms.



Carshare

As of May 2025, NYC DOT has:

- Collaborated with the two participating companies—Zipcar, and Truqit—to offer vehicle modifications by providing hand controls upon request.

By May 2026, NYC DOT will:

- Work to increase the number of carshare spaces citywide. Currently, there are over 500 carshare spaces citywide.

Citi Bike

As of May 2025, NYC DOT has:

- Started developing guidelines on ADA delineation for raised bike paths that will enhance pedestrian safety and accessibility at intersections citywide.

By May 2026, NYC DOT will:

- Finalize the ADA delineation for raised bike path guidelines.

E-Scooter Share

As of May 2025:

- Accessible e-scooter share devices have been offered by each of the e-scooter operators participating in the program. NYC DOT has worked with the three operators to create 252 corals (145 in The Bronx and 107 in Queens) so that e-scooters are not left in the public right-of-way.

By May 2026:

- E-scooter operators will continue to offer accessible vehicles.
- NYC DOT will continue to work with the operators to create more corals.

Accessible Micromobility Pilot

As of May 2025, NYC DOT has:

- Secured a prototype license to design and test an accessible vehicle, currently in the planning phase for implementation.

By May 2026, NYC DOT will:

- Work towards securing funding to implement a pilot program.



ADA Coordinator/Disability Service Facilitator

As of May 2025, NYC DOT has:

- Collaborated with Mobility Management to organize regular roundtable meetings with disability advocates and organizations.
- Facilitated the process of navigating NYC DOT services for numerous people with disabilities.
- Investigated and responded to complaints received from individuals with disabilities and disability organizations.
- Worked with various NYC DOT units to ensure accessibility is incorporated in all programs.
- Collaborated with Training and Development and Mobility Management units to coordinate a training session for NYC DOT employees on the Public Rights-of-Way Accessibility Guidelines (PROWAG).
- Provided information on disability-specific resources, advocacy groups, and relevant services.
- Supported and attended events and meetings organized by MOPD and disability organizations.

By May 2026, NYC DOT will:

- Continue to provide guidance on accessibility and consultations to NYC DOT employees.
- Continue to advocate for accessibility and disability inclusion in all agency programs and services.
- Coordinate training sessions on topics such as disability etiquette and accessible events.
- Continue to work with MOPD and other city agencies to advance inclusive and accessible programs.

Language Access Database (LAD)

As of May 2025, NYC DOT has:

- Increased the number of total active Language Bank Volunteers (LBVs) from 40 to 45. All translations are now reviewed by LBVs before being returned to the requestor.
- Contracted with a new translation vendor to review any translations for languages not covered by the LBVs.
- Hired a Language Access (LA) staff member certified for translation in Spanish, French, Portuguese, and Greek to conduct our Spanish translations.
- Revised and updated Standard Operating Procedure (SOP) documents for LA staff and general LAD users.

By May 2026, NYC DOT will:

- Work on a new 3-year translation and American Sign Language (ASL) contract.
- Continue to expand the number of LBVs and languages covered by our LBVs.
- Plan to conduct LAD user training/distribution of SOPs to streamline request process and decrease errors.

Street Ambassadors

As of May 2025, NYC DOT has:

- Developed public facing campaign materials, updating our design approach and enhancing readability and cognitive accessibility.
- Updated NYC DOT's "Presentation Templates", refining and expanding our accessible reporting to include a more image and graphic forward format. NYC DOT also enhanced cognitive accessibility, highlighting narrative flow and standardized language and data visualizations.
- Begun tracking all surveys completed in languages other than English; NYC DOT has recorded 700 instances of surveys completed in a language other than English since adopting this practice in 2024. This not only captures participants with Limited English Proficiency (LEP) but also other underrepresented groups requiring additional assistance (e.g. a participant needing an ASL interpreter).

By May 2026, NYC DOT will:

- Complete an audit of the Projects & Initiatives page, reinvigorating the site by implementing an accessible hub for information on NYC DOT projects; NYC DOT is currently archiving outdated content with plans to improve the overall site functionality for content management going forward.
- Add an additional question in surveys to capture if the respondent used an assistive device, like a screen reader, to complete the survey.

Agency Website

As of May 2025, NYC DOT has:

- Continued to assess and improve the accessibility of new web content, upload accessible documents, and create new content with plain language standards in mind.
- Trained agency staff on building Adobe accessible templates and use Acrobat to make pdfs accessible. NYC DOT also hosted internal accessible document trainings.
- Started adding complaint information to Sidewalks webpage.

By May 2026, NYC DOT will:

- Release the internal Web Content Guide to help agency staff create inclusive content for agency websites.
- Enhance the screen readability of the "Contact the Commissioner" webform.

Accessible Social Media

As of May 2025, NYC DOT has:

- Modified content with accessibility features across all our social media platforms.
- Attended training and engaged in constructive discussion to continue making social media posts accessible to the public.

By May 2026, NYC DOT will:

- Continue to promote accessible content across our social media platforms.
- Encourage other units to review their social media requests to ensure they comply with accessibility requirements.
- Attend additional professional development training to ensure NYC DOT's social media content is accessible to all New Yorkers.

Hiring and Recruitment

As of May 2025:

- NYC DOT participated in the Partnership for Inclusive Internships (PII) program. PII is a partnership between the Department of Social Services and AHRC New York City, a non-profit organization supporting people with disabilities. This program aims to increase job readiness and promote employment for people with disabilities through internships in NYC government. NYC DOT has placed five interns through this program in NYC DOT's Executive and Transportation Planning and Management divisions.
- Disability Etiquette and Awareness Training was completed by thirty-two NYC DOT employees.
- NYC DOT attended and participated in events during the National Disability Employment Awareness Month (NDEAM).
- NYC DOT Director of Workforce Development participated as one of the panelists for the Inclusive Hiring for People with Disabilities event hosted by NYC DOT DiverseAbilities Employee Resource Group.
- NYC DOT Accessibility Policy Advisor & ADA Coordinator represented NYC DOT as a panelist for the NDEAM Month CityTalk Panel – "Breaking Barriers: The Intersection of Disability and Employment" event hosted by the Department of Administrative Services (DCAS).
- Eight 55-a candidates are pending employment with NYC DOT.
- Two 55-a employees successfully transitioned to permanent civil service titles.

By May 2026, NYC DOT will:

- Continue to build partnerships with community-based, non-profit organizations, and with other City agencies, including the Mayor's Office for Talent and Workforce Development, the Mayor's Office for People with Disabilities, Human Resource Administration and City University of New York (CUNY) to attract and recruit candidates with disabilities for 55-a positions at NYC DOT.
- Convey the message to NYC DOT hiring managers that our agency values diversity and inclusion by conducting 55-a workshops and attend Employee Resource Groups (ERG) events to discuss the importance of the 55-a program.
- Participate in career and resource fairs held by educational institutions and community-based organizations that work with the disability community.

Employee Resource Groups (ERGs)

As of May 2025:

- NYC DOT's Office of Equal Employment Opportunity, Diversity and Inclusion (EDI) ensured that all promotional materials clearly stated accommodation request procedures and collaborated with NYC DOT's Language Access Unit to provide American sign Language interpretation when requested.
- NYC DOT's ERGs held heritage month events in a hybrid format, to ensure that staff across all five boroughs could join ERG events and be provided with accommodation which enable all staff to enjoy equal employment opportunities.
- NYC DOT's ERGs hosted five events across Queens and Brooklyn.
- In coordination with EDI, NYC DOT's DiverseAbilities ERG held annual events in honor of Disability Pride Month and National Disability Employment Awareness Month.
- NYC DOT's Commissioner hosted a roundtable event with all nine Agency ERGs to address questions and discuss issues pertaining to Diversity, Equity and Inclusion (DEI)-related concerns, such as underrepresentation and underutilization.
- At the request of DiverseAbilities ERG, NYC DOT initiated a conversation with NYC DCAS Office of Citywide Equity and Inclusion about the City's plans to add Disability as a demographic category identifier on the City's Employee Self-Service portal.

By May 2026:

- In collaboration with DiverseAbilities ERG, NYC DOT will lead the development of an accessible video training curriculum to educate employees on the Reasonable Accommodation Request process.
- To expand the outreach and increase awareness of NYC DOT's ERG program, in coordination with EDI, NYC DOT will organize ERG tabling events and heritage month events at NYC DOT worksites across the five boroughs.
- EDI, in collaboration with NYC DOT's Training and Development Unit and DiverseAbilities, will create and implement an agencywide training plan that includes Disability Awareness and Etiquette training as part of NYC DOT's regular mandatory EEO and DEI-related trainings.
- EDI will collaborate with NYC DOT's Human Resources division to include promotional materials about the ERG Program in the onboarding package for new employees.



Workforce Data Collection

As of May 2025, NYC DOT has:

- Distributed the divisional reports electronically for the first time, which included data voluntarily collected from employees with disabilities.
- Enhanced security protocols so that the divisional reports are permission-based.

By May 2026, NYC DOT will:

- Attend recruitment events and partnerships that specifically target job seekers with disabilities. NYC DOT's ERG for employees with disabilities, DiverseAbilities, plans to collaborate with NYC DOT's HR and other organizations and programs for recruitment purposes.

Consultation and Feedback

As part of the development and ongoing implementation of NYC DOT's Five-Year Accessibility Plan (2024), the agency has prioritized meaningful consultation and feedback from both internal and external stakeholders. In alignment with the principle of "Nothing Without Us," which affirms that people with disabilities must be actively involved in shaping the policies and environments that affect their lives, NYC DOT has been engaging individuals with disabilities, accessibility advocates, and disability advocacy organizations throughout New York City. These consultations are central to the agency's efforts to build and maintain streets that are accessible to all New Yorkers, including individuals with disabilities and older adults.

Externally, NYC DOT has consulted with a broad range of stakeholders, including individuals with lived disability experience, representatives of advocacy organizations, and community members involved in accessibility initiatives. These ongoing consultations have taken place through various channels such as community meetings, focus groups, site visits, phone calls, and email correspondence, ensuring that a diversity of voices and perspectives are being represented in the feedback process.

Internally, NYC DOT invited feedback from employees across the agency, recognizing the valuable insights of staff at all levels in identifying accessibility challenges and opportunities. For the first time, NYC DOT integrated equity as a pillar to all Agency initiatives. These internal efforts fostered a culture of shared responsibility and commitment to advancing accessibility goals.

The feedback received from these combined efforts has informed the agency's strategies, priorities, and project development, and will continue to guide future actions. NYC DOT remains committed to sustaining this dialogue and will continue to engage both external stakeholders and employees in the years ahead to ensure that the agency's accessibility goals are realized and continually enhanced.

Conclusion

As NYC DOT marks the ongoing progress of the NYC DOT's Five-Year Accessibility Plan, the agency reaffirms our steadfast commitment to creating a more accessible and inclusive city for all New Yorkers. Accessibility is at the core of our mission to ensure that every resident and visitor, regardless of ability, can navigate NYC streets safely, confidently, and independently.

While NYC DOT is proud of the strides made to date, it recognizes that meaningful accessibility requires continuous effort, investment, and innovation. Looking ahead, NYC DOT is excited to continue advancing key improvements that will further expand access across the city's transportation network. These include the construction of pedestrian ramps at every corner where they are needed, the widespread installation of Accessible Pedestrian Signals at intersections to better serve individuals who are blind or have low vision, and the ongoing work to ensure that more bus stops are fully accessible to all users.

These future efforts build on our existing momentum and reflect the values of equity, safety, and universal design that guide our work. NYC DOT remains dedicated to making New York City's streets and sidewalks welcoming and accessible for everyone.

