



AccessibleNYC

An Annual Report on the State of People with Disabilities Living in New York City

2018 Edition

The City of New York
Mayor Bill de Blasio

J. Phillip Thompson
Deputy Mayor for Strategic Policy Initiatives

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



Cover and book design by Diane Zhou

One World Trade Center photo courtesy of the Mayor's Photo Office

Accessible Icon photo and Accessible Dispatch photo courtesy of NYC
Taxi and Limousine Commission

City Council Chambers Photo, **NYC:ATWORK** photo, and APS photo
courtesy of Jonathan Novick

LinkNYC photo courtesy of NYC & Company

Table of Contents

Letter From Mayor De Blasio	6
Letter From Deputy Mayor J. Phillip Thompson	8
Letter From Commissioner Victor Calise	10
Executive Summary & Introduction	12
Transportation	19
• Taxis	20
• For-Hire Vehicles	22
• Access-A-Ride	23
• Subway Accessibility	24
• Vision Zero	26
• Call for Innovative Solutions to Enhance Safety at Intersections for Pedestrians Who Are Blind or Have Low Vision	28
• Connected Vehicle Technology Pilot	29
• NYC Ferry	29
Employment	31
• NYC: ATWORK	32
• The Business Development Council	35
• Talent Coalition	37
• Cyber Security Academy	39
• City Agency Partners	41

Financial Empowerment	44
• EmpoweredNYC	45
• Able Act	47
Housing	49
• Affordable Accessible Housing	50
• HPD Building Assessment	51
• Housing Connect	52
• Real Estate Listings	53
• Disability Housing Coalition	53
• Rent Freeze	54
• Disabled Homeowners' Exemption	54
• Project Open House	55
• Homeless Services	56
Health	59
• Access to Health Care	60
• Parks and Public Health	61
• NYC Well	62
Access	64
• Smart City	65
• Disability Service Facilitators	66
• Assistive Listening Systems	67
• ASL Direct	67
• Text-to-911	68
• NextGeneration 911	69

•	Vehicle Visor Cards	69
•	Small Business Services	70
•	Inclusive Sports and Recreation, NYC	71
•	Building Code Update	71
•	Restaurant Access Program	72
•	Access to Public Benefits	72
•	Access to IdNYC	76
•	Emergency Planning and Preparedness	77
•	Tourism	78
	Education	80
•	DOE Transition and College Access Centers	81
•	DOE Family Guide for Parents & Guardians with Disabilities	82
•	DOE Building Accessibility Profiles	83
•	Creating Awareness	83
•	Civic Engagement	84
•	Web Accessibility	86
•	Accessible Parking Campaign	88
•	Disability Pride Parade	89
•	AccessibleNYC	90
	Conclusion	91
	Appendix	92

Letter From Mayor De Blasio

Dear Friends,

We are working hard to make New York City the fairest big city in America, and a crucial part of this mission is to ensure that all the outstanding services and programs our city has to offer are inclusive and accessible to everyone. For the past two years, the AccessibleNYC annual report has highlighted the daily lives of the approximately one million New Yorkers with disabilities, and this year, in our third edition, we will once again strive to ensure equity in housing, transportation, employment, education, city government, health, and financial empowerment.

In this report, you will learn about what we have already achieved through our efforts to make our programs and policies more inclusive. You will also find information on our current initiatives and plans. Our strong commitment to New Yorkers with disabilities continues, and to that end we are creating programs to connect more people to jobs and accessible and affordable housing, empowering them to become financially independent, and much more.

To ensure that we are reaching and serving all New Yorkers, we launched Democracy NYC to encourage people to be counted in the census, vote in upcoming elections, participate in their communities, and run for public office. It is essential that people with disabilities self-identify and make sure they are counted, as many of the nationally funded programs that help these individuals to secure employment, housing, and

healthcare rely on census numbers. For this reason, we want to help New Yorkers with disabilities speak up, get involved, and make their voices heard.

This administration will not rest until all our residents have access to the opportunities they deserve. By working together, we can achieve this vision and build a fairer, more equitable future where all people can rise together.

Sincerely,

Bill de Blasio
Mayor

Letter From Deputy Mayor J. Phillip Thompson

Greetings,

The De Blasio Administration is committed to making New York the Fairest Big City in the country. Fairness applies to everyone who calls New York City home, regardless of age, race, income, and ability.

For over 45 years, the Mayor's Office for People with Disabilities (MOPD) has worked with city agencies, businesses and the community to ensure that New Yorkers with disabilities can fully participate in and enjoy all that city life has to offer. AccessibleNYC was created to report on the status of the nearly one million New Yorkers who self-identify as living with one or more disabilities and the programs and services that help all New Yorkers lead happy, healthy, and productive lives.

This edition of AccessibleNYC continues to report and push forth innovative ideas, including using pilot programs to make the city's streets more user-friendly, as well as viewing new and existing programs through a technology lens in order to streamline and make them more efficient. In addition to reporting on transportation, employment, education, health, housing and access, a seventh pillar is being added—EmpoweredNYC, a groundbreaking initiative that will advance financial capability for New Yorkers with disabilities and their families through education, broad engagement, and tailored one-on-one financial counseling.

AccessibleNYC demonstrates this administration's commitment to all who call New York City home, regardless of age, race, income, ability. When the City becomes fairer and more inclusive, we all benefit.

Sincerely,

J. Phillip Thompson
Deputy Mayor for Strategic Policy Initiatives

Letter From Commissioner Victor Calise

To All New Yorkers:

Since the first edition of this report was released in 2016, AccessibleNYC has become the blueprint for New York City government’s access policy and discourse. From the Taxi and Limousine Commission to the Department of Cultural Affairs, accessibility is now a focal point of everyday policy decisions as well as long-term goals. This immense progress is a testament to the fact that you—the disability community—are engaged and involved in the civic process.

The Mayor’s Office for People with Disabilities (MOPD) is working not only with other City Agencies to improve access to City services, but also with State partners such as the Metropolitan Transportation Authority to increase accessibility in the subway system and improve paratransit service through an on-demand pilot program with Access-A-Ride—leveraging the work that the City has done to increase the number of accessible taxis and for-hire vehicles. These forward-thinking policies benefit every New Yorker as well as the millions of people with disabilities that visit our city annually.

Disability Service Facilitators (DSFs) throughout City Agencies are fundamentally changing the way that we deliver programs and services to the community by continually educating and training City employees to make accessibility a priority. The DSFs are involved in the planning processes within their respective agencies and are ensuring that new design and

construction projects are meeting—and at times exceeding—accessibility provisions of the applicable codes and standards.

As we continue to engage with our agency partners, we must remember that people with disabilities are more likely to be unemployed and living in poverty. Since launching our ***NYC:ATWork*** initiative, we have expanded employment opportunities in both the public and private sectors and are placing talented people with disabilities in jobs that match their qualifications—setting everyone up for future success and lowering the unemployment rate in the process. In January, we launched ***EmpoweredNYC*** with the Citi Community Development Fund and the National Disability Institute in order to improve the financial empowerment of people with disabilities by connecting them to resources, trainings, and financial counselors. This proactive multi-year and multi-pronged approach will allow individuals to secure their finances while also preparing them for the workforce.

All of us at MOPD strive to ensure that everything that our City has to offer is available and accessible to people with disabilities so that that no one is ever left behind.

Thank you for your efforts, continued involvement, and advocacy for full inclusion. It is this work that allows our office and the City to better serve your needs. We are proud to present this year's AccessibleNYC report and look forward to continued improvements as we work to make New York the most accessible city in the world.

Victor Calise

Commissioner
NYC Mayor's Office for People with Disabilities

Executive Summary & Introduction

Since its creation in 1972, the Mayor's Office for People with Disabilities (MOPD) has practiced the policies it advocates. The office has employed and been directed by people with disabilities, leading by example and promoting the values of inclusiveness and accessibility.

It is this commitment that provides the foundation for the work and partnerships MOPD creates with other City agencies, business groups, and community organizations to achieve the goal of making New York City the most accessible city in the world. To do this, we must engage the community of almost 1 million New Yorkers, or roughly 11.2% of the city's population, who have disclosed living with a disability.¹

In addition, by applying the 11.2 % to the 62.8 million people who visited New York City in 2017, we estimate that approximately 7 million visitors were individuals with a disability.

We have worked to fulfill previous commitments and continue to look at new technologies and innovative methods for accomplishing our goals as well as creating new initiatives and programs for New Yorkers with disabilities. To this end, we have been actively engaged in all aspects of making New York City a Smart City. A Smart City is an accessible city, and MOPD continues to work on all Smart City initiatives including accessible autonomous vehicles, pedestrian way-finding, beacon technologies, dockless bikes, Wi-Fi access, and other emerging technologies.

Our City is committed to equity and inclusion for our fellow New Yorkers with disabilities and to visitors with disabilities. The programs and initiatives in this report demonstrate the City's strong support for persons with

1 The 2014 American Community Survey

disabilities. These efforts will benefit not only people with disabilities, but all New Yorkers.

The third edition of AccessibleNYC 2018 is organized into seven sections: Transportation, Employment, Financial Empowerment, Housing, Health, Access and Education.

Transportation

This section analyzes the strategic ways to invest in our infrastructure to make the City more accessible to people with disabilities.

Key topic areas discussed:

- Taxis
- For Hire Vehicles
- Access-A-Ride (AAR)
- Subway Accessibility
- Vision Zero
- Call for Innovative Solutions to Enhance Safety at Intersections for Pedestrians Who Are Blind or Have Low Vision
- Connected Vehicle Technology Pilot
- NYC Ferry

Employment

This section examines how we can expand opportunity for people with disabilities by working with businesses and government agencies while increasing access to skills and jobs.

Key topic areas discussed:

- ***NYC: ATWORK***
- Business Development Council
- Talent Coalition
- Cyber Security Academy
- City Agency Partners
 - Department of Citywide Administrative Services
 - Department of Cultural Affairs

Financial Empowerment

This is a new initiative that will advance financial capability through broad engagement and education, tailored one-on-one financial counseling enhanced with new expertise, outreach and tools, and specialized benefits support services.

- EmpoweredNYC
- Able Act

Housing

This section provides a review of the initiatives taken to increase opportunities for people with disabilities to gain accessible housing, increase accessibility to their current housing, increase availability of resources used to obtain housing, and ensure more housing opportunities are created.

Key topic areas discussed:

- Affordable Accessible Housing
- HPD Building Assessment

- Housing Connect
- Real Estate Listings
- Disability Housing Coalition
- Rent Freeze
- Disabled Homeowners' Exemption
- Project Open House
- Homeless Services

Health

This section provides a review of the health programs, services, policies and initiatives for New Yorkers with disabilities.

Key topic areas discussed:

- Access to Health Care
- Parks and Public Health
- NYC WELL

Access

This section provides a review of the programs, services, policies and initiatives that increase access for persons with disabilities to their neighborhoods as well as throughout the five boroughs.

Key issues discussed:

- Smart City

- Disability Service Facilitators
- Assistive Listening Systems
- ASL Direct
- Text-to-911
- NextGeneration 911
- New York Police Department - Vehicle Visor Cards
- Small Business Services
- Inclusive Sports & Recreation, New York City
- Building Code Update
- Restaurant Access Program
- Access to Public Benefits
- Access to IdNYC
- Emergency Planning and Preparedness
- Tourism

Education

This section provides a review of the process by which collaborative partnerships with other levels of government, academic institutions, and the private sector support people with disabilities, as well as efforts to educate others to better communicate and interact with people with disabilities.

Key topic areas discussed:

- DOE Transition and College Access Centers
- DOE Family Guide for Parents & Guardians with Disabilities

- DOE Building Accessibility Profiles
- Creating Awareness
- Civic Engagement
- Web Accessibility
- Digital Accessibility
- Accessible Parking Campaign
- Disability Pride Parade
- AccessibleNYC

Transportation

New York City is the world's busiest and most dynamic city. Residents and tourists alike rely on the streets to be safe and depend on public transportation to get them where they need to go. Of the nearly 1 million New Yorkers who have self-identified as living with disabilities, about 10% are estimated to use wheelchairs.²

Through the Department of Transportation (DOT), the Taxi and Limousine Commission (TLC) and collaboration from other city and state agencies working with MOPD, the City has made a concerted effort to ensure that all New Yorkers, including the more than 5.5 million people who use public transportation each day, are able to navigate the city.

While tackling and modifying a physical infrastructure that does not meet the everyday needs of people with disabilities, we as a city are examining and getting involved in new infrastructure as it is being built. During the design and development process, we are thinking of how individuals with disabilities can use and access the various spaces, technologies, or programs from the beginning rather than adapt later as an afterthought.

Taxis

Since introducing an accessibility framework for yellow and green taxis in 2014, the New York City Taxi and Limousine Commission (TLC) has steadily increased the number of accessible vehicles in the yellow and green taxi fleet for people who have mobility, vision, and hearing disabilities. Additionally, the TLC is also advancing efforts to increase the availability of accessible vehicles in the for-hire vehicle (FHV) sector.

² The estimate of wheelchair users is calculated using a combination of data points from the 2016 American Community Survey and the 2010 Survey of Income and Program Participation. MOPD obtained the methodology from Bill Erickson, a Research Specialist at the Yang-Tan Institute on Employment and Disability at Cornell University.

All of the city's approximately 19,000 yellow and green taxis are equipped with an accessibility mode with features including automated trip information as well as adjustable volume and speed of speech to assist passengers who are blind or have low vision. Furthermore, there are approximately 2,100 wheelchair accessible yellow taxis on the road as of March 2018, and the TLC is committed to reaching 50 percent of the fleet—or approximately 6,800 vehicles—by 2020. Additionally, there are approximately 240 wheelchair accessible green taxis on the road as of April 2018 and a portion of Street Hail Livery licenses have been set aside for wheelchair accessible vehicles. Finally, all "Taxis of Tomorrow"—approximately 2,500 as of April 2018—include an induction loop system, which transmits sound directly to hearing aids that have a T-coil (or to cochlear implants) in order to ease communication between drivers and passengers who have hearing loss.



Photo courtesy of NYC Taxi and Limousine Commission

To further ensure that all New Yorkers and visitors have equal access to taxi service, the TLC recently expanded its previously Manhattan-based Accessible Dispatch program to provide service for trips that begin in all five boroughs. Residents and visitors can now order a wheelchair accessible yellow or green taxi from anywhere in the city with booking available via phone by calling the dispatch center directly at 646-599-9999 or by dialing 311 (NY Relay: 711), online at [accessibledispatch.com](https://www.accessibledispatch.com), or through the “Accessible Dispatch NYC” mobile application. Upon request, the dispatcher sends a wheelchair accessible taxi to the pick-up location and passengers simply pay the metered fare when they reach their destination. Drivers receive a dispatch fee payment from the TLC’s Taxi Improvement Fund to compensate them for traveling to the pick-up location.

For-Hire Vehicles

In order to increase accessibility in the FHV sector—which transports over 500,000 passengers each day—the TLC passed an accessible service requirement in December 2017 that will increase the number of wheelchair accessible FHVs in circulation. Specifically, the TLC now requires all FHV bases to dispatch a percentage of their trips to wheelchair accessible vehicles, beginning with 5% in the first year and scaling up to 25% by 2022. The rules provide significant flexibility for the industry by allowing FHV bases to dispatch any wheelchair accessible FHV regardless of the base affiliation.

Concurrently, pursuant to a settlement agreement, the TLC is undergoing rulemaking which will allow approved bases to provide wheelchair accessible FHV service through centralized dispatching entities that are required to meet specified and increasing service level standards.

Trip recording and data reporting protocols will allow the TLC to monitor compliance with service standards and other customer satisfaction metrics will provide the level of accountability that the TLC and the public need.

Access-A-Ride

Access-A-Ride (AAR) is the largest paratransit service in the country, with over 27,000 trips on peak days and over 6.5 million scheduled trips in 2017. 45% of these trips were provided in accessible vehicles. The service operates 24/7 throughout the 5 boroughs of NYC, and within 3/4 mile of NYCT fixed route services into Westchester and Nassau Counties.

These trips are provided to almost 150,000 registrants of whom 15% are passengers who use wheelchairs and 70% are over the age of 65.

The average cost per ride is currently \$58.

Average Trip Cost	\$58
Carriers	\$73*
Brokers	\$31
Taxi/Livery	\$16

*Does not include fuel, liability insurance and vehicles

In 2017 New York City Transit (NYCT) began implementing a strategy to enhance AAR service that included

expanding the use of E-hail services, improving broker and dedicated services, enhancing GPS to improve monitoring and the accuracy of ETAs, and procuring a modern, state-of-the-art scheduling, dispatch and AVL system.

Partnering with the TLC, NYCT launched a one-year E-hail pilot program in October 2017. As part of the pilot program, real-time on-demand service is currently being tested. For the first time, participating riders can request a yellow or green taxicab on demand via an app or through the Paratransit call center.

A single, unified Paratransit app is being developed. This app will incorporate all aspects of customer service, from scheduling rides and tracking vehicles to giving feedback and updating account information.

There are designated AAR pickup spots at busy locations to facilitate successful connections. These locations have AAR identification signs. [Full list of these designated locations and additional information on AAR.](#)

Subway Accessibility

During the past year, the leadership at the MTA has changed with the addition of Andy Byford as the President of NYCT and the establishment of an MTA Board working group on accessibility. Commissioner Calise and other MOPD staff members have met with the NYCT President and members of the Board working group to discuss accessibility issues and challenges as well as possible solutions. In addition, we helped convene meetings between President Byford, NYCT staff, individuals with disabilities, and disability rights

advocates to discuss a plan to advance accessibility in the NYC subways.

As a result of this planning, New York City Transit created *Fast Forward: The Plan to Modernize New York City Transit*, which addresses plans for modernizing buses, subways and paratransit. To help with this aggressive plan, the MTA hired its first accessibility chief to coordinate its efforts.

Currently, 87 key stations are fully ADA accessible, and 100 key stations will be accessible 2020. Key stations are stations that were prioritized for ADA upgrades based on ridership level, transfer between lines, transfer between different modes of travel, proximity to city centers, and whether it was a station at the end of the line. The ADA governs the following elements that provide accessibility for wheelchair users in MTA NYCT's transportation facilities: elevators or ramps, handrails on ramps and stairs, accessible station booth windows, accessible MetroCard® Vending Machines, accessible service entry gates at subway stations, platform-edge warning strips, platform gap modifications to reduce or eliminate the gap between trains and platforms, telephones at an accessible height with volume control, text telephones (TTYs), and accessible restrooms at stations with public restrooms. For a list of the accessible stations, visit mta.info or see appendix.

Many of the accessible stations use elevators. [Verify an elevator's status by visiting the MTA Website here.](#) The best way to stay informed about elevator status is to [sign up for E-alerts on the MTA website.](#)

We continue to explore ways to increase access to existing subway stations by working with the MTA and

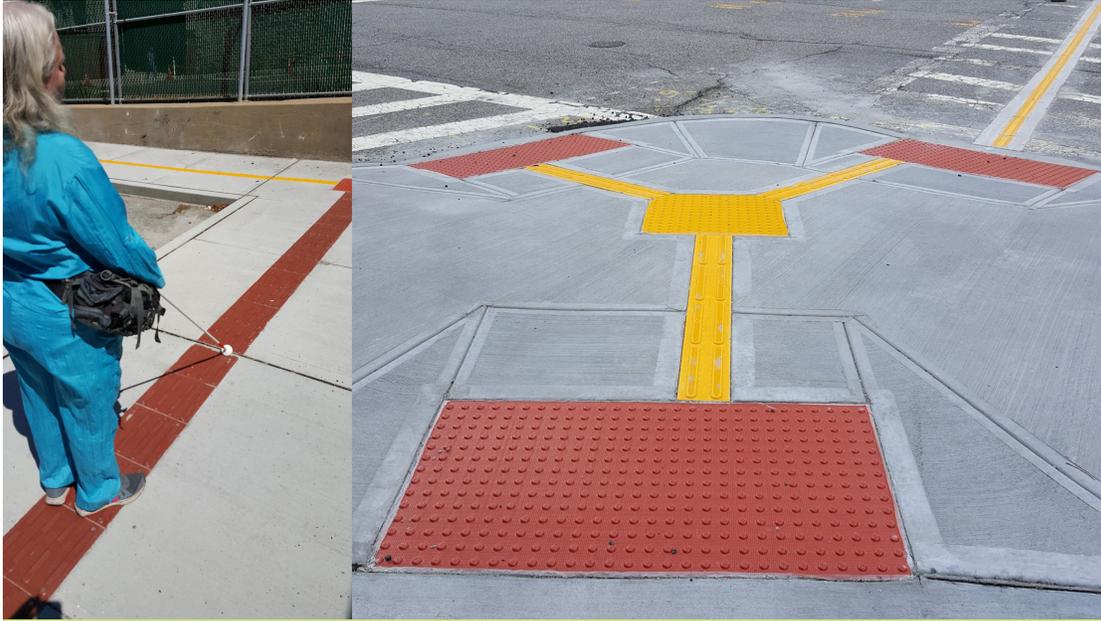
Department of City Planning (DCP) to identify new residential and commercial development projects that have subway stations within the project area.

Vision Zero

Increasing accessibility for all New Yorkers is a key element of the de Blasio administration's Vision Zero plan, which was launched in 2014 with the overarching goal of reducing preventable traffic injuries and fatalities.

The City's commitment to providing accessibility for all New Yorkers continues with the introduction of raised crosswalks and accessible pedestrian signals along with a major increase in building and improving pedestrian ramps. Raised crosswalks make pedestrians more visible to drivers and help to calm traffic. DOT began to pilot raised crosswalks in 2016, and will continue to trial this intervention in 2018.

DOT is testing and evaluating shared streets, which are roadways designed for slow travel speeds where pedestrians, cyclists, and motorists all share the right of way. On a fully implemented shared street, there is no grade separation between the sidewalk and the roadway, and the advisory speed limit is five miles per hour. DOT implemented its first shared street in temporary materials on Broadway between 24th and 25th Streets. The project is part of a series of improvements that DOT and its partners—the Flatiron 23rd Street Partnership and the Madison Square Park Conservancy—implemented in the past few years. The resulting public space improves pedestrian safety and access while maintaining vehicular access and circulation. It also has the City's first installation of tactile guideways for pedestrians with vision disabilities, which the agency plans to evaluate for use in other parts of the city.



While working toward best practices for tactile directional guideways, DOT has been collaborating with individuals from the blind/low vision community.

Accessible Pedestrian Signals (APS) are devices mounted on pedestrian signal poles to assist blind or low vision pedestrians in crossing the street independently. The APS sends both audible and vibratory indications when the walk phase is displayed. As of the end of 2017, there are APS units installed at 286 intersections citywide, a list of APS locations is available on the DOT's website, nyc.gov/dot.

DOT has been upgrading pedestrian ramps throughout lower Manhattan and is working on a citywide plan, which will include a major increase in capital funding and a significant expansion of the agency's in-house pedestrian ramp crews. Pedestrian ramps help people more easily travel on city streets, including wheelchair users and people pushing strollers, carts, and other wheeled objects.



Photo by Charlotte Jones

Call for Innovative Solutions to Enhance Safety at Intersections for Pedestrians Who Are Blind or Have Low Vision

Mayor Bill de Blasio and Barcelona Mayor Ada Colau announced a new joint call for innovative solutions to enhance safety at intersections for pedestrians who are blind or have low-vision. This is the culmination of a months-long effort, and is part of New York City's strategy to work with cities around the world to solve our shared challenges. Winning solutions will receive funding to pilot technology-enabled solutions at designated locations in both New York City and Barcelona, Spain.

Connected Vehicle Technology Pilot

Connected Vehicle (CV) technology enables vehicles to communicate with each other, pedestrians and cyclists with mobile devices, and the Intelligent Transportation Systems (ITS) network. In partnership with USDOT, DOT will continue to test a range of CV safety applications in up to 10,000 vehicles, including a pedestrian application to alert motorists if there are vulnerable road users and also communicate crossing information to pedestrians who are blind or have low vision.

NYC Ferry

In May 2017, the NYC Ferry (previously called Citywide Ferry Service) began providing accessible commuter ferry service. During the 8 months of service, approximately three million riders were served across its four routes. During the summer of 2018, service is being expanded to two additional routes from Soundview in the Bronx and along Manhattan's Lower East Side. NYC Ferry is an accessible alternative for commuters with disabilities at the same cost as a subway ride—currently \$2.75.

The Lower East Side route will make five stops during an approximately 32-minute trip: Long Island City, East 34th Street, Stuyvesant Town, Corlears Hook and Wall Street/Pier 11.

The Soundview route will make four stops at new and existing docks during what is expected to be a 54-minute journey from end to end: Clason Point, East 90th Street, East 34th Street, Wall Street/Pier 11.

The NYC Ferry offers reduced fare monthly ticketing passes at a 50% discount. Applications can be obtained at [Ferry.nyc/ReducedFare](https://www.ferry.nyc.gov/ReducedFare) or by calling 1-844-4NY-FERRY.

Employment

The City is committed to improving access to good jobs and increasing the number of people with disabilities who are employed. We do this by ensuring that the administration hires people with disabilities; by providing training to employers on how to engage with the disability community; and by providing technical assistance and information on reasonable accommodations to employers and removing barriers to employment.

NYC: ATWORK

NYC: ATWORK is a 3-year, business-driven initiative aimed at connecting New Yorkers with disabilities to meaningful living-wage jobs within high growth sectors across the five boroughs. This initiative focuses on creating a centralized pipeline of talented candidates, including transitioning youth, college students and graduates, and recipients of state vocational rehabilitation services in order to meet the needs of the business community.



Glenn Jones, Glenn Robach, Shan Lin, Kanema Varner, Travis Dottin and Antonio Suazo preparing to work their shifts as Sales Associates at UNIQLO.

For more than two years, MOPD built the foundation for this initiative by listening to the needs of the business

community as it relates to the challenges they face in gaining access to this untapped talent pool. Similarities exist within every sector: difficulty locating talent; limited staff and resources for recruitment; need for trainings on reasonable accommodations and disability awareness; lack of commitment from leadership; and lack of promotion/career growth opportunities.

By October of 2017, MOPD was able to secure the funds to hire staff with expertise in workforce and business development, relationship building and program management. In less than one year the staff of five has established a cohesive structure, creating tools and systems to engage businesses, providers, participants and city government in a collaborative and thoughtful approach to addressing the needs of the 77% of New Yorkers with disabilities who are jobless. This includes those who are unemployed and underemployed, transitioning youth, college students and graduates, those who are recently disabled, and those in need of career changes due to disabilities.

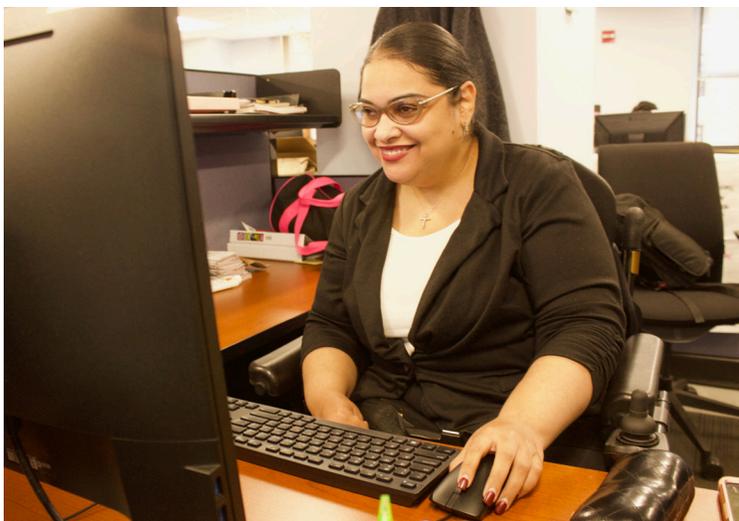
To achieve **NYC: ATWORK's** objectives, MOPD serves as the convener of its strategic partners on the supply and demand sides of NYC's labor market.



Edward Friedman, TLC Coordinator for the NYC Mayor's Office for People with Disabilities, working at his desk

On the **Supply Side**, we work to connect job-seekers who are funneled through our “Talent Coalition,” which is comprised of high schools, public and private colleges, workforce development agencies, state funded vocational rehabilitation agencies, and community-based organizations. This includes connecting job-seekers to exploration opportunities, internships, and career pathways; identifying and disseminating Best Practices amongst Talent Coalition members to ensure job readiness preparation coincides with business needs; and linking unconnected job seekers with supports from state vocational rehabilitation agencies and service providers.

On the **Demand Side**, we work to expand our “Business Development Council” to learn about the current and future opportunities within high-demand industries including technology, finance and business services, healthcare, transportation, manufacturing, and city government. We work with employers to develop training, internship and apprenticeship pathways to meet their business’s needs; provide employers with disability etiquette training and resources on reasonable accommodations; and organize targeted recruitments to meet the hiring needs of business partners and city agencies.



Crystal Rivera, newly hired Program Officer for Special Projects, Office of Financial Empowerment/EMPOWERED NYC, working diligently on her computer at desk.

The outcomes of this project include:

- Connect 1,500 individuals over three years to full or part-time employment and track retention for one year
- Establish a sustainable talent pipeline of candidates for businesses to recruit from efficiently and at scale
- Establish relationships with business stakeholders within high growth sectors with opportunities for jobs and careers across all job levels
- Streamline the recruitment process
- Build successful sector-based train-to-place programs

NYC: ATWORK is funded by grants from the Poses Family Foundation (PFF), Kessler Foundation, Institute for Career Development, Craig H. Nielsen Foundation and New York State Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR). Currently housed at MOPD, **NYC: ATWORK** will transition to the Department of Small Business Services (SBS) by the end of year three. This will ensure that the program is sustainable and becomes an integrated part of the future of NYC Workforce Development.

The Business Development Council

The Business Development Council (BDC) began as a 9-person advisory team and has grown into 80-plus members with representation from a variety of high-growth sectors including finance and business services, hospitality and related services, transportation, retail, technology and city government.

The BDC meets quarterly to address the needs of the business community and access to the talent pipeline of qualified candidates for internships, entry level, mid-level and professional jobs with career potential

Through the BDC, MOPD collaborates with businesses to:

- Mentor job seekers with disabilities through career mentoring days
- Promote job readiness through employer-led talent workshops
- Facilitate networking opportunities through informational interviews
- Create targeted recruitments based on the existing need with specific jobs
- Provide disability etiquette and awareness trainings
- Share best practices within sectors



Jonathan Novick, Outreach Manager, presents a disability awareness training to NYCT and MTA staff.

An online job board has been created and can be accessed by the public at [NYC: ATWORK Job Board](#). This job board allows jobseekers to search for jobs by job type (part-time, full-time, internship) and by sector.

MOPD is in the process of acquiring a content management system that will allow **NYC: ATWORK** to advertise open job opportunities, track outreach and engagement of individuals connected to MOPD who are seeking employment, and track employment outcomes.

Talent Coalition

The Talent Coalition is comprised of the NY State Vocational Rehabilitation Agencies (ACCES-VR), the NY State Commission for the Blind, and over 40 non-profit and community based organizations that provide job readiness, trainings, and employment and retention services.

The kickoff meeting took place on February 7, 2018 with 50 representatives from the Talent Coalition. Staff presented the **NYC: ATWORK** initiative engaging providers in the collaborative process. Quarterly meetings are scheduled throughout the year and will address the following:

- Recruitment strategies and targeting business sectors based on participants skills and employment goals
- Launch of the EmpoweredNYC training webinar series
- Sharing/developing best practices
- Emerging business trends
- Access to the 55a and 55B programs
- Navigating ATS systems

- Resources for hard/soft skills trainings
- Business-led presentations on ideal candidate profiles/resumes
- Presentations on how to access affordable and accessible housing, Project Open House and ASL Direct, and other MOPD related initiatives

We hold meetings with each agency individually to learn about whom they serve, what their approach is, what services they provide, and then strategize on how to work together going forward to best serve and connect their job-seekers to opportunities. We tour provider agency's facilities and hold group orientations, which include individual screenings for their job-ready participants.

We receive referrals from agencies on a daily basis to connect with current job/internship opportunities and help build our candidate pool, These referrals helps us connect job seekers with informational interview opportunities and collaborate with providers to screen and prep candidates for targeted recruitments for jobs with City agencies, non-profits, and employers from our Business Development Council.

We provide daily updates to job opportunities, relevant information on resources, and upcoming events to Talent Coalition partners on a weekly basis or as necessary.

We are formulating our Best Practices Guide and have created a workshop series to instruct job-seekers about up-to-date job search techniques.

We continue to link unconnected job-seekers to appropriate vocational rehabilitation agencies and their community partners.

The College Coalition was established in 2018 and is comprised of the career development and disability services staff from CUNY/ CUNY LEADS and Project Reach, NYU, Pace, Fordham and St. John's Universities, NYIT, St. Francis and Marymount Colleges, and Hofstra University.

NYC: ATWORK convened the College Coalition and members of the Financial Services Abilities Roundtable to discuss career development strategies that extend to students with disabilities. Each company shared their specific recruitment cycles and will be planning college career and recruitments events for Fall 2018.

Cyber Security Academy

Together with our business members and nonprofit partners, **NYC: ATWORK** is launching an academy to provide training and well-paying employment opportunities to people with disabilities in high-growth areas of the technology field, starting with cyber security. The inaugural IT Academy, Powered by Cisco, will successfully combine a curriculum adapted to meet the needs of all students' learning styles and provide soft skills training, insights into corporate culture, resume writing and interview preparation provided by members of the business community and our sponsoring companies. Following six months of training, students will obtain a marketable Cisco certification and utilize their skills with a paid internship. Throughout the entire nine month academy, weekly work readiness workshops led by **NYC: ATWORK's** business partners enable students to enter the workforce with soft-skills, such as resume writing, networking, mock interviews, and workplace etiquette.



powered by **NYC: ATWORK**

The combination of a highly-valued Cisco certification, classroom instruction, and work experience will position students for employment upon completion, with ongoing support from MOPD and partners. The inaugural academy will be housed at the Institute for Career Development, a NY State proprietary school, which has provided training and employment services for people with disabilities for over 100 years. The IT Academy has been made possible through the support of not-for-profits: UJA-Federation, JE & ZB Butler Foundation and Poses Family Foundation; and from the corporate sector: BNP Paribas (Charter Sponsor) and Standard Chartered Bank (Collaborator Sponsor), both leading international financial institutions that are strongly committed to the U.S. and equal opportunities for all.

Members of the Business Development Council have played a crucial role in the creation of the IT Academy. Feedback on components such as student selection and curriculum helps ensure that the training meets current and anticipated hiring needs. Businesses also have the opportunity for disability etiquette trainings and resources on

reasonable accommodations, enabling them to increase their effectiveness in recruiting, retaining, supporting employees with disabilities.

City Agency Partners

Department of Citywide Administrative Services (DCAS)

New York State Civil Service Law Section 55-a authorizes the City's Department of Citywide Administrative Services (DCAS) to identify a maximum of 700 positions with duties that can be performed by "physically or mentally disabled persons" who are qualified to perform such duties.³ These positions are classified as "non-competitive." People who have been certified by ACCES-VR or the New York State Commission for the Blind (NYSCB) as disabled and qualified to perform the duties of the position may then be appointed. Appointments are made without the requirement that the appointee take a civil service examination for the position. There are currently 435 employees designated as 55-a working throughout City government.

MOPD and DCAS have solidified their partnership, working together over the past year to further encourage City agencies to utilize the 55-a Program to hire qualified persons with disabilities who may have encountered barriers to City employment. The partnership also provided guidance to make it easier for agencies to fill these open positions.

In recognition of Diversity Awareness Month, DCAS partnered with MOPD, **NYC: ATWORK** to host a Diversity Job Fair in November 2017. **NYC: ATWORK** identified, recruited and pre-screened eligible qualified candidates before the recruitment event. Five City agencies participated in the

3 NY State Civil Service Law 55-A

Diversity Job Fair, and three of these agencies hired qualified 55-a candidates.



Crystal Monge, Executive Director for Customer Engagement and Compliance at NYC Department of Citywide Administrative Services presenting to City Agency personnel and EEO officers at the first Citywide 55-a Symposium.

In order to ensure that hiring managers have a clear understanding of 55-a, MOPD and DCAS presented our “Citywide 55-a Symposium” on April 6, 2018 to Agency Personnel Officers and Equal Employment Opportunity representatives from 80 City agencies with approximately 130 people in attendance. This allowed us the opportunity to educate City staff on 55a and detail the steps we are taking to streamline the process. **NYC: ATWORK** will serve as a recruitment vehicle for the City agencies and will hold targeted recruitment job fairs with DCAS.

Furthermore, we are streamlining the 55-a eligibility process through our collaborative partnership with the authorizing entities, ACCES-VR and NYSCB, upon employment offer. Because ACCES-VR serves a larger constituency of people with disabilities, we have established and maintain regular communication with ACCES-VR Business Relations Representatives from each office to increase efficiency of eligibility verification.

We re-connect 55-a candidates to ACCES-VR or assist them in applying for first time services. We work with DCAS in following each candidate's status in the 55-a process once they have been hired.



MOPD / DCLA Employment Event at Carnegie Hall

Department of Cultural Affairs

On March 23, 2018, in partnership with the NYC Department of Cultural Affairs and hosted by Carnegie Hall, we convened representatives from cultural organizations supported by DCLA to discuss employment in these institutions as part of CreateNYC. We have scheduled recruitments during summer 2018 for several of the major cultural institutions in the city to help them with their diversity and inclusion workforce initiatives, reflecting the spectrum of jobs in marketing, research, guest services, engineering and more.

Financial Empowerment

Financial security is crucial to the success of all New Yorkers. Thus understanding the financial implications of new opportunities such as fulltime employment is key to making good informed decisions. Thus this new pillar in Accessible NYC directly relates to employment as well as other aspects of an individual's life.

EmpoweredNYC



Lorelei Salas, Commissioner, NYC Department of Consumer Affairs, Tracy McKnight, NYC:ATWORK participant, Darren Bloch, Executive Director of The Mayor's Fund, Michael Morris, Director of National Disability Institute, Eileen Auld, Citi's Community Development Director for the New York Tri State Market, Victor Calise, Commissioner NYC Mayor's Office for People with Disabilities, Bob Annibale, Global Director of Citi Community Development and Inclusive Finance, Judith M. Smith, Director, The Workplace Initiative, Poses Family Foundation, and Gabrielle Fialkoff, Senior Advisor to Mayor Bill de Blasio & Director of the Office of Strategic Partnerships at the launch of Empowered Cities, City Hall, January 2018

In January 2018, MOPD launched a groundbreaking initiative to improve financial security of New Yorkers with disabilities and their families, EmpoweredNYC. This new initiative was co-developed by Citi Community Development with the NYC Mayor’s Office for People with Disabilities (MOPD), NYC Department of Consumer Affairs (DCA), Office of Financial Empowerment (OFE), National Disability Institute (NDI), Poses Family Foundation, and the Mayor’s Fund to Advance New York City.

EmpoweredNYC will employ a consultative, three-tier approach to advance financial capability and counseling for people with disabilities and their families through broad engagement and education. Tailored one-on-one financial counseling and coaching will be provided to individuals with disabilities and their families via flexible platforms and specialized benefits advice for people with disabilities transitioning to work.



Crystal Rivera from the Department of Consumer Affairs moderates a Community Input Session for EMPOWERED NYC. People with disabilities share their experiences and frustrations in managing their finances and benefits.

MOPD, NDI, and OFE will hold citywide gatherings with community stakeholders and conduct trainings for service

providers, financial counselors, nonprofits, and municipal staff. We will produce a catalog of new publications and training curricula to build knowledge about tailored, citywide financial inclusion models. Our goal is to engage 2,000 individuals within the first two years.

Able Act

The Achieving a Better Life Experience (ABLE) Act of 2014 allows individuals with disabilities to save for qualified disability expenses without the risk of losing their benefits from assistance programs like SSI and Medicaid. NY ABLE is an ABLE program designed specifically for New York residents. NY ABLE accounts give earnings the ability to grow tax-deferred, while also allowing savings to be withdrawn tax-free for qualified expenses. Qualified expenses are any expenses related to an eligible individual's disability.

A "Qualified Disability Expense" constitutes any expenses incurred by an eligible individual that relate to the person's disability and are intended to maintain or improve the quality of life.

These qualified expenses include:

- Education
- Health and wellness
- Housing
- Transportation
- Legal fees
- Financial management
- Employment training and support
- Assistive technology

- Personal support services
- Oversight and monitoring
- Funeral and burial expenses

When combined with other assets held in non-ABLE accounts, balances under \$100,000 are excluded from the SSI resource limit. If the NY ABLE account balance causes the SSI resource limit to be exceeded, then SSI benefits will be suspended until the account balance no longer exceeds the resource limit. Eligible individuals will continue to be eligible for Medicaid, regardless of their account balance.

Housing

Throughout the past year, the City has worked hard to increase opportunities for people with disabilities to gain accessible housing. We have done this by developing additional units, establishing new rules to obtain existing accessible units, and creating more opportunities to provide modifications in individual's current housing units to improve and expanded the supply of accessible housing.



HPD Accessible Apartment

Affordable Accessible Housing

Building on the foundation laid through Housing New York, the Administration committed to completing the initial goal of 200,000 affordable homes two years ahead of

schedule, by 2022, and generating an additional 100,000 homes over the following four years. To accomplish this accelerated and expanded plan, the administration launched Housing New York 2.0, a roadmap for how the City will help reach a new goal of 300,000 homes by 2026.

HPD Building Assessment

In order to help create inclusive neighborhoods for people with disabilities and facilitate seniors' ability to age in place as part of Housing New York, 2.0 HPD enhanced its building assessment process to better identify in-unit and building-wide modifications needed to make apartments accessible to people of all ages and abilities.

Created in collaboration with the Department of Health and Mental Hygiene (DOHMH), the Department for the Aging (DFTA), and the Mayor's Office for People with Disabilities (MOPD), this initiative is an important anti-displacement tool in the City's work towards protecting our more vulnerable residents.

In addition to building common area adjustments, residents may also opt to take a survey to learn more about apartment modifications intended to enable seniors to age in place and make homes more accessible to people with disabilities. Through changes ranging from lever door handles and shower grab bars to increasing overall accessibility of bathrooms and kitchens, HPD now offers modifications to residents of preserved buildings.



Accessible Bathroom in HPD Accessible Housing

Building-wide Assessments may result in:

- Improvements to door hardware in common areas
- Additional handrails throughout the buildings as needed
- Safety evaluation of flooring conditions and materials in common areas
- Evaluation of accessibility in the building intercom systems
- Accessibility and safety evaluation of mail areas

Individual Apartment Modifications may include:

- Installation of grab bars
- Improved lighting
- Making kitchen shelving easier to reach
- Installation of easy to grip door handles
- Slip resistant flooring

Housing Connect

NYC Housing Connect is a portal to search and apply for affordable housing opportunities in New York City and seeks to simplify the application process. The City of New York does not directly rent or sell housing but works with private and nonprofit developers and their affiliates to create

and market affordable housing. NYC Housing Connect is a service provided by the Department of Housing Preservation and Development (HPD) and the Housing Development Corporation (HDC).

MOPD and HPD created the [*Affordable Housing Guide for Applicants with Disabilities*](#) which is posted on the HPD website.

Real Estate Listings

MOPD has been working with the Real Estate Board of New York (REBNY) to include accessibility information in the REBNY data feeds as a searchable amenity for distribution to our listing-site partners. The report will begin looking at data for post-war buildings and REBNY will provide a mechanism for members to contribute their knowledge about pre-war buildings that have accessible features as well. After reviewing the report, REBNY will review the possibility of including a notation about nearby subways which are accessible.

Disability Housing Coalition

MOPD created a Disability Housing Coalition comprised of City agencies, service providers, and advocates to identify the barriers to finding affordable, accessible housing and collaborate on ways to improve the application and transition process into all types of housing. To further these goals, MOPD is working with the Street Conditions Observation Unit to create a list of accessible residential buildings in NYC.

Rent Freeze

The Disability Rent Increase Exemption (DRIE) provides a rent freeze to tenants with disabilities who have an income of less than \$50,000 and live in rent-controlled, rent-stabilized, or Mitchell-Lama apartments. Currently, there are 10,997 households enrolled in DRIE.

In partnership with MOPD, the NYC Department of Finance (DOF) has led an aggressive campaign to enroll tenants in the Rent Freeze Program, which encompasses both DRIE and SCRIE (the Senior Citizen Rent Increase Exemption). DOF re-branded the programs as the Rent Freeze Program and increased outreach efforts through partnerships with elected officials, community boards, and community-based organizations. The agency redesigned the Rent Freeze applications and now offers a large-print version. It also renovated the NYC Rent Freeze Walk-in Center and piloted new walk-in centers in Brooklyn and the Bronx.

DOF and MOPD will continue this campaign with the goal of enrolling every eligible New Yorker in the Rent Freeze Program. More information can be found at nyc.gov/rentfreeze.

Disabled Homeowners' Exemption

The Disabled Homeowners' Exemption (DHE) is a property tax break for homeowners with disabilities who own one-, two-, or three-family homes, condominiums, or cooperative apartments. Available to homeowners with a combined annual income of \$58,399 or less, DHE provides a property tax exemption of five to fifty percent of the property's assessed value. Thanks to state legislation

supported by Mayor de Blasio, households with incomes up to \$50,000 are now eligible for the full 50% reduction. The previous income ceiling for the full benefit was \$29,000.

DOF works closely with elected officials, community-based organizations, and the Mayor's Public Engagement Unit to enroll New Yorkers who are eligible for DHE. Approximately 3,000 households currently receive the benefit.

More information on DHE and other exemptions, including eligibility requirements, can be found at [nyc.gov/finance](https://www.nyc.gov/finance).

Project Open House

Project Open House uses Community Development Block Grant (CDBG) funds to remove architectural barriers from the homes of New York City residents who have disabilities. The extent of the work depends on the physical condition of the applicant and their particular needs. Projects include grab bar installations, main entry components (ramp, lift, and door), and kitchen and bathroom modifications. Project Open House affords program recipients greater independence through greater accessibility of their living environment.



Previous renovations done by Project Open House

This past Fiscal Year, 60 completed applications were received, 20 applicants qualified for the program, ten projects have been approved and funded, while eight are pending approval and funding commitment for a total of modifications provided to 18 families.

Homeless Services

The NYC Department of Social Services (DSS), which includes both the Human Resources Administration (HRA) and the Department of Homeless Services (DHS), held a series of employee trainings and workshops on understanding and accessing housing resources for people with disabilities in New York City in its efforts to empower its workforce with resources to support the people they serve.

Another way to improve access to housing for people with disabilities is to provide more supportive housing.

Supportive housing is a proven, cost-effective approach to addressing the needs of homeless people struggling with mental illness, substance use, and other barriers to independence. By providing tenants with permanent, rent-stabilized housing with access to onsite case management, alcohol and substance-use programs, and other social services, supportive housing reduces the need for placement in higher-cost homeless shelters, hospitals, mental-health institutions, jails and prisons. In December 2016, HRA awarded contracts to 11 organizations with vast experience addressing these clients' complex needs to develop 505 scattered-site supportive housing units. HRA has awarded another 921 units to qualified supportive housing providers for congregate units (single site). These units will house chronically-homeless adult families, single adults, and families with children who have serious mental-health disabilities and/or substance-use disorders. There are also units designated for young adults who are homeless, or at risk of homelessness who have high utilization of City services.

In order to improve access to Supportive Housing for eligible individuals and families with mental health conditions, HRA has expanded the types of professionals allowed to complete a comprehensive psychiatric evaluation as part of the HRA 2010e application. Additionally, it is no longer required to provide the supervising psychiatrist's name and license number.

DHS has refined its organizational structure so that it can more effectively address the challenges of homelessness every day. Currently, the shelter census numbers are flat for the first time in a decade. DHS has accomplished this by helping more than 81,000 New Yorkers move out of shelters or avoid homelessness altogether through rental assistance

and rehousing programs. The agency has ended the use of more than 1,500 cluster units as shelter, resulting in at least a 42 percent reduction in citywide cluster use. DHS has helped nearly 1,500 New Yorkers come off the streets via HOME-STAT, the nation's largest street outreach program. DHS has recently brought online 17 new, high-quality borough-based shelters, with 11 already operating that include accessible units and beds to better address the needs of shelter clients with disabilities.

Based on the settlement of the Butler Lawsuit in 2017, DSS and DHS leadership have:

- Hired a Director of Disability Affairs for Homeless Services
- Engaged an experienced consulting firm to assess shelter accessibility
- Established a multi-disciplinary workgroup and several sub-workgroups to improve policies and procedures around the provision of reasonable accommodations
- Embarked on a process to develop training for all shelter employees on successfully serving people with disabilities

DHS is also continuing to train shelter staff on accommodating people who are Deaf and Hard of Hearing, and we have produced a guide to support staff in these efforts. Further, Video Remote Interpretation is available at all DHS-run intake facilities and The Office of the Ombudsman.

For more information on disability access at DHS and how to request a reasonable accommodation, visit the [Disability Access Page](#).

Health

Having a disability does not mean a person is not healthy. Being healthy means the same thing for everyone - getting and staying well in order to lead a full and active life. A key element to this is having the information and means to make healthy choices and knowing how to prevent illness.

Access to Health Care

MOPD is working with organizations representing individuals who are Deaf and Hard of Hearing along with health care providers to develop a forum to be held at NYU Langone Hospital in October 2018. The intent of the forum is to provide information to health care facilities on the requirements of effective communication, policies for the provision of interpreting services, Video Remote Interpreting, Assistive Listening Systems, and other auxiliary aids and services.

In addition, NYC Health + Hospitals (H+H) and MOPD have been meeting with representatives from the Deaf and Hard of Hearing communities to discuss quality improvement priorities including building out staff education and training, data collection, and enhancements to the types of auxiliary aids and services available at H+H facilities.



Two young men prepare to race down the track in Icahn Stadium as a part of the Youth Paralympics.

Parks and Public Health

Physical activity benefits all adults, whether or not they have a disability, reducing the risk of serious chronic diseases such as heart disease, stroke, diabetes, and some cancers. Most adults with disabilities are able to participate in physical activity, yet nearly half of them get no aerobic exercise—a far higher percentage than the quarter of adults without disabilities who get no aerobic physical activity. Adults with disabilities face physical and emotional barriers to engaging in physical activity, including a lack of knowledge about the programs, a lack of means to get to programs, and a shortage of accessible facilities.



NYC Parks ADA Coordinator Chris Noel and MOPD Commissioner Victor Calise sign up for NYC Parks membership.

To help people with disabilities access the City's recreation centers and the disability-friendly Ocean Breeze

Track & Field Athletic Complex, the Parks Department reduced its annual membership fee to \$25 for people with disabilities who self-disclose their disability. In Fiscal Year 2017, 1,837 individuals with disabilities took advantage of this incentive, as did 1,903 in the first ten months of Fiscal Year 2018. To find a center or other recreation facilities, visit nycgovparks.org/accessibility.

NYC Well

NYC Well is a component of ThriveNYC, the City's mental health reform effort. It is a free, confidential service that offers crisis counseling, mental health and substance misuse support, information about mental health issues, and referral to care. The toll-free help line is available 24 hours a day, 7 days a week by phone, text and online chat to all New Yorkers, including people with disabilities. NYC Well counselors provide help in Spanish, Mandarin and Cantonese. Additionally, NYC Well counselors can provide services through translation in more than 200 languages. Since launch, NYC Well has received over 400,000 calls, texts, and chats.

All New Yorkers, including New Yorkers with disabilities, can contact NYC Well by calling:

- (888) NYC-WELL (888-692-9355)
- (888) 692-9355 (Español)
- (888) 692-9355 (中文)
- 711 (Relay Service for Deaf/Hard of Hearing)

NYC Well can also be reached by texting "WELL" to 651-73, or online chat by going to nyc.gov/nycwell for more information.

NYC Well provides opportunities for people to receive information and referrals for behavioral health services through the communication mode of their choice—voice, email, or text. Additionally, NYC Well offers follow-up services that can provide support, appointment reminders, and assistance for overcoming barriers to connecting with behavioral health services. These follow-up services can also be provided by call or text.

Access

New York City is filled with rich opportunities to sample everything life has to offer: culture, food, theater, skyscrapers, shopping, parks, and neighborhoods. These opportunities must be available to all New Yorkers on an equal basis, including those living with disabilities.

MOPD is committed to expanding on the City's longstanding commitment to bring equal access and opportunity to people with disabilities. To do this requires working in a complex environment, in which the public and private sectors are inextricably linked and innovation start with access.

Smart City

Building a Smart and Equitable City is a project to make New York a global leader in smart technologies.

A good example of innovation using smart technology is LinkNYC, which has transformed the old city pay phone system into a huge network of over 10,000 communication structures. The program provides Wi-Fi hotspots, phone calls, ability to charge your cell phones and other devices and access to other City services.

New York has a program providing 9,300 square meters of affordable space and equipment to help entrepreneurs build smart and sustainable solutions to problems. In addition the initiatives and programs outlined throughout this report are a testament of the innovations that will make NYC an accessible Smart City.

Disability Service Facilitators

Disability Service Facilitators (DSF) have been designated in over 45 agencies creating easy entry points for the public to obtain information, services, and assistance concerning issues related to disability. A list of the DSFs and their contact information can be found at nyc.gov/dsf.



Michael Edwards, Director of the ADA Certificate Program, going over best practices for ADA compliance during a two day training for NYC Disability Service Facilitators.

MOPD convenes quarterly meetings for the DSFs to discuss disability topics important to their agency as well as potential collaborations across agencies and programs. This year, DSF subcommittees were also established to specifically discuss issues related to accessible transportation, housing, city contracting and digital inclusion.

For 2018, the City is planning on offering a two-day DSF training course. The course is administered through the ADA

National Network, MOPD and the New York City Department of Citywide Administrative Services (DCAS), and it will provide information on compliance, guidelines, resources and other pertinent information that is specific to City governmental programs and services offered to New Yorkers with disabilities. The training is meant to establish a knowledge base essential to performing the role of the DSF.

Several DSFs attended the annual National ADA Symposium, the premier conference on the Americans with Disabilities Act. This year a number of DSFs were presenters in two breakout sessions: website accessibility and school access.

Assistive Listening Systems

In early 2018, an induction loop system was added to City Council Chambers. This system is in addition to the infrared system already used in the chambers to accommodate people who are Hard of Hearing. An induction loop was also installed in the lobby of 100 Gold Street, New York, New York which houses both MOPD offices and HPD offices.

Currently, a list of venues with hearing loop systems, compiled by the HLAA's New York City Chapter, and a list of City owned or operated facilities that include assistive listening systems are available on MOPD's website, nyc.gov/mopd.

ASL Direct

MOPD, with the assistance of the New York City Department of Information Technology & Telecommunications

(DoITT), launched a Call Service Platform (named ASL Direct) to assist Deaf constituents in New York City. Callers who are Deaf and who communicate in American Sign Language (ASL) will be connected to a MOPD staff member who is fluent in ASL, facilitating direct communication without the need of an interpreter. The second ASL Direct platform is rolling out in the summer of 2018 at HRA.



Noel Haight, ASL Direct Resource Specialist, signs to a constituent through a video call.

Text-to-911

In 2018, New York City will launch a Text-to-911 service. People who are unable to make a voice call to 9-1-1, including those who are Deaf, Hard of Hearing, and those with speech disabilities will now be able to communicate with NYC's 9-1-1 call takers for the first time ever via text. MOPD and DoITT

met with individuals who are Deaf or Hard of Hearing to ensure a smooth launch and to inform people with disabilities that the service is available.

NextGeneration 911

In addition, development is underway on the NextGeneration 911 project that will create a fully digital, state-of-the-art emergency communications system capable of interacting with New Yorkers through text messaging, photos, video, social media, and more. A request for proposals has been issued for vendors to assist in building the underlying technological infrastructure that can support the IP-based NextGeneration 911 system which is currently projected to be available in 2022.

Vehicle Visor Cards

In conjunction with local advocacy groups and state and city agencies, the New York City Police Department designed a vehicle visor card and corresponding instructions for its use for distribution to the Deaf and Hard of Hearing community. The purpose of the card is to provide an effective communication tool for Deaf drivers during traffic stops. It enables community members to identify their preferred method of communication, uses pictograms to detail the common reasons for car stops, and lists typical police requests made during these encounters such as production of driver's license or car registration. The goal is to improve safety for individuals who are Deaf or Hard of Hearing as well as the law enforcement officers during these encounters.



At the NYPD's Deaf Resource Fair, ASL Direct Resource Specialist Noel Haight, signs with a constituent who is deaf.

Small Business Services

MOPD created a [resource page to provide information to assist small business owners to make their businesses accessible](#). Information includes Accessible Entrance Signage Guide, Web Accessibility Checklist, Accessible Social Media Guide, Federal Tax Incentives information sheet, Service Animal Fact Sheet, and a link to NYC Business Portal.

In addition, MOPD has presented this information at SBS Business Resource Fairs, Community Board meetings, and Business Improvement District meetings.

Inclusive Sports and Recreation, New York City

MOPD is currently writing the *Inclusive Sports and Recreation, New York City* resource book, an extension of the IDG. Featured sports include wheelchair basketball, Beep Ball, and sled hockey. The book follows a template for each sport that includes equipment description and illustration as well as venue/field description and illustration.

Building Code Update

The construction industry is ever-changing, and our codes must work in tandem with these advances while staying up-to-date with the latest version of the International Code Council (I-Codes). The New York City Construction Codes consist of four technical volumes: Building Code, Plumbing Code, Mechanical Code, and Fuel Gas Code; and one administrative volume, the Administrative Code (Title 28), which contains permitting, licensing, fees, and other provisions that apply universally to the four technical volumes.

The City's Construction Codes are consistently revised and updated by the Department's Code Development Unit to ensure safe and compliant development. To that end, the Department organizes a series of committees to review the technical and administrative provisions of the Codes and help draft code revisions to the New York City Construction Codes.

All revisions to the Construction Codes must be approved by the New York City Council and signed into law by the Mayor. During this revision cycle, there will be eight Technical Committees and five Advisory Committees responsible for

developing and reviewing amendments made to specific chapters of the City's Construction Codes. Accessibility is a Technical Committee chaired by MOPD.

Additionally, it is the intention of the Department to develop a Code that specifically addresses alterations to existing buildings ("the Existing Building Code"). The Department has engaged the services of the International Code Council to assist with research and development of the first draft of the NYC Existing Building Code provisions.

Restaurant Access Program

The Restaurant Access Program (RAP), created in 2013, provides restaurant owners with the opportunity to advertise that a restaurant is wheelchair-friendly. If a restaurant qualifies, it will be sent a RAP "Wheelchair Friendly" decal that can be posted to promote the restaurant's accessibility. To qualify, a restaurant must have a level entry or ramp, a 32-inch wide door, an accessible 36-inch wide path, accessible tables, and an accessible restroom.⁴ To date, 1,825 restaurant owners have participated in this voluntary program.

Google began to provide information about the accessibility of venues on its Google Guides. MOPD provided information from its RAP program to Google. A few of the restaurants were included in the Google Guide to continue promoting the accessibility reviews while highlighting MOPD's Restaurant Access Program.

Access to Public Benefits

In order to improve the experience of people with disabilities who are applying for benefits, the Human

⁴ Restaurant Access Program Survey Guidelines available at nyc.gov/rap

Resources Administration (HRA) continued to provide day-long training titled *Introduction to Disabilities: An Overview of Disability Awareness, Etiquette and Culture* with the goal of reaching all employees this year. A training module for supervisors of front line staff entitled: *Access for People with Disabilities - Ensuring Success through Supervision* was also introduced. Both HRA and the Department of Homeless Services (DHS) offer Mental Health First Aid training for staff on a regular basis.

HRA continued to leverage technology to increase access for people with disabilities. Thanks to [ACCESS HRA](#), a free online accessible portal, many people with disabilities have been able to apply for benefits and manage their cases without having to call HRA or come in person to a Center. It is also available as a mobile app. Through the site, clients can apply and re-certify for SNAP and Cash Assistance (CA) benefits and retrieve case information such as application status and EBT balance; view upcoming appointments and documents that need to be submitted; and update their contact information, [among other continuously expanding features](#). In September 2017, HRA launched the [ACCESS HRA Provider Portal](#) which, with client consent, allows partner organizations to view real-time case information. Currently, over 200 community-based organizations are utilizing the site to help clients with their cases. HRA's Mobile Document Upload app continued to allow individuals to electronically submit documentation for their SNAP or CA cases by taking pictures of the documents and uploading them for agency review.

Another technology-based initiative is HRA's newly expanded SNAP On-Demand. On-Demand is a new way for clients to complete a SNAP eligibility interview during their recertification or application period. On-Demand interviews

for SNAP recertifications are available citywide and currently in Brooklyn, Manhattan, and Staten Island for new SNAP applications (with plans to expand to all five boroughs later this year). This allows clients to call HRA during business hours for their interview at a time most convenient for them.

HRA has installed accessible kiosks at 13 locations across the city; these self-service check-in stations are used by individuals visiting the Center to receive a routing ticket. The kiosk software searches for existing appointments and/or determines the program service area the individual is there to see.

HRA has made it easier for applicants and clients with disabilities to request the reasonable accommodations (RAs) that they need to access and maintain their benefits. The forms have been simplified, including the Request for Reasonable Accommodation form (102c) and the Request for Medical/Clinical Information (102d), which can be found on the [Disability Access page](#). A new screening tool was created to help assess whether Cash Assistance clients need RAs so that appropriate accommodations can be offered and referrals made to HRA's Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCARE) program or other services designed to meet the needs of clients with disabilities.

HRA's centralized Home Visit Needed (HVN) Center provides home visits and process applications and recertifications for those that are unable to come into a Center due to an illness or disability. Staff provides outreach to eligible HRA applicants and clients, and tracks and monitors cases to ensure that vulnerable populations are able to access and maintain their benefits.

In collaboration with the Mayor's Office of Immigrant Affairs and the New York Legal Assistance Group, HRA reached out to more than 6,500 immigrant clients with disabilities and select seniors receiving Cash Assistance who were identified as potentially eligible to become U.S. citizens. Over 1,300 unique appointments have been made and more than 400 citizenship applications completed with the assistance of free legal services at different HRA sites throughout the city. More than 100 people have already become citizens as a result of this project. Those who successfully naturalize receive assistance through HRA with completing their Supplemental Security Income applications.

HRA is working with a new partner to expand distribution of certain brochures and notices for select HRA programs in alternative formats, including Braille, Large Print, data and audio.

For notices available on ACCESS HRA, clients can use the site's accessible features to read or listen to their notices. HRA continues with its robocall program letting people who are blind or have low vision know that their Medicaid renewal or surplus payment is due and informing them that HRA can assist them by reading their re-certification over the phone, arranging an appointment at a Medicaid center or arranging home visits.

Video Remote Interpretation (VRI) is now available at all Job and SNAP Centers in New York City as a faster alternative to in-person sign language interpretation for people who are Deaf. VRI will be expanded to the Office of Child Support Services in Fall 2018.

Also, HRA is continuing its project to review all of its public-facing notices for Plain Language in order to improve readability for everyone, including people with cognitive and learning disabilities.

Access to IdNYC

The City's municipal identification card program IDNYC allow applicants with physical, mental, intellectual, or developmental disabilities—regardless of age, or possession of photo identification or proof of residency—to apply for an ID card if accompanied by a caregiver who can demonstrate proof of a relationship to the applicant. Visit the [Residency and Caretaker Relationship](#) page of the IdNYC website.



The Mayor's Office for People with Disabilities staff enroll in IdNYC

Emergency Planning and Preparedness

MOPD supports the coordination of many of the City's efforts to provide programs and services during emergencies that are accessible to all New Yorkers. MOPD does this by working closely with New York City Emergency Management (NYCEM), other City agencies, members of the disability community, and service providers. These efforts include supporting the City's emergency shelter plan, interim flood protection program, training and exercise initiatives, and enhancing emergency transportation and evacuation plans for people who may need additional assistance.

MOPD also partnered with NYCEM and New York City Department of Health and Mental Hygiene (DOHMH) in the development of the NYC Advance Warning System (AWS), which is designed to disseminate emergency information to agencies and organizations that serve people with disabilities. In January 2018, AWS comprehensively redesigned the website and email alerts to make them more visually accessible and appealing. The new AWS website also increased the number of subscribers from 1,891 to 7,893 individuals representing 1,880 organizations. Moving forward, MOPD will continue its support of AWS, including its mobile application which is planned to launch during the summer of 2018.

MOPD also supports various City outreach initiatives aimed at individual and community preparedness for people with disabilities through participation in various panels, working groups, taskforces and events. Some of these outreach efforts include participating in the City's High Rise Task Force and Disability Community Advisory Panel,

presenting at FEMA's Inclusive Community Preparedness Webinars, and Philadelphia OEM's Access & Functional Need Conference.

In December of 2017, Commissioner Calise provided opening remarks and MOPD staff participated in a panel for the Access and Functional Needs Symposium at the NYU Kimmel Center. The symposium, held annually since 2010, brings together stakeholder in emergency planning for people with disabilities to share best practices.

During the fall of 2017, MOPD provided staff support to the NYC Hurricane Service Center. The Center provided social service for people impacted by Hurricane Maria and other recent disasters. At the center, MOPD provided subject matter expertise on compliance issues as well as information on disability resources and disability-specific referrals and developed its own MOPD Hurricane Relied for People with Disabilities webpage.

Tourism

In November 2017, the Theatre Development Fund (TDF), the Shubert Organization, and the Broadway League held an Accessibility Summit to discuss making theatre more accessible and improving the theatergoing experience for those with disabilities. The Summit included discussions and demonstrations of the new technologies being implemented on Broadway to make theatre more accessible and improve the theatergoing experience for those with specific needs.

One such technology that creates more access for individuals who are Deaf, blind, or have low vision now being utilized at Broadway theaters is GalaPro (short for GalaPrompter), an Israel-based company that developed a free app that operates on audiences' smartphones (those without can borrow an I-Caption device). Patrons download the app, join GalaPro's separate free network and have the option to hear audio description, listen to dubbing in various languages, or read translations or captions synced to actors' dialogue via voice-recognition software, which can follow actors even if they skip a line. More theaters are adding this feature every day.

This technology is meant to make every performance accessible using this mode of communication, but this will not change the services already in place, such as sign language interpreted performances.

Education

It is continually important in our society to learn about things that we may be unfamiliar with, or to interact with innovative ideas and products that support moving toward a more equitable society. MOPD engages people of all ages in the education process, whether it is working with the NYC Department of Education (DOE), CUNY, and private colleges and universities, or creating materials that can be used by organizations, government entities or private businesses. Educating those we reach about the needs and rights of people with disabilities is a critical part of our mission.

DOE Transition and College Access Centers

The New York City Department of Education Special Education Office is expanding support for students with disabilities and their families as they move from pre-K to 12th grade, and then on to college, career, or other post-secondary options by establishing a Transition and College Access Center (TCAC) in every borough.

The first two TCACs opened in Brooklyn and the Bronx. The Brooklyn Center is located at the Boys and Girls High School, 700 Fulton Street, First Floor, Room G170, Brooklyn, NY 11213 and can be contacted by calling 718-804-6790 or e-mailing BKLYNTCAC@schools.nyc.gov. The Bronx Center is located at DeWitt Clinton High School, 100 West Mosholu Parkway South, First Floor, Room 150, Bronx, NY 10468 and can be contacted by calling 718-581-2250 or e-mailing BXTCAC@schools.nyc.gov. The Staten Island TCAC is scheduled to open in the summer of 2018. The Queens and Manhattan TCACs are scheduled to open during the 2018-19 and 2019-20 school years, respectively.

Some goals of the TCACs are as follows:

- Develop and provide transition-focused information, resources and linkages to students, families and staff to support access and preparedness for college and careers
- Engage community business organizations to establish, maintain and increase work-based learning opportunities and employment access for students with disabilities
- Facilitate students' access to college and career learning experiences that will support attainment of graduation/diploma requirements and credential options
- Engage families in the transition and postsecondary planning process through student and family-centered workshops

As part of the collaboration with DOE, MOPD will assist in providing benefits counseling and financial education, as well as access to job readiness and career exploration opportunities led by the business community. This strategy will provide access to internships, summer employment, and career pathways for students with disabilities while also giving them the necessary tools needed for enhanced quality of life and independence.

DOE Family Guide for Parents & Guardians with Disabilities

The Family Guide for Parents & Guardians with Disabilities was created to support parents and guardians with disabilities as they navigate their child's school experience.

It includes information on applying and enrolling children in school, school building accessibility and accommodations, school transportation, student attendance, and opportunities for family engagement. [The Family Guide for Parents & Guardians](#) is available on DOE's website.

DOE Building Accessibility Profiles

The DOE's Division of Space Management assesses all of its buildings on a continuing basis to create Building Accessibility Profiles that outline the features of the school buildings that are accessible so that the parents and students can make an informed decision on the school as well as ask for any reasonable accommodations that may be needed.

Creating Awareness

MOPD is working with City agencies to train staff on how to better communicate and work with people with disabilities. This includes the following agencies:

- Department of Consumer Affairs, Office of Financial Empowerment
- Department of Parks and Recreation
- FDNY
- Department of Education
- Administration for Children's Services
- Department of Cultural Affairs
- Disability Service Facilitators quarterly meeting

In addition, we have also trained New York State agencies such as the MTA, NYC Transit, NYC Bus, and LIRR and numerous businesses including Standard Chartered, Manhattan Theatre Club, Intersection, and the Real Estate Board of New York.

Our goal is to lay the groundwork for a City government that is fully prepared to meet the needs of people with disabilities, including fellow government workers and constituents. MOPD partnered with DCAS to present the first Citywide Symposium on the 55-a program. Agency Personnel Officers and EEO Officers from 80 agencies were represented.

Civic Engagement

According to a survey of voters in the 2016 election by Rutgers University that also utilized census data, voter participation among people with disabilities has gone down over the past two presidential elections—from 57.3 percent in 2008 to 56.8 percent in 2012 and 55.9 percent in 2016.



Person trying out an Accessible Ballot Marking Device

The same is true in New York State, where 48.8 percent of people with a disability voted in 2016, compared to 50.2 percent in the 2012 election. While the number of non-disabled voters who cast ballots dipped slightly as well, the gap between the non-disabled and disabled New York voter turnout was 9.6 percent, just higher than the 9.5 percent gap that the 2012 data showed: [Kruse and Schur 2016 Disability Turnout](#).

This trend must not only be stopped, but reversed so that voters with disabilities can be heard and the issues that affect their lives, such as access to health care, employment, and accessible transportation can be addressed. MOPD has emphasized the importance of having people with disabilities involved in the governmental process and will continue to do so, ensuring that we are part of the Mayor's new initiative Democracy NYC.

The City is creating an online portal and mobile app for voters to register or update their registration to make it easier to register to vote for everyone in 2019.

In addition, a major comprehensive citywide census outreach campaign will be underway to ensure every single resident is counted in the 2020 Census, as this will have a major impact on how money and power are allocated in our national government. We have begun and will continue outreach efforts to ensure that the people of our city and state receive their fair share.

Finally, New Yorkers should participate in how their communities are governed and run for office. MOPD created an informational flyer entitled "Join Your Local Community Board" available on its website along with application

information during the open application process. Also, a web portal to further demystify the process of joining community boards, running for the Community Education Councils, and seeking elected office will be created to further encourage individuals to become more involved.

Web Accessibility

MOPD and the Department of Information Technology and Telecommunications (DoITT) continue to audit agency websites to ensure compliance with the Web Content Accessibility Guidelines (WCAG) 2.0 AA standard. The guidelines are used to enhance screen reader access, color contrast, keyboard access and plain language on nyc.gov. To further this mission, MOPD and DoITT staff members have been conducting trainings for City agency staff. Topics covered include creating accessible content for websites, creating accessible social media posts, creating accessible documents as well as audio description and captions for videos.

To compliment these trainings, a conference for City employees was held on May 17th to celebrate Global Accessibility Awareness Day. The conference was focused on digital accessibility and inclusion. An accessibility tool-kit was released as part of the conference. The tool-kit included guides on how to create accessible documents, accessible web and social media content, and accessible PowerPoint presentations. This day-long conference was organized by the Mayor's Office for People with Disabilities and the Mayor's Office for the Chief Technology Officer. The planning committee had representatives from 19 different agencies and more than 150 City employees attended.

Sessions included creating accessible multimedia, accessibility for older adults, and representation in media/outreach. Attendees were able to make a one-on-one appointment with an accessibility specialist to obtain guidance on their websites, documents or other content.



The 2018 Digital Inclusion + Accessibility Conference

A Digital Inclusion Committee has been formed and consists of over 50 City employees interested in Digital Accessibility. At each meeting a section of the WCAG 2.0 accessibility guidelines is discussed, creating an easily understandable bite-sized lesson. Topics covered are: Intro to Web Accessibility Guidelines and the NYC Web Accessibility Report, Intro to Assistive Technology and testing websites with a screen reader.



Walei Sabry, NYC Digital Accessibility Coordinator, provides opening remarks at the 2018 Digital Inclusion + Accessibility Conference

We also conducted community outreach for individuals with disabilities addressing cyber security, accessibility of nyc.gov and intro to digital accessibility.

Accessible Parking Campaign

Since 2010, MOPD has promoted its annual Accessible Parking Campaign using various activities and formats including posters on LinkNYC kiosks. The goal of the campaign is to provide education, advocacy, and increased awareness of accessible parking laws.

Disability Pride Parade

Every July, MOPD and Disability Pride NYC work together to organize the annual parade. The first parade was held in 2015 to celebrate the 25th anniversary of the

ADA; former Senator Tom Harkin, one of the authors of the ADA, served as a Grand Marshal. The participation increases every year. The 2017 parade attracted more than 7,500 people and featured Micah Fowler from the ABC TV show *Speechless* as a Grand Marshal.

In its brief three-year history, the Disability Pride Parade has gone international. Last year, on the same date as New York City's parade, Palermo and Naples, Italy, and Brighton, England, held parades.



The 2017 NYC Disability Pride Parade

At the 2018 Disability Pride Parade recognition was given to individuals and groups that demonstrated the most spirit, best costume(s), best float, and best performance.

AccessibleNYC

MOPD's work with the Mayor's Office of International Affairs and the Division for Social Policy and Development

at the United Nations Department of Economic and Social Affairs has helped us globally disseminate the information provided in *AccessibleNYC* and has become an exemplary tool for cities around the world. Government officials and disability rights advocates from countries around the world continue to visit and reach out to MOPD to discuss the programs outlined in the report, including New Zealand, Israel, Korea, Russia, Georgia, Pakistan, Singapore, Canada, Mexico, Italy, and United Arab Emirates. Many countries including the Netherlands, Ireland, Spain, Italy, Dubai, and Israel have invited Commissioner Calise to attend conferences in their countries to discuss access in New York City and the *AccessibleNYC* report.

Conclusion

The Mayor's Office for People with Disabilities is committed to working on the programs, services, and projects outlined in this report and will continue to review new proposals for the City to implement, particularly as technologies to increase accessibility advance with the ultimate goal of making New York City a Smart, Equitable and Accessible City. As *AccessibleNYC* is an annual report on the state of persons with disabilities in the City, in 2019 MOPD will again report on the progress of the programs outlined here as well as new initiatives. For more information, please visit us online at nyc.gov/mopd.

Appendix

Accessible Key Stations List

Count	Station	Line	Phase
1	125 Street	4, 5, 6	Accessible
2	175 Street	A	Accessible
3	42 Street-Port Authority	A, C, E	Accessible
4	Pelham Bay Park	6	Accessible
5	Great Kills	SIR	Accessible
6	51 Street	6	Accessible
7	Grand Central-42 Street	4, 5, 6	Accessible
8	World Trade Center	E	Accessible
9	Simpson Street	2, 5	Accessible
10	Coney Island-Stillwell Ave	D, F, N, Q	Accessible
11	34 Street-Herald Square	N, Q, R	Accessible
12	34 Street-Herald Square	B, D, F, M	Accessible
13	Brooklyn Bridge-City Hall	4, 5, 6	Accessible
14	3 Avenue-149 Street	2, 5	Accessible
15	Borough Hall	2, 3	Accessible
16	Dongan Hills	SIR	Accessible
17	Flatbush Avenue	2, 5	Accessible
18	Church Avenue	2, 5	Accessible
19	34 Street-Penn Station	1, 2, 3	Accessible
20	Woodside-61 Street	7	Accessible
21	Flushing-Main Street	7	Accessible
22	14 St-Union Square	N, Q, R	Accessible

Accessible Key Stations List

Count	Station	Line	Phase
	14 St-Union Square	L	Accessible
23	Inwood-207 Street	A	Accessible
24	66 Street-Lincoln Center	1	Accessible
25	14 Street	A, C, E	Accessible
26	8 Avenue	L	Accessible
27	Franklin Avenue	C	Accessible
28	Franklin Avenue	S	Accessible
29	161 Street-Yankee Stadium	4	Accessible
30	161 Street-Yankee Stadium	B, D	Accessible
31	Grand Central-42 Street	7	Accessible
32	Grand Central-42 Street	S	Accessible
33	34 Street-Penn Station	A, C, E	Accessible
34	Flushing Avenue	J, M	Accessible
35	Prospect Park	B, Q, S	Accessible
36	72 Street	1, 2, 3	Accessible
37	Atlantic Av-Barclays Ctr	D, N, R	Accessible
38	Atlantic Av-Barclays Ctr	B, Q	Accessible
39	Atlantic Av-Barclays Ctr	2, 3, 4, 5	Accessible
40	Howard Beach	A	Accessible
41	Marcy Avenue	J, M, Z	Accessible
42	Lexington Avenue/53 St	E, M	Accessible
43	Utica Avenue	3, 4	Accessible

Accessible Key Stations List

Count	Station	Line	Phase
44	DeKalb Avenue	B, Q, R	Accessible
45	West 4 Street	A, B, C, D, E, F, M	Accessible
46	Jamaica-179 Street	F	Accessible
47	Times Square-42 Street	N, Q, R	Accessible
48	74 Street-Broadway	7	Accessible
49	Jackson Hts-Roosevelt Ave	E, F, M, R	Accessible
50	125 Street	A, B, C, D	Accessible
51	Euclid Avenue	A, C	Accessible
52	Fordham Road	4	Accessible
53	Queens Plaza	E, M, R	Accessible
54	Times Square-42 Street	1, 2, 3	Accessible
55	Times Square-42 Street	7	Accessible
56	231 Street	1	Accessible
57	Junction Boulevard	7	Accessible
58	168 Street	A, C	Accessible
59	Pelham Parkway	2, 5	Accessible
60	233 Street	2, 5	Accessible
61	Bowling Green	4, 5	Accessible
62	Myrtle Avenue	L	Accessible
63	Wyckoff Avenue	M	Accessible
64	135 Street	2, 3	Accessible
65	Church Avenue	F, G	Accessible

Accessible Key Stations List

Count	Station	Line	Phase
66	St. George	SIR	Accessible
67	Kew Gardens-Union Tpke	E, F	Accessible
68	South Ferry	1	Accessible
69	47-50 Streets-Rock Center	B, D, F, M	Accessible
70	Chambers Street	1, 2, 3	Accessible
71	59 Street-Columbus Circle	A, B, C, D	Accessible
72	59 Street-Columbus Circle	1	Accessible
73	Jay Street-MetroTech	A, C, F	Accessible
74	96 Street	1, 2, 3	Accessible
75	Kings Highway	B, Q	Accessible
76	Far Rockaway-Mott Avenue	A	Accessible
77	E 180 Street	2, 5	Accessible
78	Bay Parkway	D	Accessible
79	Bleeker Street	6	Accessible
80	Broadway-Lafayette	B, D, F, M	Accessible
81	Forest Hills-71 Avenue	E, F, M, R	Accessible
82	Utica Avenue	A, C	Accessible
83	Cortlandt Street	R	Accessible
84	Hunts Point	6	Accessible
85	Kingsbridge Road	B, D	Accessible
86	23 Street	6	Accessible
87	Lefferts Blvd	A	Accessible

Accessible Non Key Stations List

Count	Station	Line	Remarks
1	50th Street	C, E	Southbound Only
2	Lexington Ave/63rd St.	F	
3	Roosevelt Island	F	
4	21 Street-Queensbridge	F	
5	Jamaica/Van Wyck	E	
6	Jamaica Center	E, J, Z	
7	Sutphin Blvd.	E, J, Z	
8	Middle Village-Metropolitan Ave	M	
9	Rockaway Park-Beach 116 St	A, S	
10	Park Place	S	
11	Borough Hall	4, 5	Northbound Only
12	Tottenville	SIR	
13	Canal Street Station	6	
14	49th Street	N, Q, R	Northbound Only
15	Rockaway Parkway	L	
16	Gun Hill Road	2, 5	
17	Jay Street-MetroTech	R	
18	Avenue H	Q	Southbound Only
19	Fulton Street	4, 5	
20	Court Square	7	
21	Dyckman St	1	Southbound Only
22	Aqueduct Racetrack	A	

Accessible Non Key Stations List

Count	Station	Line	Remarks
23	Fulton Street	2, 3	
24	Fulton Street	A, C	
25	Fulton Street	J, Z	
26	34 St-Hudson Yards	7	
27	Wilson Avenue	L	Northbound Only
28	72 Street	Q	
29	86 Street	Q	
30	96 Street	Q	
31	Arthur Kill	SIR	



NYC[®]

Mayor's Office for
People with Disabilities