

# Accessible NYC

An Annual Report on the State  
of People with Disabilities Living  
in New York City by the Mayor's  
Office for People with Disabilities



## The City of New York Mayor Bill de Blasio

Richard R. Buery Jr.  
Deputy Mayor for  
Strategic Policy Initiatives

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

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## LETTER FROM MAYOR BILL DE BLASIO

Dear Friends,

For centuries, people from across the globe have been coming to New York City to pursue their dreams. The City is committed to ensuring that all New Yorkers, and all of our visitors, can access everything the five boroughs have to offer. To make this commitment a reality—and to expand opportunities of all kinds for New Yorkers with disabilities—we are embarking on our first-ever annual report on the state of people with disabilities in our city.

As we approach our 400th anniversary, New York has many great strengths, including its position as one of the world's great economic, cultural, and media centers. It is also facing significant challenges, including climate change, inequality, unprecedented population growth, and an aging infrastructure. AccessibleNYC will report annually on what we as a City have done, what we are currently doing, and what we will be working on in the future to better integrate New Yorkers with disabilities. We will particularly focus on improving housing, education, and economic opportunities; increasing access to government services; making communities and businesses more accessible; and developing more accessible, reliable, and resilient infrastructure.

This report addresses every aspect of life in New York City—how we live, work, learn, play, and raise our children. Understanding where we are today with issues of accessibility will allow us to come up with bold goals and innovative solutions. AccessibleNYC provides us with the tools that we need to do that.

AccessibleNYC will allow us to study ambitious, innovative, and, in some cases unprecedented ideas that have the potential to bring lasting improvements to the lives of New Yorkers with disabilities. When the city becomes fairer and more inclusive, we all benefit.

We will meet today's challenges, and tomorrow's, as New Yorkers always have. And we hope to inspire other cities around the world to do the same. We are committed to creating a more accessible and inclusive city for all New Yorkers.

*Bill de Blasio*

Mayor, City of New York



## **LETTER FROM COMMISSIONER VICTOR CALISE**

To All New Yorkers,

New York City is the most dynamic city in the world, with one of the most diverse populations. As a lifelong New Yorker, it gives me great pleasure to see our city moving toward a more equitable society. I understand from experience the complex challenges that people with disabilities face on a daily basis, from navigating our streets to obtaining needed services.

As Commissioner, it is my job to help the nearly one million people who self-identify as living with one or more disabilities participate fully in everything our city has to offer, including safe streets, playgrounds, affordable housing, educational opportunities, employment, and transportation. We must ensure that appropriate accommodations are made so people with disabilities can enjoy the opportunities and services available to other New Yorkers. This is what the staff at the Mayor's Office for People with Disabilities and I strive for every day: equity.

In 2015, we celebrated 25 years of the Americans with Disabilities Act (ADA) throughout the city. With the ADA, our nation made a strong commitment to providing Americans with disabilities the same rights and opportunities as those without disabilities. Enormous progress has been made in the past quarter century, nationally and within the city. AccessibleNYC will help to ensure that this progress continues over the next twenty-five years by reporting, on an annual basis, the state of people with disabilities living in our city.

I would like to thank the staff at the Mayor's Office for People with Disabilities, the staff of the various City offices and agencies we work with, and the disability advocates who are coming together in this effort. This is truly an unprecedented undertaking; never in the history of NYC government have so many City agencies worked together on a comprehensive report to advance the interests of New Yorkers with disabilities. I am confident that the progress we make will be unprecedented as well.

Thank you,

A handwritten signature in blue ink that reads "Victor Calise". The signature is written in a cursive style.

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

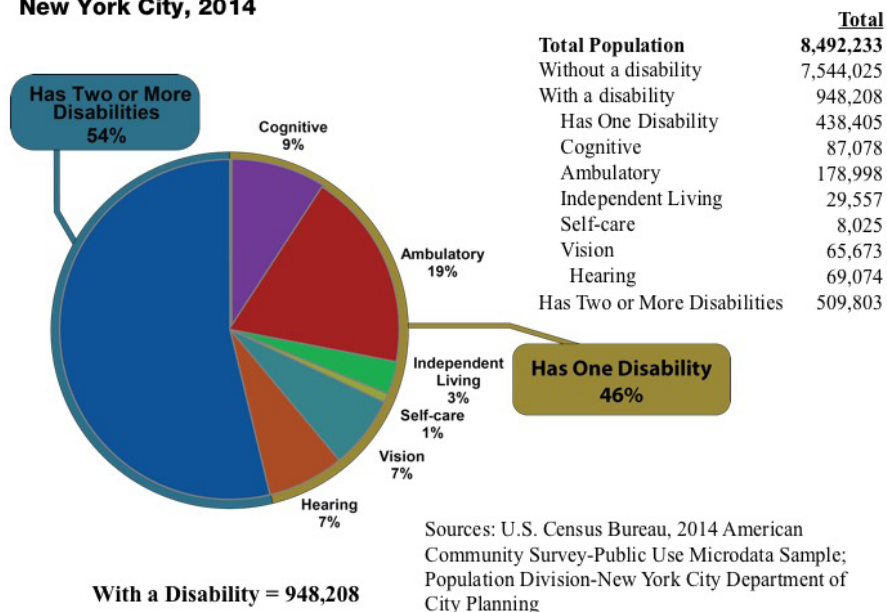
# **INTRODUCTION & EXECUTIVE SUMMARY**



Almost one million New Yorkers live with a disability. These are our neighbors, family members, and friends. New Yorkers with disabilities must navigate the same subways, streets, businesses, and services that we all do. Many barriers that once prevented their ability to participate fully in the life of the city have fallen, but there is still work to be done.

One of the great milestones of the modern disability rights movement was the adoption of the Americans with Disabilities Act of 1990 (ADA), which celebrated its 25th anniversary last year. That groundbreaking civil rights law prohibited discrimination against people with disabilities, required employers to provide reasonable accommodations for employees with disabilities, and established accessibility requirements for public spaces.

**Residents With a Disability by Disability Type  
New York City, 2014**



As New Yorkers, we have always prided ourselves on being at the forefront of civil rights movements of all kinds. That was certainly true of the disability rights movement—many of the early demonstrations, and much of the early theorizing and strategizing, occurred in New York City in the 1960s and 1970s. During this wave of disability rights activism, the City’s Human Rights Law was amended in 1968 to include people with disabilities among the classes of people protected against discrimination. The law defines a person with a disability as anyone having a physical, medical, mental, or psychological impairment, or a history or record of such impairment, that limits any system of the body.

Also in 1968, the Mayor’s Advisory Committee on the Handicapped was established to advise the City on the needs of people with disabilities and the challenges they face. Several years later, the federal government enacted the Rehabilitation Act of 1973, which required entities that receive federal funding to make their programs and services accessible to people with disabilities.<sup>1</sup> That same year, in New York City, Executive Order No. 81 established the Mayor’s Office for the Handicapped. The office was renamed the Mayor’s Office for People with Disabilities (MOPD) in 1990, and in 2006, the MOPD Executive Director was elevated to the level of



Commissioner, reflecting the increased status, authority, and influence of the office.

Since its creation and throughout its various iterations, the Mayor’s Office of People with Disabilities 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. The City has benefited from having an office staffed by those who have personally navigated the challenges people with disabilities face, and who illustrate that our city is at its best when it draws on the abilities of all its residents.

The creation of AccessibleNYC is the next step in New York City’s longstanding effort to protect the rights of its residents with disabilities, and to minimize or remove the obstacles they face. AccessibleNYC will provide an annual report that chronicles the experiences of New Yorkers with disabilities and the efforts the City is taking to fully integrate them into the life of the city. As a testament to the City’s dedication to advancing accessibility, an unprecedented number of agencies and resources have come together to create AccessibleNYC.

Providing equal access for people with disabilities often comes with a price tag. Structural modifications to buildings and sidewalks, and other technological improvements, cost money. Investments of this kind, however, yield long-lasting economic and societal gains. AccessibleNYC will, among other things, help us understand how to accelerate the rate at which people with disabilities engage with their communities and enter the workforce, increasing their participation in the city’s economy. The long-term benefits, however, are more than just economic—they reflect our city’s commitment to giving all New Yorkers a chance to thrive.

MOPD will be the guiding City agency behind AccessibleNYC, working with other City agencies to ensure

that their programs and policies are accessible to all people with disabilities. MOPD will also work with communities and businesses to improve access to public and private facilities and services throughout the five boroughs.

The inaugural edition of AccessibleNYC is organized into four sections: Transportation, Employment, Access, and Education, and includes both past efforts and current initiatives aimed at bettering the quality of life for individuals with disabilities.

## **TRANSPORTATION**

AccessibleNYC includes an analysis of strategic investments in our transportation infrastructure that meet the growing population needs of our city, reflect the need for greater access to sustainable and more affordable transportation options, and promote pedestrian safety, all while taking into account the specific needs of people with disabilities.

Key issues discussed:

- The City, through a coordinated effort by the Department of City Planning (DCP), will collaborate with MOPD on upcoming DCP neighborhood zoning plans by creating a process that will share Uniform Land Use Review Procedure (ULURP) applications with MOPD, making it easier to flag new development projects with adjacent subway stations for potential access.
- MOPD will support efforts to increase the number of accessible For-Hire Vehicles (FHVs) and make traveling in the city easier and safer for people with disabilities.
- MOPD and Taxi and Limousine Commission (TLC) are working with the Metropolitan Transportation Authority (MTA) to launch a more flexible Access-A-Ride taxi e-hail program that will replace AAR Taxi Debit Card program.
- MOPD will work with the appropriate agencies to ensure

that the proposed NYC Ferry Service is accessible, and includes accessible gangways, accessible toilet facilities, and other accessibility features.

- MOPD will work with the appropriate agencies to ensure that the proposed Brooklyn-Queens Connector is accessible.

## EMPLOYMENT

AccessibleNYC examines efforts to promote fairness and self-sufficiency by promoting education and job skills and by working with local and state partners to remove barriers to employment.

Key issues discussed:

- Through the Department of Citywide Administrative Services (DCAS), the City will work to increase the number of 55-a positions: legally designated jobs that can be performed by up to 700 people with physical or mental disabilities.
- MOPD will work with the New York City Department of Small Business Services (SBS) to provide technical assistance to employers and trainings workforce development organizations on how to modify jobs and work environments to provide reasonable accommodations to qualified individuals with disabilities.
- MOPD is working in conjunction with Workforce1 to create tailored services for people with disabilities to find, sustain, and achieve success in employment.
- MOPD assists State and City stakeholders in identifying skill gaps for people with disabilities, acting as a facilitator to help find the appropriate training opportunities to bridge the gaps and match people with disabilities with the skills that employers are seeking.
- Beginning in Fall 2016, MOPD's NYC: AT WORK

initiative, with support from the Poses Family Foundation, will connect talent to businesses and provide access to employment opportunities for a minimum of 700 unemployed or underemployed people with disabilities.

- Through MOPD’s Business Development Council, the city will work to strategically expand best practices in outreach, recruitment, training, hiring, and promotion of people with disabilities in the workforce.
- MOPD and the Department of Youth and Community Development (DYCD) will work to expand opportunities for young adults with disabilities to participate in the City’s Summer Youth Employment Program (SYEP).

## ACCESS

AccessibleNYC includes a review of policies that increase the quality of life for people with disabilities, enabling families and neighborhoods to thrive.

Key issues discussed:

- MOPD will work with City agencies to integrate the new requirement for Disability Service Facilitators throughout City government.
- MOPD will conduct an affordable/accessible housing campaign, in conjunction with the Department of Finance (DOF), to educate New Yorkers on DOF’s Rent Freeze program—with the specific goal of increasing DRIE registration for eligible individuals.
- MOPD will host a housing day for builders and developers to ensure that they understand the New York City Building Code requirements for people with disabilities.
- MOPD will promote Project Open House (POH), which removes “small” architectural barriers in the homes of qualified applicants with a permanent disability.

- MOPD will write a simple-language guide outlining its accessibility waiver process, and will work with SBS and the Citizens Commission on Human Rights (CCHR) to ensure that small business owners understand the needs of their customers with disabilities.
- MOPD will engage in an awareness campaign to inform businesses about tax incentives designed to expand accessibility.
- As part of the One Step Campaign, MOPD and CCHR will work with community groups and individuals with disabilities to create educational materials on the removal of barriers, such as a step at the entrance to a store or business that impedes access for individuals using wheelchairs.
- In conjunction with the International Code Council (ICC), MOPD will publish, on behalf of the City, the Second Edition of the Inclusive Design Guidelines (IDG) book that is used by designers to create accessible and usable environments beyond the minimum code requirements.
- MOPD will work with the Department of Buildings (DOB) to enlarge the print on building permits displayed at construction sites, add information on building code accessibility provisions triggered by the work being performed, and provide guidelines for how these permits are displayed.
- MOPD will work with New York City Health + Hospitals to promote increased health care equity for women with physical disabilities by increasing access to women's health care services.
- MOPD will work with the Department of Parks to promote its new Annual Membership fee of \$25 for people with disabilities.
- MOPD will work to expand the Restaurant Access Program (RAP), which provides restaurant owners the opportunity to advertise that a restaurant is wheelchair friendly.

- MOPD will work with the U.S. Department of Justice to prevent ticket fraud related to accessibility seating at sporting events, concerts, and shows.
- Adhering to recently passed legislation, MOPD will create a guide for City agencies to use when advertising meetings or sending out notices and invitations to ensure they include accessible information about the venue, availability of interpreters, assistive listening systems, and accessible materials.
- MOPD will create web accessibility guidelines for City agencies and the general public to use when designing and developing websites, adding information to websites and posting information and photographs via social media.

## EDUCATION

AccessibleNYC identifies efforts to better engage people with disabilities in the government decisions that affect their lives.

Key issues discussed:

- MOPD is providing ongoing support to the Department of Education (DOE) to share its expertise on providing access to high-quality instruction and services in the least restrictive environment appropriate. It also, partners with families to develop and implement high quality Individualized Education Programs (IEPs), which document students' current skills and abilities.
- MOPD, in partnership with Office of Labor Relations (OLR), will enhance training for City workers in communicating and interacting with people with disabilities.
- Through MOPD's Civic Initiative, the city will work to educate New Yorkers with disabilities about how best to participate in City government.

# TRANSPORTATION



New York City is the world's busiest and most dynamic city. Residents and tourists alike rely on safe streets and public transportation to get them where they need to go. Of the nearly one in eight New Yorkers who have self-identified as living with disabilities, about 10 percent are estimated to use wheelchairs.<sup>iii</sup> The City has made a concerted effort to ensure that all New Yorkers, including the over 5.5 million people who use public transportation each day, are able to navigate the city, regardless of disability.

Using public transportation can be a difficult and time-consuming process for people with disabilities, especially for those living in the outer boroughs. The City, through the Taxi Limousine Commission (TLC), has increased the number of accessible vehicles for people with mobility, vision, and hearing disabilities. Currently there are 1,275 taxis with induction loop systems: devices that transmit sound directly



to hearing aids equipped with a T-coil or to cochlear implants. There are approximately 500 wheelchair accessible yellow taxis (scheduled to reach 7,000, or 50 percent of the fleet by 2020) and 900 wheelchair accessible green taxis (ultimately scheduled to reach 9,000, or 50 percent of the fleet by as early as 2024). In addition, the Department of Transportation's implementation of Vision Zero, as well as MOPD's partnership with the Metropolitan Transit Authority and the Department of City Planning to improve subway accessibility, ensures that transportation options for New Yorkers with disabilities will continue to grow.

## **VISION ZERO**

Increasing accessibility for all New Yorkers is a key element of the de Blasio administration's Vision Zero agenda, which was launched in 2014. The Vision Zero Action Plan is the City's foundation for ending traffic deaths and injuries in NYC—with expanded enforcement against moving violations like speeding and failing to yield to pedestrians, new street designs and configurations to improve safety, broad public outreach and communications, and a legislative agenda to increase penalties for dangerous drivers and give New York City control over the safety of our own streets. When the DOT simplifies a complex intersection, discourages speeding, shortens crossing distances, reduces speed limits, and encourages safer driving practices, the streets become safer and therefore more accessible for all pedestrians.

To further the Vision Zero agenda, MOPD and the DOT are working together on various operational changes and pilot programs to make our streets safer and more accessible to people with disabilities. These changes include increasing pedestrian ramps and detectable warning surfaces at pedestrian crossings through an ongoing DOT project funded at \$20 million per year. In addition, DOT is increasing the rate of installation of Accessible Pedestrian Signals (APS). These devices help the approximately 360,000 New Yorkers who

are blind or have low vision cross the street safely by alerting them through audible tones, speech messages, and vibrating surfaces of the “walk” phase of a traffic signal at a given intersection.<sup>iii</sup>

MOPD works closely with the DOT and individuals who are blind or have low vision, and organizations such as Pedestrians for Accessible and Safe Streets (PASS), to identify intersections that present a crossing difficulty for people with visual disabilities. Audible Pedestrian Signals are installed according to a priority list created by the DOT in conjunction with PASS. Our goal for future years is to increase the rate of installation of APS annually and, in addition, to ensure that they are added to capital reconstruction projects throughout the city.<sup>iv</sup> DOT and MOPD will conduct research to ensure that the latest technology is considered in the APS program.

Raised crosswalks and intersections that are flush with adjacent sidewalks increase safety by slowing vehicles, encourage drivers to yield to pedestrians, and eliminate the need for pedestrian ramps. DOT is exploring standards for the installation of raised intersections to enhance the visibility and improve the safety of pedestrian crossings.

MOPD is working with DOT on wayfinding, a path or route between an origin and a destination in order for a person to orient themselves in a physical space and navigate from place to place. Through the Tactile Guideway Pilot Program, MOPD and DOT are currently testing this wayfinding system with user groups at DOT’s Safety City Facility.

MOPD is also working with DOT on a Beacon Navigation Technology Pilot project, using electronic devices for the purpose of providing navigation assistance within the beacon network area. Two sites have been identified for the pilot: the Staten Island Ferry Whitehall Terminal and Madison Square Plaza in the Flatiron District.

*“Accessibility is at the heart of Vision Zero. DOT is pleased to be working with Commissioner Calise and his team at MOPD to ensure that all of our Vision Zero programs are indeed helping us create a more sustainable and therefore inclusive and accessible New York City.” Polly Trottenberg, Commissioner, NYCDOT*

## **SUBWAY ACCESSIBILITY**

Out of New York’s 469 subway stations, there are currently 84 key stations (stations with high ridership) serving major activity centers and transfer hubs that are accessible to individuals with mobility disabilities and compliant with the ADA Accessibility Standards. The number of accessible key stations is scheduled to reach 100 by 2020, through a combination of State and City funding.<sup>v</sup> In addition to these key stations, there are 26 accessible non-key stations, five of which are accessible in only one direction (see Appendix III). Although the MTA continues to improve accessibility, the number of accessible stations anticipated equals less than a quarter of all stations. Accessible stations include access to stations and platforms via elevators and ramps, as well as tactile warning strips along the platform edge.

As part of its \$2.5 billion contribution to the MTA’s 2015-2019 Capital Plan, the City secured a \$300 million package of station improvement projects that support the de Blasio administration’s economic development, affordable housing, and accessibility strategy. An example of these improvements include adding elevators to the Livonia Avenue L train and Junius Street 3 train stations, which will make both accessible. The City is also working with the MTA on station entrance improvements at high ridership stations. These projects will include elevators for stations that are not currently accessible.

The Department of City Planning will collaborate with MOPD on upcoming neighborhood zoning plans by sharing Uniform Land Use Review Procedure applications with MOPD, making

it easier to flag new development projects with adjacent subway stations. This will facilitate discussions by MOPD, the developer, and the MTA on finding ways to make the station accessible. Accessible mass transit is a particular neighborhood planning concern for housing developments for people with disabilities and our aging population.

An example of this kind of coordinated effort is the 2014 One Vanderbilt construction project adjacent to Grand Central Terminal. Construction began on the project in 2016 and is slated for completion in 2020. As part of the deal to construct a 63-story office tower west of Grand Central Terminal, the developer agreed to construct new accessible subway entrances, a pedestrian street plaza, and a public hall in the building's lobby.

The ADA requires entities undergoing renovations to their primary function areas to spend a minimum of 20 percent of the renovation costs on improving access to these areas, including the entrance into the facility, route to the primary function area, bathrooms, and drinking fountains. As a result, as the MTA renovates subway stations, 20 percent of the renovation cost is being spent on providing access for people with disabilities. MOPD will work with the MTA to ensure that the funds are spent in ways that maximize accessibility. Our ultimate goal is to make every subway station accessible.

*“NYC has always had a commitment when planning for the City to take into account the needs of a large, dynamic, diverse population at different stages of life, from birth to old age, each with very specific and often different needs. One of the great strengths of NYC is its public transit system, which is considered when planning for neighborhoods around the city. When the department develops plans for neighborhoods, along with a comprehensive review of land use, capital needs, population projections that conceivably affect everything from housing to pre-schools to nursing homes, it will also be assessing infrastructure needs, including the public transit*

*stations that serve the neighborhood, and related accessibility issues.” Carl Weisbrod, Director of the New York City Department of Planning and Chairman of the New York City Planning Commission*

## **TAXIS**

The TLC Disabled Accessibility Plan (DAP) prioritizes inclusion and establishes a multifaceted, practical, service-oriented path to meaningful accessibility. The DAP supports the de Blasio administration’s overall goal of ensuring that all New Yorkers have access to the City’s Yellow and Boro Taxis and FHV’s. Boro Taxis, or green taxis, are dispatched by local car service companies or pick up street hails in Brooklyn, Queens, the Bronx, Staten Island, and upper parts of Manhattan. FHV’s provide prearranged service, allowing passengers to contact companies that have licensed drivers and vehicles to pick them up—including livery, black cars, and luxury limousines. The City will expand the existing dispatch services so wheelchair users in all five boroughs will be able to have an accessible taxi or Boro Taxi dispatched on-demand or by advanced reservation. This service is especially important for people with disabilities in the outer boroughs, whether they are wheelchair users or not, because of the difficulty of hailing taxis in many residential areas outside of Manhattan.<sup>vi</sup>

MOPD will also seek to expand induction loop technology, which can make taxi transportation more accessible to people who are hard of hearing by allowing them to communicate more easily with the driver. Currently, induction loops are standard on all Taxis of Tomorrow (TOTs). As of April 2016, there are 1,275 TOTs on the road in the city.

*“New York City is already the first city in the United States to have induction loop technology and visual displays placed in taxicabs and the goal of having them all accessible by 2025 will be of great benefit to New Yorkers with hearing loss. No longer will they need to worry about communicating with*

*their driver and arriving at their destinations safely. Equal access in transportation will alleviate many challenges people with hearing loss and other disabilities face every day.” Laurie Hanin, Ph.D., CCC-A, Executive Director, Center for Hearing and Communication<sup>ix</sup>*

## **ACCESS-A-RIDE**

MOPD, MTA, TLC, and Access-A-Ride are working together to make wheelchair-accessible yellow taxis available for select Access-A-Ride (AAR) trips. The New York City Transit AAR Yellow Taxi Debit Card program, which expired on November 30, 2015, was available to some Access-A-Ride registrants with routine trips in Manhattan. Participants enjoyed all the benefits of yellow taxi service for the cost of an Access-A-Ride trip, including a \$2.75 fare for door-to-door service. A working group with representatives from the MTA and TLC is currently meeting to discuss a plan to renew this program and expand it to users in outer boroughs.

*“It is extremely important that New York City prepared AccessibleNYC addressing issues related to the disability community. We hope it will become an Annual report that will easily allow us to spot trends and changes in services for people with disabilities.” Edith Prentiss, Chair, Taxis For All Campaign*

## **FERRY SERVICE**

In his 2015 State of the City address, Mayor Bill de Blasio proposed adding ferry service between the boroughs to provide New Yorkers with more transportation options. In March of 2016, the Mayor announced that Hornblower would be the new operator for citywide ferry service. These connections will include routes between Queens and Manhattan, Bronx and Manhattan, and Brooklyn and Manhattan. As ferry

services come online, MOPD is working with Hornblower to monitor and ensure that accessible features include accessible gangways, accessible toilet facilities on ferry vessels, and that accessible communication features are implemented at terminals and on vessels. The Rockaway, South Brooklyn, and Astoria routes are scheduled to launch in 2017 and the Soundview and Lower East Side routes are scheduled to launch in 2018. The fare will be the same as a subway ride.

## **BROOKLYN-QUEENS CONNECTOR (BQX)**

In February 2016, the de Blasio administration announced a plan to create a streetcar line between Brooklyn and Queens by 2024. The plan, which expands opportunities for commuters, was designed with the needs of people with disabilities in mind, including the deaf, hard of hearing, blind, people with low vision, and people with mobility disabilities. The streetcar will stretch 16 miles from Astoria, Queens, to Sunset Park, Brooklyn, and will be increasingly critical over time, as these two boroughs are experiencing the highest population growth rates in the city.

The route of the BQX will tie together several “innovation clusters” in which the City has made significant economic development investments, including the Brooklyn Navy Yard, the Brooklyn Army Terminal, and the Cornell Tech campus on Roosevelt Island. The BQX will also provide a transportation link to 13 NYCHA developments that house more than 40,000 tenants—roughly 10 percent of the City’s public housing residents. At nearly 50,000 passengers per day at full buildout, the BQX will save riders anywhere from 10 to 15 minutes on each ride, getting the City closer to achieving the OneNYC goal of providing New Yorkers access to more jobs within a 45-minute commute via public transit.

Following extensive community outreach, the project is expected to break ground by 2019-2020.

# EMPLOYMENT





Chief Operating Officer for Equities Distribution at Barclays Investment Bank

The City is committed to increasing the number of people with disabilities who are employed by ensuring that the administration hires people with disabilities, enforces existing laws, provides technical assistance and information on reasonable accommodations to employers, and removes barriers to employment.

## **DIVERSE TALENTS IN DIVERSE WORKPLACES: INCREASING JOB OPPORTUNITIES FOR PEOPLE WITH DISABILITIES**

President Barack Obama signed the Workforce Innovation and Opportunity Act (WIOA) into law on July 22, 2014.<sup>vii</sup> WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market, and to match employers with the skilled workers they need to compete in the global economy.

WIOA, which passed Congress with a wide bipartisan majority, is the first federal legislative reform in 15 years for the public workforce system, and is expected to create a more inclusive workforce for individuals with disabilities. WIOA brings together, in strategic coordination, a number of core federal programs that invest in skill development:

- Employment and training services for dislocated workers who have been terminated and who are unlikely to return to their previous industry or occupation.
- Wagner-Peyser employment services, administered by the Department of Labor (DOL), through formula grants to states for such services as job search assistance, job referral, and placement assistance for jobseekers; re-employment assistance for Unemployment Insurance (UI) claimants; and recruitment services for employers.
- Adult education and literacy programs and Vocational Rehabilitation state grant programs, administered by the Department of Education, that assist individuals with disabilities obtain employment.

*“The Workforce Innovation and Opportunity Act fosters collaborations that will create a more inclusive workforce for individuals with disabilities. The New York State Education Department, ACCES-VR is very pleased to be partnering with the Mayor’s Office for People with Disabilities to connect with the business community to make new employment opportunities available in New York.” Kevin G. Smith, Deputy Commissioner, New York State Education Department, Adult Career and Continuing Education Services*

These federal resources provide vital support to the City in its efforts to help New Yorkers with disabilities obtain employment. Still, there is considerable work to be done to make workplaces more inclusive for people with disabilities.

## **55-A EMPLOYEES**

New York State Civil Service Law Section 55-a authorizes municipalities to identify a maximum of 700 positions with duties that can be performed by “physically or mentally disabled persons” who are found qualified to perform such duties.<sup>viii</sup> At least 300 of these positions must be filled by individuals with physical disabilities, and the remaining 400

positions may be filled by people with physical, cognitive, or mental health disabilities. Currently there are 425 55-a employees working throughout City government.<sup>ix</sup> The 55-a Program, administered by DCAS, provides qualified individuals the opportunity to work in positions normally secured through taking a competitive exam.<sup>x</sup> In addition to not taking an exam individuals serve under non-competitive employment status. MOPD will work with DCAS to encourage agencies to utilize the 55-a Program to employ qualified individuals with disabilities and help to identify candidates through outreach to schools, colleges, and community-based organizations. Through charter-mandated diversity and Equal Employment Opportunity (EEO) plans, City agencies will be reporting on their overall inclusive recruitment efforts.

## **DISABILITY-FOCUSED WORKFORCE DEVELOPMENT**

The Mayor's Office for Workforce Development is advancing Mayor de Blasio's agenda of increasing the supply of well-paying jobs and helping New Yorkers acquire the skills to obtain them. MOPD is committed to increasing access to training and jobs for people with disabilities.

MOPD will partner with the Mayor's Office of Workforce Development and the Department of Small Business Services to help ensure that curriculum and technology will be accessible from the start, providing a level playing field for people with disabilities to receive the training they need for middle-skill jobs.

MOPD will also partner with the City's Workforce1 to create tailored services for people with disabilities to find, sustain, and achieve greater success in employment. Provided by SBS, Workforce1 centers prepare and connect qualified candidates to job opportunities in New York City. Workforce1 centers place approximately 30,000 New Yorkers in jobs each year and

provide almost 500,000 residents with other services such as training, resume building, and interview tips.

In order to increase employment outcomes for those with disabilities, MOPD will work with Workforce1 to conduct targeted outreach in conjunction with trusted non-profits and community groups; publicly celebrate individuals and employers who utilize best practices in the recruitment, hiring, training, and promotion of people with disabilities; and increase awareness of employer tax credits and incentives, where appropriate.

## **WORKFORCE COLLABORATION WITH STATE AND CITY STAKEHOLDERS**

While there are many organizations that work with people with disabilities, MOPD is uniquely poised to share their expertise in helping to coordinate recruitment, training, and hiring of people with disabilities. MOPD collaborates with State agencies including New York State Education Department's Adult Career and Continuing Education Services – Vocational Rehabilitation (ACCES-VR), New York State Commission for the Blind (NYSCB), Office of Mental Health (OMH), Office for People with Developmental Disabilities (OPWDD); City agencies, Independent Living Centers, the New York City Employment and Training Coalition; and educational institutions, labor unions, and over 200 community-based organizations.

MOPD assists these stakeholders in identifying skill gaps for people with disabilities, acting as a facilitator to help find the appropriate training opportunities to bridge the gaps and match people with disabilities with the skills that employers are seeking. To aide in recruitment, MOPD will build partnerships across the disability, education, and workforce community, and target these partnerships to ensure strong integration for people with disabilities in vocational rehabilitation/ employment provider agencies, high schools, colleges,

transitional programs, and workforce development and training programming.

MOPD will focus efforts toward employers with the greatest commitment and capacity for hiring an inclusive workforce, including people with disabilities, particularly in high growth industries: transportation, healthcare, hospitality, and technology.

## **NYC: AT WORK**

The Poses Family Foundation (PFF) is poised to support MOPD's workplace initiative, NYC: AT WORK. The initiative will work on building a talent pipeline for young adults in high schools and colleges, participants in employment services of state vocational rehabilitation agencies and community-based organizations, and job seekers who are unemployed or underemployed.

Members of MOPD's Business Development Council (BDC) have committed to creating and expanding career opportunities for New Yorkers with disabilities. These businesses include clusters in New York City's high-growth industries: technology, healthcare, hospitality, and manufacturing.

PFF's support for NYC: AT WORK will allow MOPD to build a robust team focuses on business engagement and workforce development, creating a coalition of provider agencies and staff from high school and college educational entities.

Funds will support hiring a program director responsible for the overall rollout and implementation of the initiative; a director of business development who oversees the expansion of the current MOPD's BDC and engagement of new businesses and sectors; a coalition manager responsible for the expansion of both the MOPD Youth Council and the coalition council of provider agencies; a youth and college liaison to work in collaboration with DOE schools, CUNY, and private

colleges to assist in the transition from school to work; and a workforce and government liaison to work closely with SBS and NYC Office of Workforce Development to create access to accessible trainings and opportunities for job seekers with disabilities.

Launching in the fall of 2016, NYC: AT WORK will connect talent to business, securing employment for a minimum of 700 people with disabilities who are unemployed or underemployed.

*“The Mayor’s Office for People with Disabilities is uniquely positioned to convene and coordinate a network of partners to make a real difference in meaningful employment for people with disabilities. We are proud to partner on the NYC AT WORK project.” Meg O’Connell, Vice President, Poses Family Foundation Workplace Initiative*

## **PARTNERSHIPS WITH ACADEMIA AND THE PRIVATE SECTOR: THE BUSINESS DEVELOPMENT COUNCIL**

Matching quality applicants to appropriate employment opportunities is integral to the overall success of employing people with disabilities. For students with disabilities transitioning from college into the workplace, there has been a lack of equal access to career exploration and engagement with business communities. These students deserve access to the same opportunities as their non-disabled peers. MOPD is collaborating with CUNY and CUNY Leads, Fordham, St. John’s, and Pace Universities, among others, to help prepare them for the future.

This collaboration entails connecting disability services and career development staff with business-led workshops and seminars resulting in students with disabilities obtaining career specific internships.

MOPD has established the City's first ever Business Development Council (BDC) to address the historically low and stagnant number of people with disabilities in the workforce. The BDC will provide strategic advice on best practices in outreach, recruitment, training, hiring, and promotion of people with disabilities in the workforce, helping to bridge the gap between the disability community and the private sector.

MOPD will be partnering with employers on initiatives to increase opportunities for workers with disabilities. One such initiative is focused on creating internships that create a pathway to meaningful careers. JetBlue and Ernst & Young (EY) are two of the companies taking leadership roles in this effort.

JetBlue's project-based internship initiative, Reaching Blue Heights, is a partnership with MOPD and New York State vocational rehabilitation agencies (ACCES-VR and the Commission for the Blind). The Partnership is building a program that will include not only project-specific work, but career readiness and exploration. JetBlue focused on the business needs that currently exist in their workforce; with the help of MOPD, talented candidates were recruited for two specific projects based out of their HR department. A robust series of workshops were provided including in interviewing, resume and building personal brand, as well as exposure to Shadow Opportunities, including Airports and Ground Operations, System Operations, Materials, and the Support Center. This initiative will expand to other divisions within JetBlue and potentially other JetBlue Support Centers, and will serve as a replicable model for other businesses.

Ernst & Young has created a series of workshops focusing on career readiness for college students with disabilities. Juniors and seniors with an interest in finance, accounting, and IT have the opportunity to engage in interactive sessions on resume

writing, interviewing practices, and personal branding. They provide real access to learning about EY and its business while expanding the students' knowledge of the workforce and possible career options.

EY has taken the lead in engaging businesses from the financial sector to join them by establishing a Spring Career Readiness event. Many major financial companies will be participating in this event.

## **YOUTH EDUCATION, JOBS, AND INTERNSHIP PLACEMENT**

Access to education, jobs, and careers help to provide a better future for youth with disabilities. In collaboration with District 75, MOPD is assisting with business engagement for high schools that serve the largest number of students with disabilities. An integral part of this will be to expand opportunities for young adults with disabilities to participate in SYEP, giving students much needed job experience. Also, MOPD is collaborating with the administration and DOE staff to assist with the implementation of the New York State Department of Education's Career Development and Occupational Studies (CDOS) Commencement Credential to help increase student readiness for entry-level jobs. This requires business engagement, internships, and summer youth employment, as well as job readiness training for the workforce. The MOPD employment team is working directly with the administration and staff to create those career pathways for students while they are in their junior and senior years of high school.

In addition, working with CUNY and many private colleges, MOPD has created a coalition comprised of college staff in disability services, connecting them to businesses that provide career workshops, seminars, career shadowing, and paid and unpaid internships in both the public and private sectors.



**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. This is a basic matter of civil rights and inclusion, on par with preventing discrimination on the basis of race, religion, or national origin. There should be no barriers to anyone's ability to participate, and succeed, in this city.

We are committed to expanding on the City's longstanding commitment to bring equal access and opportunity to people with disabilities. To do this, however, requires working in a complex environment in which the public and private sectors are inextricably linked, and our large and growing metropolitan region continues to play an influential role.

## **DISABILITY SERVICE FACILITATORS: INCREASING ENFORCEMENT OF INCLUSIVE CITY SERVICES**

Mayor de Blasio and the City Council enacted legislation (Local Law 27) that requires City agencies to have full-time Disability Service Facilitator (DSF) positions. These individuals act as liaisons to New Yorkers with disabilities, creating easy access points for them to obtain information, services, and assistance. The DSF's job responsibilities include ensuring their agencies, programs, and services comply with the law; meeting with and learning about issues affecting people with disabilities; developing and providing information to the public on programs and services; ensuring that any construction projects within the agency's control are compliant with accessibility provisions of the NYC Building Code; and serving as a liaison with MOPD. The Department of Parks, the Department of Buildings, the Human Resources Administration, the Department of Cultural Affairs, Emergency Management, DOT, and TLC have already hired full-time DSFs, while the Department of Housing Preservation and Development, the Department of Education, the School Construction Authority, and the Department of Design and Construction are in the process of filling these positions.

The DOB DSF will provide an easier avenue for people with disabilities to file complaints about construction and alteration violations in their neighborhoods. This DSF will also be able to review plans for compliance with the accessibility provisions of the NYC Building Code, and will be a resource for plan examiners and inspectors within DOB. MOPD and the DOB DSF will create a guide for laypeople to understand when alteration work triggers the Building Code's accessibility requirements and when it does not.

*“HRA is committed to working to ensure that we provide people with disabilities equal access to all the services we*

*provide. We are honored to join with the Mayor’s Office for People with Disabilities and Commissioner Calise in implementing this essential initiative to make New York City accessible to all. And we are proud to be one of the first City agencies to have a Disability Service Facilitator.” Steven Banks, Commissioner, NYC Human Resources Administration*

## **AFFORDABLE, ACCESSIBLE HOUSING**

The de Blasio administration’s commitment to increasing affordable housing includes accessible units. The shortage of affordable housing in the City has been well documented, as has the high cost of housing. To help combat the high cost of housing for people with disabilities, Mayor de Blasio signed a bill in August 2014 to increase the income limit for the Disability Rent Increase Exemption (DRIE) to \$50,000. DRIE, which was established in 2005, provides a freeze on rent to tenants with disabilities who live in rent-controlled, rent-stabilized, and Mitchell-Lama apartments. The average annual income for tenants using DRIE is \$13,516. The utilization rate for “DRIE-eligible” populations is 27 percent. We will continue to reach out to eligible households with the goal of increasing utilization rates to 75 - 85 percent in the next five years.

People with disabilities also benefit from the de Blasio administration’s tenant protection programs. Announced in September of 2015, these programs are aimed at keeping tenants in their homes by providing them with anti-eviction legal services as well as assistance against landlord harassment. The years 2015 and 2016 also saw the rent guidelines board, fully appointed by the Mayor, freeze rents on one year leases for the first time since 1969. MOPD will conduct an affordable/accessible housing campaign in 2017 to educate New Yorkers with disabilities about DRIE and tenant protection services.

Public housing has long played an important role in housing

New Yorkers of modest income, particularly those living with a disability, but it too is in short supply. There are approximately 275,000 families on the New York City Housing Authority (NYCHA) public housing waiting list, nearly 100,000 more families than currently live in NYCHA developments. Nearly 75 percent of the households on the waiting list are in the “extremely low income” category (annual income less than 30 percent of the area median income AMI). Over 90,000 of the applicants on NYCHA’s public housing waiting list, and nearly 40,000 of the applicants on the Section 8 waiting list, have a family member with a disability.<sup>xi</sup>

Despite major efforts to preserve, upgrade, and construct new housing, the City’s housing stock is still predominantly old: 1.8 million units housing 58.5 percent of households were built before 1947, creating challenges for housing maintenance enforcement, housing rehabilitation, and housing accessibility.<sup>xii</sup> To promote the creation of more accessible, affordable housing units, MOPD will host a housing day for builders and developers.

To further the de Blasio administration’s Housing NY plan, MOPD will work with the Department of Housing Preservation (HPD) and NYCHA to educate individuals with disabilities who are seeking accessible homes about the increased number of accessible and affordable apartments, as well as the availability of subsidies which can be included as part of the income thresholds needed to apply for housing units.

## **PROJECT OPEN HOUSE**

Project Open House (POH) removes small, readily achievable architectural barriers from the homes of qualified applicants with a permanent disability, thereby assisting them in gaining greater independence. POH is administered by MOPD and HPD. The changes made under POH do not require a permit from the NYC Department of Buildings or the professional services of a NYS Licensed Architect.

Some examples of the work covered under POH include: widening doorways within non-structural partitions; converting steps no greater than 18 inches in height into ramps; replacing existing plumbing fixtures with accessible fixtures; and installing accessible amenities such as grab bars, door openers, accessible door handles, accessible height shelving, and accessible railings. Funding for the program, about \$250,000 annually, comes from Community Development Block Grants administered by the U.S. Department of Housing and Urban Development. The program is also intended to create jobs and retain businesses in low-income communities. We will work to expand POH by reaching out to the building industry for additional funding, in-kind donations, and donated services.

## **SMALL BUSINESS SERVICES**

MOPD is working with the Department of Small Business Services on the Mayor's Small Business First initiative to improve the City's regulatory process for small businesses. We will work with SBS and the City Commission on Human Rights to write a guide outlining the accessibility waiver process, ensuring that small business owners understand their responsibility to customers with disabilities to ensure that access requirements are met and to prevent discrimination. As part of this effort, MOPD and SBS will host the first Small Business Disability Awareness Day in 2017 to introduce small business owners to the needs of New Yorkers with disabilities. Making goods and services accessible to people with disabilities is not just good policy, it is good business. Small Business Disability Awareness Day will address the accessibility of renovations, accommodation of disabilities, accessible formats for printed materials, assistive listening technology, and available tax incentives. This program will be repeated annually.

## FEDERAL TAX INCENTIVES FOR BUSINESSES

Approximately one in eight New Yorkers self-identify as having a disability—roughly one million people. To help businesses welcome this untapped market, the federal government provides two tax incentives to businesses to cover the costs of making access improvements for customers with disabilities. MOPD runs awareness campaigns to inform businesses about these valuable incentives to expand the number of accessible businesses and, consequently, allow people with disabilities to enjoy more of what the City has to offer. Outreach efforts include MOPD creating promotional materials, social media, internet postings, meeting with Business Improvement Districts and City Council Members.

The Disabled Access Credit (IRS Code Section 44) is aimed at small businesses with 30 or fewer employees or total revenues of \$1 million or less in the previous tax year that remove access barriers from their facilities, provide accessible services, or take other steps to improve accessibility for customers with disabilities. Eligible small businesses may take a credit of up to \$5,000 (one-half of eligible expenses up to \$10,250 with no credit for the first \$250) to offset their costs for access improvements. Examples include:

- Barrier removal, e.g., widening doors, building a ramp, installing a lift, or making toilet room accessible; provision of accessibility services, e.g., hiring a sign language interpreter or Communication Access Real-time Translation (CART) transcriber, an individual who transcribes the spoken word into written text for people who are Deaf or Hard of Hearing;
- Provision of printed material in alternate formats, e.g., large-print, Braille, or audio; and
- Modification of equipment, e.g., screen reader technology.

The second incentive is a tax deduction of up to \$15,000 for businesses of all sizes that remove access barriers to individuals with disabilities or the elderly in their facilities and vehicles (IRS Code Section 190). Barrier removal might include widening doors, building a ramp, installing a lift, making toilet rooms accessible, installing an Induction Loop or other assistive listening system, or installing an automatic door. These two incentives can be used together by eligible businesses if the expenditures qualify under both incentives.

## **ONE STEP CAMPAIGN**

Having a step be the only obstacle between a business and a person using a wheelchair can prevent access to many services that most New Yorkers utilize every day. In 1991, the One Step Campaign, a coalition of disability, advocacy, and service organizations working with Disabled In Action of Metropolitan New York (DIA) and the New York City Commission on Human Rights, was created to encourage stores, restaurants, and other places of public accommodation to provide wheelchair accessibility. During the first few years of the campaign, approximately 800 businesses were contacted, and nearly 700 made accessibility improvements, including ramps. Today, MOPD's Restaurant Access Program indicates that there are 24,000 restaurants in New York City and if the One Step Campaign were applied to these businesses, the number of accessible establishments would increase, benefitting businesses by increasing their clientele as well as people with disabilities.

MOPD and CCHR will reinstate this campaign as it will assist small business owners and facilitate community engagement. MOPD and CCHR will work with community groups and people with disabilities to create educational materials on the removal of barriers, such as a single step at the entrance to a store or business that prevents wheelchair users from entering. These materials will include drawings for ramps to overcome a three inch or less vertical height, a three-to-six inch vertical



height, and a vertical height greater than six inches but less than 12 inches.

## **INCLUSIVE DESIGN GUIDELINES**

In 2016, MOPD, in conjunction with the International Code Council, will publish the Second Edition of the Inclusive Design Guidelines book that is used by designers to create accessible and usable environments beyond the minimum code requirements. The Second Edition will update the original 2010 publication by adding references to the American National Standards Institute's (ANSI A117.1) 2009 edition and numerous advancements in technology.<sup>xiii</sup> MOPD staff will write the Inclusive Design Guidelines for Recreation, which support the philosophy of the Active Design Guidelines. These guidelines are published by the Active Design Center and provide architects and urban designers with a manual of strategies for creating healthier buildings, streets, and urban spaces, based on the latest academic research and best practices in the field. The projected date of this publication is June 2017.

## **ACCESSIBLE SAFETY FEATURES**

MOPD will work with DOB to enlarge the print on building permits displayed at construction sites, add information on building code accessibility provisions triggered by the work being performed, and provide guidelines for how permits are displayed to make them more readable by all New Yorkers, regardless of ability status. These tools will help to educate the public, both those who identify as having a disability and those who do not, so they can make informed decisions about whether work being done is in compliance with the NYC Building Code. Additionally, the tools will help facilitate the filing and handling of complaints and allow people to report issues anonymously.

## **WOMEN'S HEALTH CARE INITIATIVE**

MOPD will continue work with New York City Health + Hospitals initiative to promote increased health care equity for women with physical disabilities by increasing access to women's health care services. Studies of gynecological examinations, mammograms, and potentially lifesaving health interventions have long shown that women with disabilities often do not receive the same services as women who do not have disabilities. Women with disabilities face a wide variety of obstacles to receiving good care that include, most notably, being examined in their wheelchairs if they cannot prop themselves up on a standard examination table.<sup>xiv</sup> The goal of this initiative is to develop ambulatory and hospital-based models of care that ensure that women with disabilities receive quality medical care tailored to their specific needs.

The Women's Health Care Initiative builds on service enhancements that have been in existence since 2012 through the Health Access Program for Women with Physical Disabilities at HHC's Morrisania Diagnostic and Treatment Center, Lincoln Medical, and Woodhull Medical and Mental Health Center in collaboration with the Independence Care Systems (ICS). These services include providing gynecological and mammography services that are fully accessible, using larger exam rooms, employing staff trained in the needs of individuals with disabilities, and using equipment such as Hoyer lifts, weight scales, and adjustable examination tables. ICS is currently working to replicate this model at Cumberland Diagnostic and Treatment Center by September 2016 and Gouverneur Health by the end of 2016.

This work includes sensitivity and awareness training for staff, assessment of facility and equipment accessibility, establishing patient support linkages, creating disability-competent policies and procedures, and coordinating ICS members' care. With grant funding from the New York Health Foundation, ICS will develop a roadmap for the implementation of centers of

excellence in primary care settings for people with physical disabilities. This next step will not only strengthen HHC's work with ICS, but provide other health care systems with a framework to improve access to care for people with physical disabilities. The training will incorporate the provisions found in the Patients' Bill of Rights, including access to interpreters and other forms of effective communication.

*“With the backing and support of New York City Health + Hospitals and the Mayor’s Office for People with Disabilities, we have been working to remove barriers by teaching disability awareness and sensitivity to all staff at HHC’s women’s health facilities. We have conducted environmental surveys that identified obstacles that were removed, making the facilities ADA compliant. We look forward to our collaboration with HHC and MOPD in building a more inclusive healthcare system for women with disabilities.” Marilyn Saviola, Senior Vice President for Advocacy and Women’s Health, Independence Care Systems*

## **PARKS AND PUBLIC HEALTH**

Physical activity benefits all adults, including those with disabilities, 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 physical activity—a far higher percentage than the one in four adults without disabilities who get no aerobic physical activity. Adults with disabilities face physical and emotional barriers to engaging in physical activity, including lack of knowledge about and means to get to programs, as well as a shortage of accessible facilities.

To help people with disabilities access facilities that are available and affordable, MOPD worked with the Department of Parks and Recreation to extend the Annual Senior Membership fee of \$25 for City Recreation Centers to

people with disabilities who self-disclose their disability (the current full membership fee for adults is \$150). To promote this discount and the accessibility features of the Recreation Centers, MOPD will work with the Department of Parks to host an adaptive sports day in each borough to reinforce health and wellness for all New Yorkers, including people with disabilities. We will include Health + Hospitals at these events to provide health and dietary tips and blood pressure screening.

## **RESTAURANT ACCESS PROGRAM**

RAP, founded in 2013, provides restaurant owners with the opportunity, if they choose, 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.<sup>xv</sup> To date, more than 800 restaurant owners have participated in this voluntary program.

The goal is to ultimately obtain accessibility information on all of the approximately 24,000 restaurants in the city. To achieve this goal MOPD will be working with SBS, the Department of Consumer Affairs (DCA), Business Improvement Districts, Merchant Associations, and Restaurant Alliances to help bring businesses into compliance with City regulations.

## **TICKETED EVENT SPACES AND ARENAS**

MOPD is working with area venue operators to address ticket fraud related to accessibility seating for popular sporting events, concerts, and shows. In this type of fraud, individuals or ticket brokers purchase tickets to in-demand shows and events by falsely claiming to be a person in need of accessible seating and then turn around and sell them at a profit. This conduct will be dealt with in several ways. First, MOPD will send a Notice of Petition for Rulemaking to the U.S.

Department of Justice detailing the fraud and ask for new rules and regulations to be promulgated to address fraud of this kind. Second, MOPD are working with venue managers, owners, and people with disabilities to create a voluntary list of people with disabilities who wish to self-identify. To get on the list, individuals will have to provide documentation of a disability that legally qualifies them for wheelchair seating locations. Individuals whose status is confirmed, and who are placed in the database, will receive program updates from the venues enabling them to request accessible seating. This voluntary list would in no way hinder individuals with disabilities who do not sign up from purchasing accessible seating locations. The list will also include people with disabilities that do not require wheelchair seating locations, but do require other accommodations such as audio description, American Sign Language interpreters, or Braille materials.

MOPD are also a member of the ADA Consortium of Area Venues, which includes Madison Square Garden, the New York Yankees, the New York Mets, Kings Theater, the U.S. Tennis Association, and the Theater Development Fund. This group meets twice a year to discuss and develop policies with respect to issues that arise in accommodating individuals with disabilities, including ticket sales, admission of service animals, use of assistive listening systems, and Access-A-Ride drop-off and pickup areas

## **ACCESSIBLE MEETING NOTICE GUIDE**

MOPD is creating a guide for City agencies to use when advertising meetings or sending out notices and invitations to ensure that they include information about the venue's accessibility, as well as the availability of interpreters, assistive listening systems, and accessible materials. The guide is being created as a result of Local Law 28 of 2016 which requires that notices, advertisements, and other publicity material contain information pertaining to accessibility of the venue, provision of effective communication, and availability of materials in

alternate formats. The guide will be available on MOPD's website.

## **WEB ACCESSIBILITY**

MOPD is collaborating with the Mayor's Office of Digital Strategies (NYC Digital) to create guidelines for City agencies and the general public to use when adding information to websites and posting information and photographs via social media. These guidelines will include design and development of accessible websites and accessible digital products. These guidelines will be distributed by NYC Digital, MOPD trainings, and posted on MOPD's website. This will also include how to make a PDF accessible, and provide descriptive tags for photos.

# EDUCATION



Education is truly the great equalizer, and we know that our city works best when we recognize the unique and diverse talents of all New Yorkers. Using education as a tool, the first step is prioritizing a cultural shift that focuses on what each of us can contribute, rather than giving up on anyone because of a disability. Recognizing that we cannot fully accomplish our goals alone, we must call on parts of the public and the private sectors to join with us in this important work.

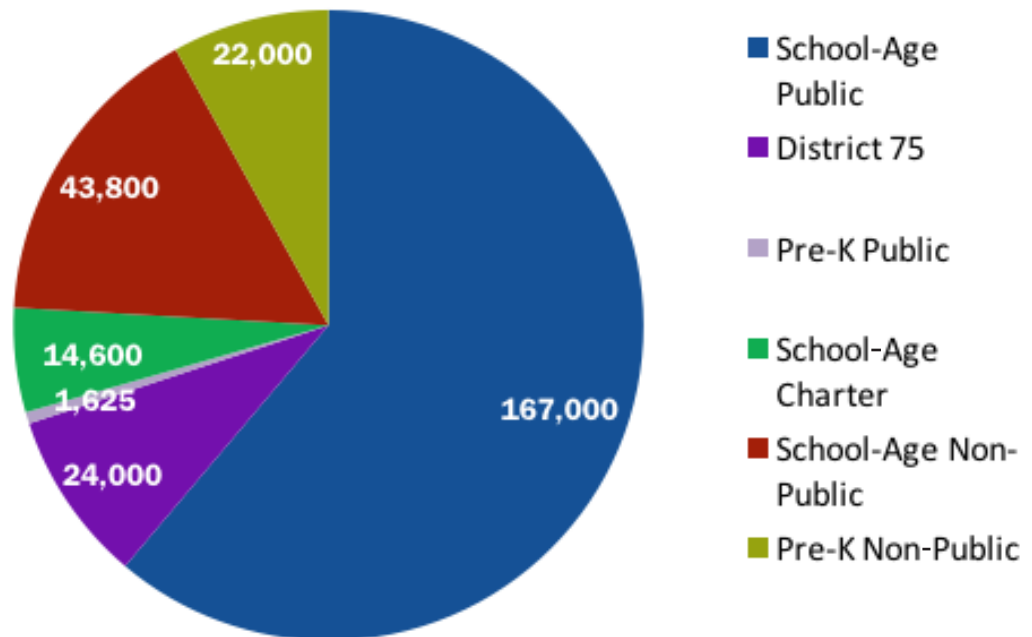
Some of the actions we have taken have required partnerships with organizations from outside City government that share our commitment to equal rights for all. MOPD collaborates with academia to provide opportunities for people with disabilities, as well as partnering with local community groups and leaders to educate the general public on how to better partner with those in the disability community.



## EDUCATION FOR STUDENTS WITH DISABILITIES: EXPANDING OPPORTUNITIES

New York City is the nation’s largest school district with 1.1 million students, including 273,000 students with disabilities. The New York City Department of Education has long been committed to building inclusive school communities that provide access to a rigorous curriculum and serve the needs of all students, including students with disabilities. Since DOE launched its citywide special education reform initiative in September 2012, A Shared Path to Success, it has made great strides toward ensuring that students with disabilities learn in the least restrictive environment, alongside their general education peers, to the greatest extent possible and with appropriate supports.

### 273,000 Students with Disabilities in NYC



Source: NYC Department of Education

Inclusive school communities foster environments that allow all students to build solid educational foundations in areas such as literacy, science, technology, engineering, and math. These foundations, the learning for which takes place both in the

classroom and the school community, are the building blocks to equal employment opportunities and successful futures for people with disabilities.

Special education services offered in schools include interventions and services in the general education classroom, more intensive supports provided in neighborhood schools, specialized programs, and District 75 schools that focus exclusively on children with disabilities. Special education must be viewed as a set of services to help students with disabilities on their paths to academic success, not as a separate place to send students.

MOPD are proud of our progress but also recognize that we still have a long way to go. As we look ahead, we continue to focus on four major areas: access; quality Individualized Education Programs; supporting student behavior; and transition to college, careers, and independent living.

MOPD will also build inclusive school communities across the city that provide access to a rigorous education, aligned to the Common Core, for students with disabilities so that they may be prepared for successful futures.

We will continue to work toward:

- Ensuring all students have access to high quality instruction and services in the least restrictive environment appropriate;
- Partnering with families to develop and implement high quality Individualized Education Programs (IEPs), which document students' current skills and abilities, establish educational goals, and determine what special educational supports and services will be provided to meet the individual needs of a child with a disability;
- Ensuring that all IEPs set ambitious goals for students and provide appropriate services and support to enable all students with disabilities to make meaningful educational

progress;

- Providing positive behavioral support to foster diverse school and classroom community-building;
- Offering curriculum accommodations, curriculum modifications, or individualized supports as appropriate, to enable students to achieve at high levels;
- Developing and implementing comprehensive transition plans and services that prepare students for independent living, career, and college.

## **CREATING AWARENESS: STARTING WITH CITY GOVERNMENT**

There are approximately 350,000 City employees.<sup>xvi</sup> Since the beginning of 2016, MOPD has trained several hundred public servants on how to better communicate and work with people with disabilities. MOPD has conducted trainings for DCAS, the Mayor’s Office of Immigrant Affairs, the Mayor’s Office to Combat Domestic Violence, the City Commission on Human Rights, the Office of Emergency Management, and the staff at City Hall. However, It is clear that to reach more City employees we must expand and modernize disability awareness training. We will, in partnership with the Office of Labor Relations, create a training video on communicating and interacting with people with disabilities. The goal is to make this training video a part of the onboarding process for city employees. Additionally, the video will be made available to all current City employees and posted on the internet for non-City employers to also view. It will feature individuals with various disabilities explaining a range of accommodations they may require, as well as the etiquette for interacting with individuals with disabilities. The goal is to lay the groundwork for a City government that is fully prepared to meet the needs of people with disabilities. The training video is expected to be completed by spring of 2017.

## CIVIC ENGAGEMENT

New York City works best when it benefits from the participation and engagement of its entire population. Only 66 percent of eligible New York City voters are registered, and the voter turnout rate was just 21 percent in the 2014 election.<sup>xvii</sup> MOPD is partnering with the Board of Elections to provide ballot marking device demonstrations so people with disabilities learn how to use them.

MOPD's Civic Initiative includes meeting with City Council members and Borough Presidents to make them aware of the issues affecting people with disabilities, including the importance of having people with disabilities involved in the governmental process. MOPD will create educational materials outlining New York City's governmental process, including resources on how to join their community board, meet with their City Council member, and reach out to their Borough President.

MOPD actively works with community advocates to ensure that they are taking full advantage of City services such as IDNYC, a government-issued identification card that is available to all city residents age 14 and older. Cardholders can take advantage of a variety of benefits including free one-year memberships to numerous cultural institutions, discounts on prescription drugs, and Citi Bike rentals.

MOPD is also working to ensure that New Yorkers with disabilities have full access to public meetings. This includes being able to physically enter the meeting space and being provided with materials in large print and braille, and having access to American Sign Language (ASL) interpreters, Induction Loop Systems, Communication Access Realtime Translation (CART), or other assistive listening systems. We will distribute the Meeting Notice Guide to City agencies as well as the general public.

MOPD currently supports agencies that request assistance to ensure that documents posted on their websites or areas of the agency’s website are accessible to individuals who are blind. MOPD will continue to work with the Department of Information Technology and Telecommunications (DoITT) and all other relevant agencies to ensure that all web content is accessible to people with low vision or who are blind.

To address the specific needs of young New Yorkers, MOPD formed the Disability Youth Council. Today’s youth have benefitted greatly from the passage of the Americans with Disabilities Act over 25 years ago. The ADA has led to more accessible transportation, increased access to education and technology, and the overall improvement in people’s lifestyles. Still, more work is needed to understand the changing issues that affect today’s young adults with disabilities, as well as what ongoing support is required. MOPD’s Disability Youth Council works with young adults on addressing such issues as engaging youth through social media, access to job opportunities with career pathways, participating in the government process, and tackling accessibility concerns in the built environment.

## **CONCLUSION**

Our vision is to make New York City the most accessible city in the world. It is a goal that is consistent with the de Blasio administration’s focus on creating an equitable and inclusive city, providing opportunity for all. While people with disabilities have been integrated into society as never before, we must do more to overcome the barriers that remain. The City’s AccessibleNYC Annual Report represents a clear commitment to continue to work to bring equal access and opportunity to people with disabilities.

Recognizing that MOPD cannot accomplish our goals alone, AccessibleNYC will help us better understand how to call upon other elements of the public sector, as well as the private

sector, to join with us in this important work. Many of our efforts depend on effective partnerships with institutions outside City government, including organizations that share our commitment to equal rights for all.

Our City is strongly committed to equity and inclusion for our fellow New Yorkers with disabilities. AccessibleNYC demonstrates that while a strong framework of support for people with disabilities certainly exists—including legal protections, health services, and employment programs—there is still more work to be done. With the information that we have compiled in this report, we will be able to use AccessibleNYC as a policy-making tool, and to more effectively launch new initiatives to help New Yorkers living with disabilities. These efforts will benefit not only individuals with disabilities, but all New Yorkers—because our city is at its best when it draws on the talents and hard work of all of its residents, and helps them to lead their best lives.

# **GLOSSARY OF TERMS**

**Access-A-Ride (AAR)** – Paratransit service for New York City administered by MTA New York City Transit as a City-State jointly operated service. Users call the Paratransit Command Center at (877) 337-2017, (718) 393-4999, TTY (718) 393-4257, or TTY Relay (800) 662-1220 between 7 am and 5 pm daily, one to two days in advance of their trip. The service is shared-ride, door-to-door or feeder service operated by request and by subscription. Paratransit subscription service is for AAR customers who make a trip that starts at the same place and ends at the same destination at the same time one or more days a week. Service is available 24 hours a day, seven days a week, including holidays. (New York Metropolitan Transportation Authority, 2016)

**Accessible** – Easy to approach, reach, enter, or use for people with a physical or mental impairment that substantially limits one or more major life activity. (Americans with Disabilities Act, 1990)

**Accessibility** – Describes the degree to which an environment, service, or product allows access by as many people as possible, in particular people with disabilities. (World Health Organization and The World Bank, 2011)

**Accessible Pedestrian Signals (APS)** – A device that communicates information about pedestrian timing in non-visual format such as audible tones, verbal messages, and/or vibrating surfaces. These devices communicate information about the “walk” and “don’t walk” intervals at signalized intersections in non-visual formats to pedestrians who are blind or who have low vision (see the definition of low vision below).

**ACCES-VR (Adult Career and Continuing Education Services-Vocational Rehabilitation)** – New York State program that offers access to a full range of employment and independent living services to people with disabilities. Services include vocational rehabilitation services for



working age individuals with disabilities, including students transitioning from school to adult services and; independent living services for people with disabilities of all ages. Also provides supports to business seeking to hire a qualified diverse workforce. (New York State Department of Education, 2015)

**Active Design Guidelines** – New York City publication created by the Department of Design and Construction, Health and Mental Hygiene, Transportation, City Planning, and Office of Management and Budget that provides architects and urban developers with a manual of strategies for creating streets and urban spaces that foster healthy behaviors such as walking and exercising. (Active Design Supplement: Shaping the Sidewalk Experience, Center for Active Design, 2013)

**American Sign Language (ASL)** – Predominant sign language of people who are deaf in the United States and most of Anglophone Canada. Besides North America, dialects of ASL and ASL-based creoles are used in many countries around the world, including much of West Africa and parts of Southeast Asia. (Bellevue College, 2016)

**Americans with Disabilities Act (ADA)** – One of America’s most comprehensive pieces of civil rights legislation, signed into law on July 26, 1990, prohibiting discrimination and guaranteeing that people with disabilities have equal opportunity to participate in society, to enjoy employment opportunities, to purchase goods and services, and to participate in state and local government programs and services. (United States Department of Justice Civil Rights Division, 1990)

**Americans with Disabilities Act Transition Plan** – When structural changes are undertaken to make facilities or programs accessible, public entities that employ 50 or more people are required to develop a transition plan setting

forth the steps necessary to complete such changes, by: 1) identifying physical obstacles in the public entity's facilities that limit the accessibility of its programs or activities to individuals with disabilities; 2) describing in detail the methods that will be used to make the facility accessible; 3) specifying the schedule for taking the steps necessary to achieve compliance; 4) if the time period of the transition plan is longer than one year, identifying steps that will be taken during each year of the transition period; and 5) indicating the official responsible for implementation of the plan. (Americans with Disabilities Act, 1990)

**Assistive Devices/Assistive Technology** – Any device designed, made, or adapted to help a person perform a particular task. Products may be specially produced or generally available for people with disabilities. (World Health Organization and The World Bank, 2011)

**Assistive Listening System** – Amplifiers that bring sound directly into the ear, separating the sounds—particularly speech—that a person wants to hear from background noise, and include FM, infrared, or inductive loop technologies. (National Association of the Deaf, 2016)

**Blindness** – Complete or nearly complete vision loss that cannot be corrected with glasses or contact lenses. In most states individuals with vision worse than 20/200 are considered to be legally blind. (U.S. National Library of Medicine, 2014)

**Boro Taxi** – Street hail livery cabs that serve areas in New York City where yellow taxi cabs are less frequent. They are green and can also be dispatched by local car service companies to pick up the passenger, or they can pick up street hails in Brooklyn, Queens (not including airports), the Bronx, Staten Island, and Manhattan above East 96th Street and above West 110th Street. (New York City Taxi and Limousine Commissioner, 2016)

**Braille** – System of raised dots that can be read with the fingers, particularly used by people with visual disabilities. Braille is a code, not a language, and is used worldwide to provide a means of literacy. (American Foundation for the Blind, 2015)

**Communication Access Real-time Translation (CART)**

– Formerly referred to as “computer-aided transcription services,” CART offers instantaneous translation of the spoken language into text and displayed in various forms, such as interpreters, note takers, computer-aided transcription services, written materials, telephone handset amplifiers, assistive listening devices, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, telecommunication devices for deaf people, videotext displays, or other effective methods of making aurally delivered materials available to individuals with hearing impairments. (National Association of the Deaf, 2016)

**Deaf** – Refers to individuals who do not hear well enough to rely on their hearing to process speech and language. (National Association of the Deaf, 2016)

**Detectable Warning Surface** – Standardized surface feature built-in or applied to walking surfaces or other elements to warn people with visual disabilities of hazards. (United States Access Board, Advancing Full Access and Inclusion for All, State DOT Curb Ramp Standard Drawings with Detectable Warning Details, 2015)

**Disability** – The Americans with Disabilities Act defines a person with a disability as a person who has a physical or mental impairment that substantially limits one or more major life activity. This includes people who have a record of such an impairment, even if they do not currently have a disability. It also includes individuals who do not have a disability but

are regarded as having a disability. The ADA also makes it unlawful to discriminate against a person based on that person's association with a person with a disability. The NYC Human Rights Law has a broader definition. (Americans with Disabilities Act, 1990)

**Disabled Accessibility Plan (DAP)** – Plan that the New York City Taxi and Limousine Commission (TLC) is required to submit by New York State law addressing access for people with disabilities to the For-Hire Vehicle (FHV) fleet. (New York City Taxi and Limousine Commission, 2014)

**District 75** – District 75 provides citywide educational, vocational, and behavior support programs for students who are on the autism spectrum, have significant cognitive delays, are severely emotionally challenged, sensory impaired and/or multiply disabled. (New York City Department of Education, 2016)

**For Hire Vehicles (FHV)** – Vehicles that provide prearranged service, allowing passengers to contact companies that have licensed drivers and vehicles to pick them up. Includes liveries, black cars, and luxury limousines. (New York City Taxi & Limousine Commission, 2016)

**Hard of Hearing** – Refers to people with hearing loss ranging from mild to severe. Hard of hearing refers to someone who doesn't hear well. This may be because they were born with a hearing loss or they may have lost some or all of their hearing later in life. In all, nearly 10 percent of all people have some level of hearing loss. (National Association of the Deaf, 2016)

**Independent Education Program (IEP)** – Written education plan designed to meet the individual learning needs of each child eligible for special education services. It is a plan or program developed to ensure that a child who has a disability identified under the law and is attending an

elementary or secondary educational institution receives specialized instruction and related services. An IEP outlines a child's educational needs and the services a child is entitled to receive. The law requires a child's IEP to include information about present levels of educational and social/emotional performance, measurable annual goals, program recommendations and/or related services, the extent to which a child may participate in general education classes, extracurricular and non-academic activities, participation in testing, testing accommodations and modifications, promotional criteria, and a transition plan to prepare the student for life after high school for students 15 and older. (New York City Department of Education, 2016)

**Induction Loop System** – Auditory assistance technology consisting of a thin wire that is placed around the listening area, a special amplifier, and microphone(s). Speech signals are amplified and circulated through the loop wire. The resulting magnetic energy field is detected and amplified by the “telecoil” or telephone switch circuitry common to many hearing aids, cochlear implants, and induction loop receivers. (Hearing Loss Association of America, 2016)

**Key Subway Station** – 1) Stations where passenger boardings exceed average station passenger boardings on the rail system by at least 15 percent, unless such a station is close to another accessible station; 2) Transfer stations on a rail line or between rail lines; 3) Major interchange points with other transportation modes, including stations connecting with major parking facilities, bus terminals, intercity or commuter rail stations, passenger vessel terminals, or airports; 4) End stations, unless an end station is close to another accessible station; and 5) Stations serving major activity centers, such as employment or government centers, institutions of higher education, hospitals or other major health care facilities, or other facilities that are major trip generators for individuals with disabilities. (49 CFR 37.51)

**Low Vision** – Vision loss that is so severe it cannot be corrected with regular eyeglasses, contact lenses, or surgery. (American Academy of Ophthalmology, 2010)

**Non-Key Subway Station** – Transit stations that do not meet the “Key Station” criteria. (New York Metropolitan Transportation Authority, Guide to Access-A-Ride Service, 2016)

**Paratransit** – Demand-response service in which an eligible customer reserves a trip in advance to a destination within the service area covered by public buses and subways. The Americans with Disabilities Act requires that individuals with disabilities who are unable to use accessible mass transit for some or all of their trips must be provided with paratransit. (New York Metropolitan Transportation Authority, Guide to Access-A-Ride Service, 2016)

**Pedestrian Ramp** – Short ramp cutting through a curb or built up to it to connect the sidewalk with the street. To date, New York City has installed pedestrian ramps at 97,664 locations, reflecting 61.5 percent of the city’s 158,738 corners. (New York City Department of Transportation, 2016)

**Raised Crosswalk** – Traffic-calming measure that extends the sidewalk across the road and brings motor vehicles to the pedestrian level. Raised crosswalks improve accessibility by allowing pedestrians to cross at nearly a constant grade without the need for a curb ramp, and making the pedestrian more visible to approaching motorists. (U.S. Access Board, 1995).

**Telecoil** – Small copper coil that is an option on most hearing aids and is built into cochlear implant processors, and is activated by a T-switch on the hearing aid or cochlear implant. This is an assistive technology that connects the listener

directly to the sound source while most background noise is eliminated. (Hearing Loss Association of America, 2015)

**Truncated Domes** – Ground surface indicators featuring a unique pattern of cones that are detected by a cane or underfoot, and designed to assist and warn pedestrians who are blind or have low vision of their approach to streets and hazardous drop-offs. (United States Access Board, Advancing Full Access and Inclusion for All, State DOT Curb Ramp Standard Drawings with Detectable Warning Details, 2015)

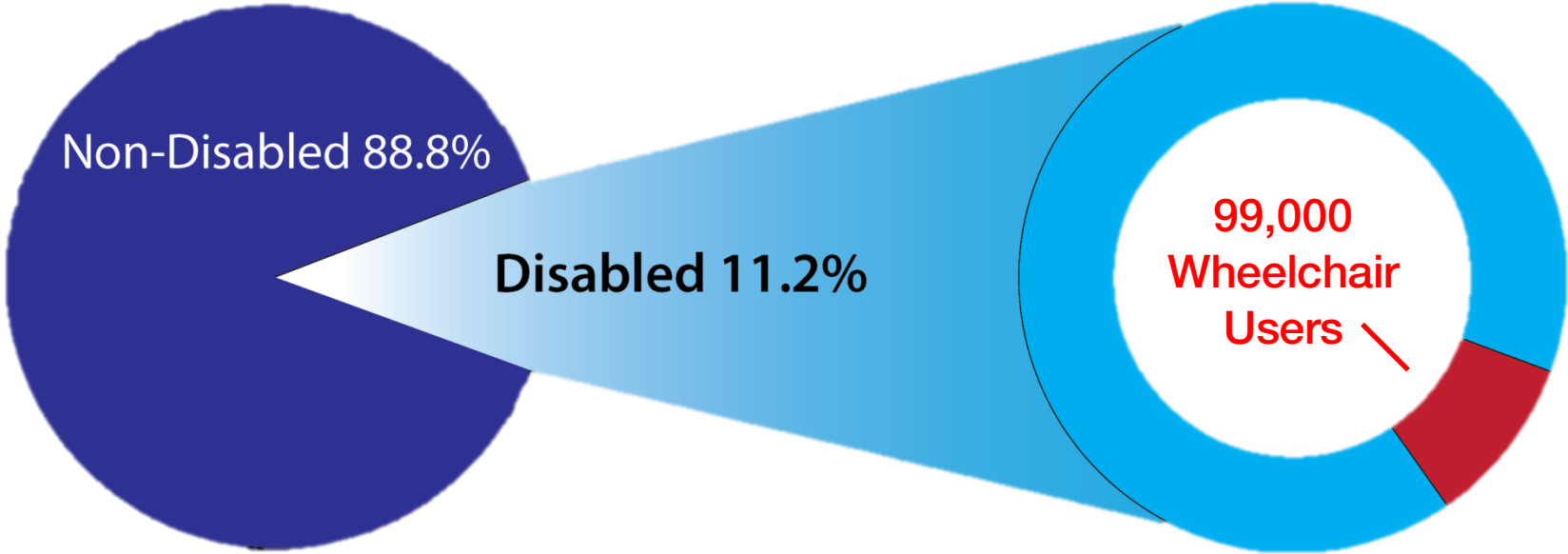
**Wayfinding** – The process of determining and following a path or route between an origin and a destination in order for a person to orient themselves in a physical space and navigate from place to place.

# **APPENDIX I: New York City People with Disabilities Statistics**



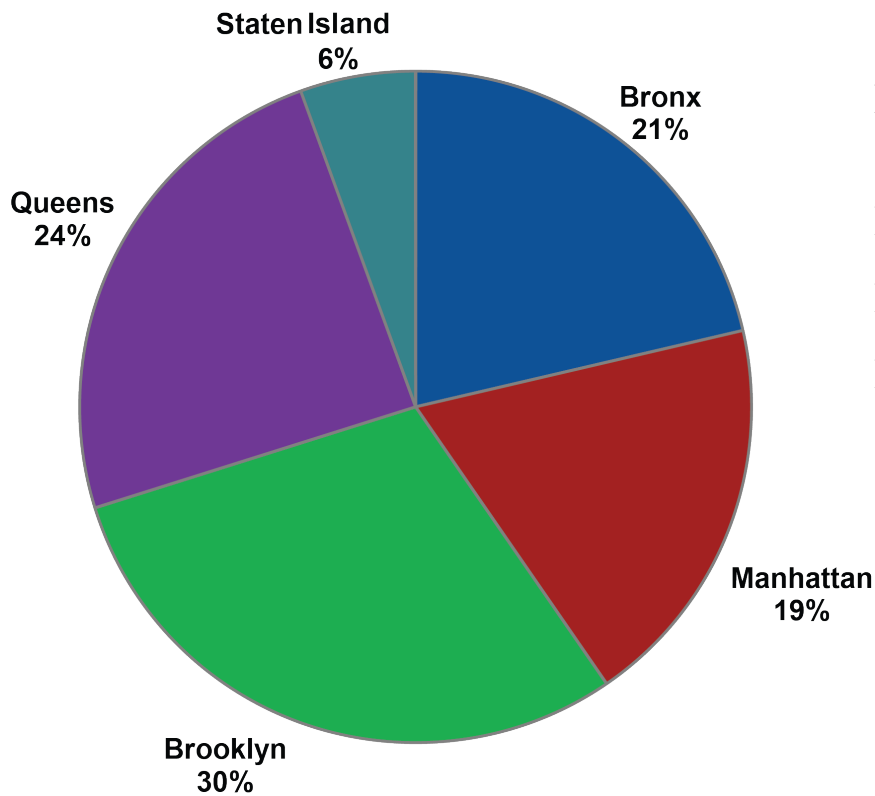
# Percent of New York City Residents with a Disability

Population (8.5 Million)



Sources: U.S. Census Bureau, 2014 American Community Survey-Public Use Microdata Sample; Population Division-New York City Department of City Planning

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



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

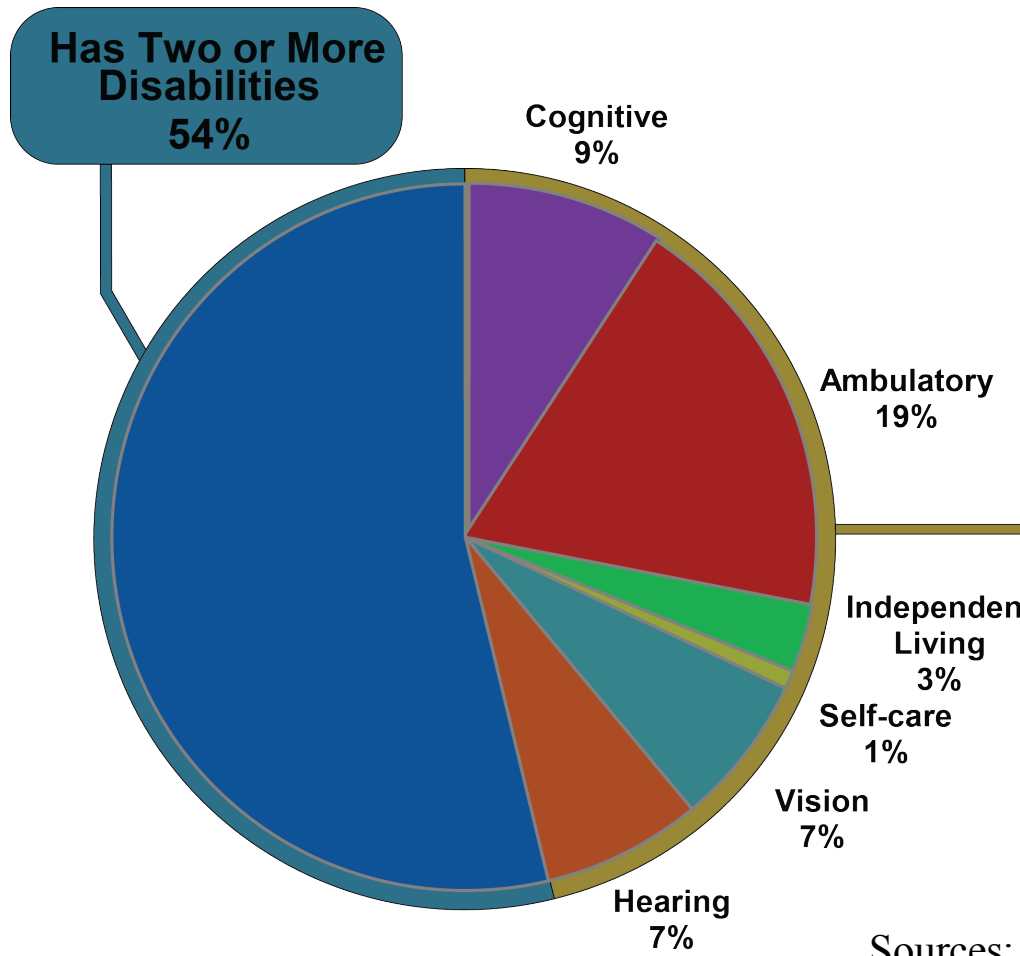
**With a Disability = 948,208**

Sources: U.S. Census Bureau, 2014 American Community Survey-Public Use Microdata Sample; Population Division-New York City Department of City Planning

\*Includes population in group quarters and armed forces

# Residents With a Disability by Disability Type

## New York City, 2014



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

**Has One Disability**  
**46%**

**With a Disability = 948,208**

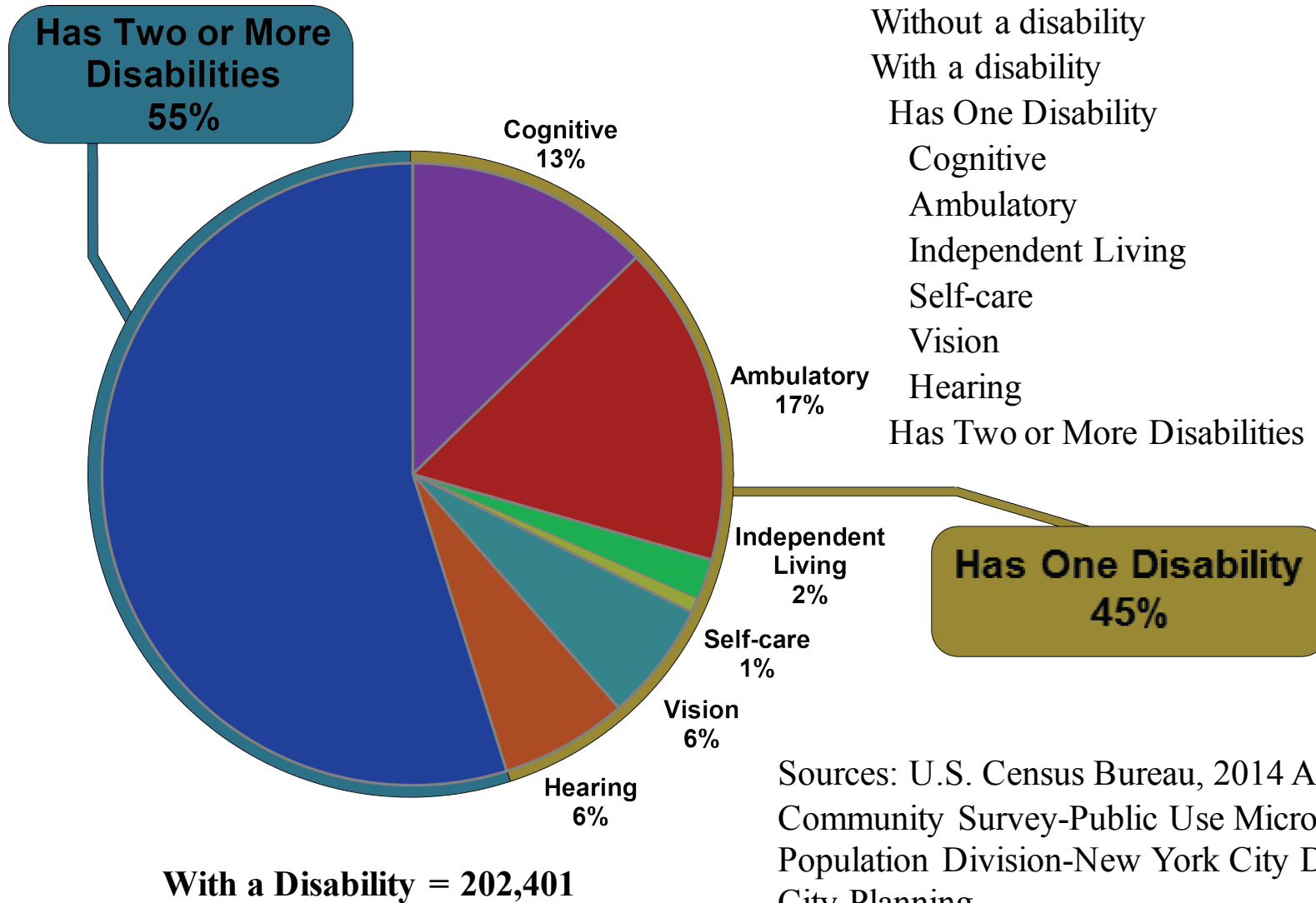
Sources: U.S. Census Bureau, 2014 American Community Survey-Public Use Microdata Sample; Population Division-New York City Department of City Planning

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

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

Sources: U.S. Census Bureau, 2014 American Community Survey-Public Use Microdata Sample; Population Division-New York City Department of City Planning

# Population by Disability Type Bronx, 2014



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

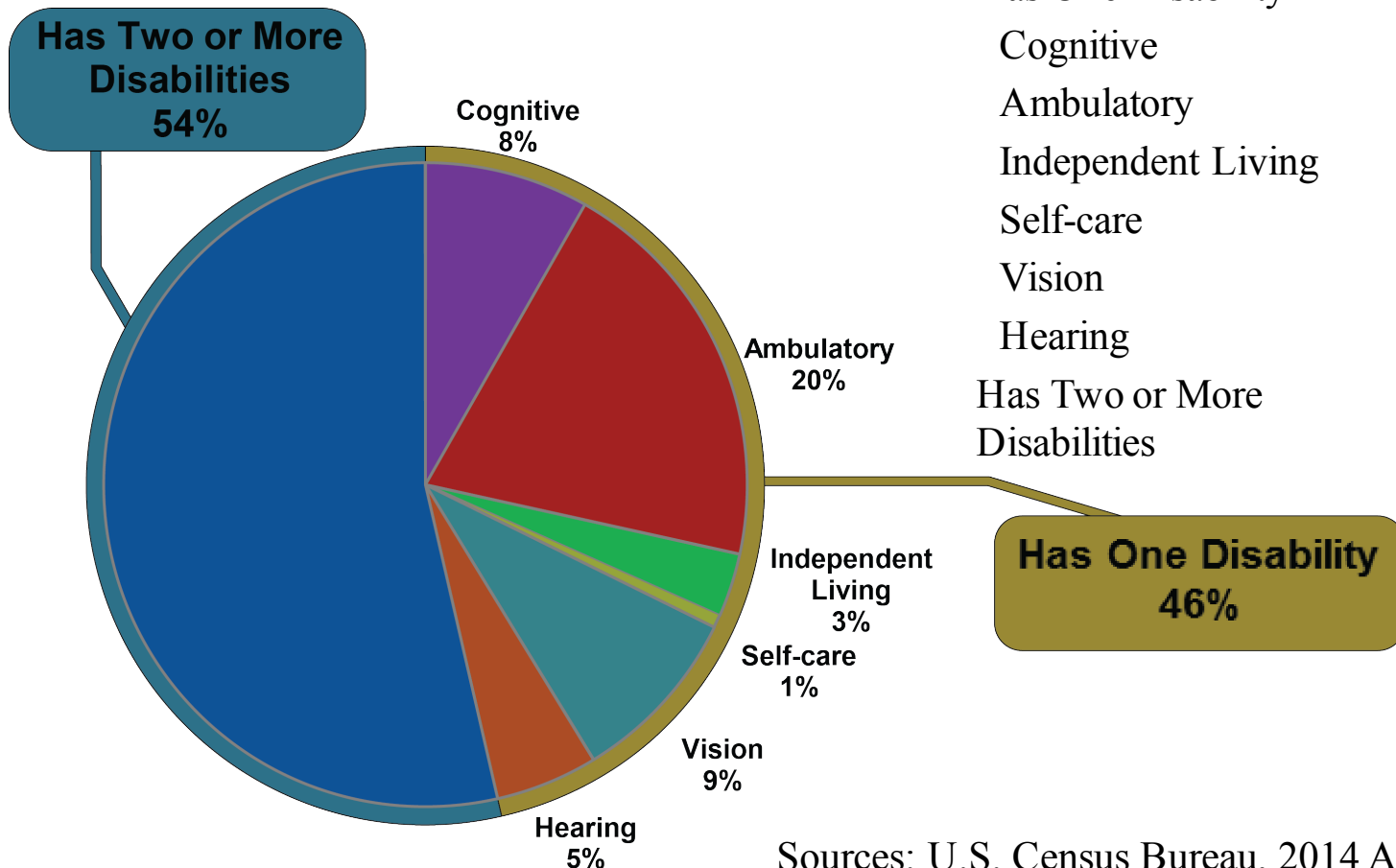
Sources: U.S. Census Bureau, 2014 American Community Survey-Public Use Microdata Sample; Population Division-New York City Department of City Planning

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

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

Sources: U.S. Census Bureau, 2014 American Community Survey-Public Use Microdata Sample;  
Population Division-New York City Department of City Planning

# Population by Disability Type Brooklyn, 2014



**With a Disability = 282,142**

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

Sources: U.S. Census Bureau, 2014 American Community Survey-Public Use Microdata Sample; Population Division-New York City Department of City Planning

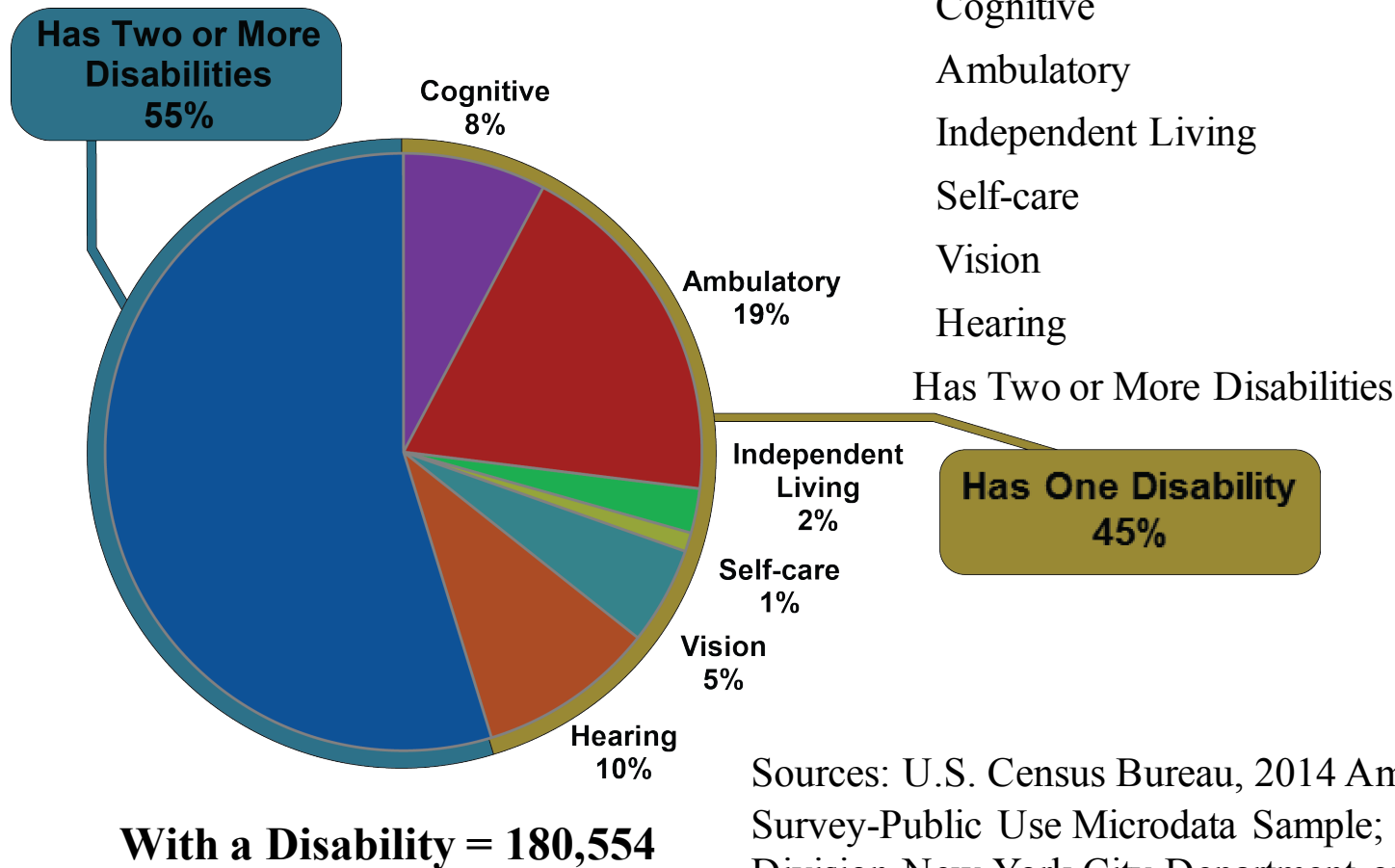
## Population with a Disability by Race/Hispanic Origin Brooklyn, 2014

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

Sources: U.S. Census Bureau, 2014 American Community Survey-Public Use Microdata Sample;  
Population Division-New York City Department of City Planning



# Population by Disability Type Manhattan, 2014



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

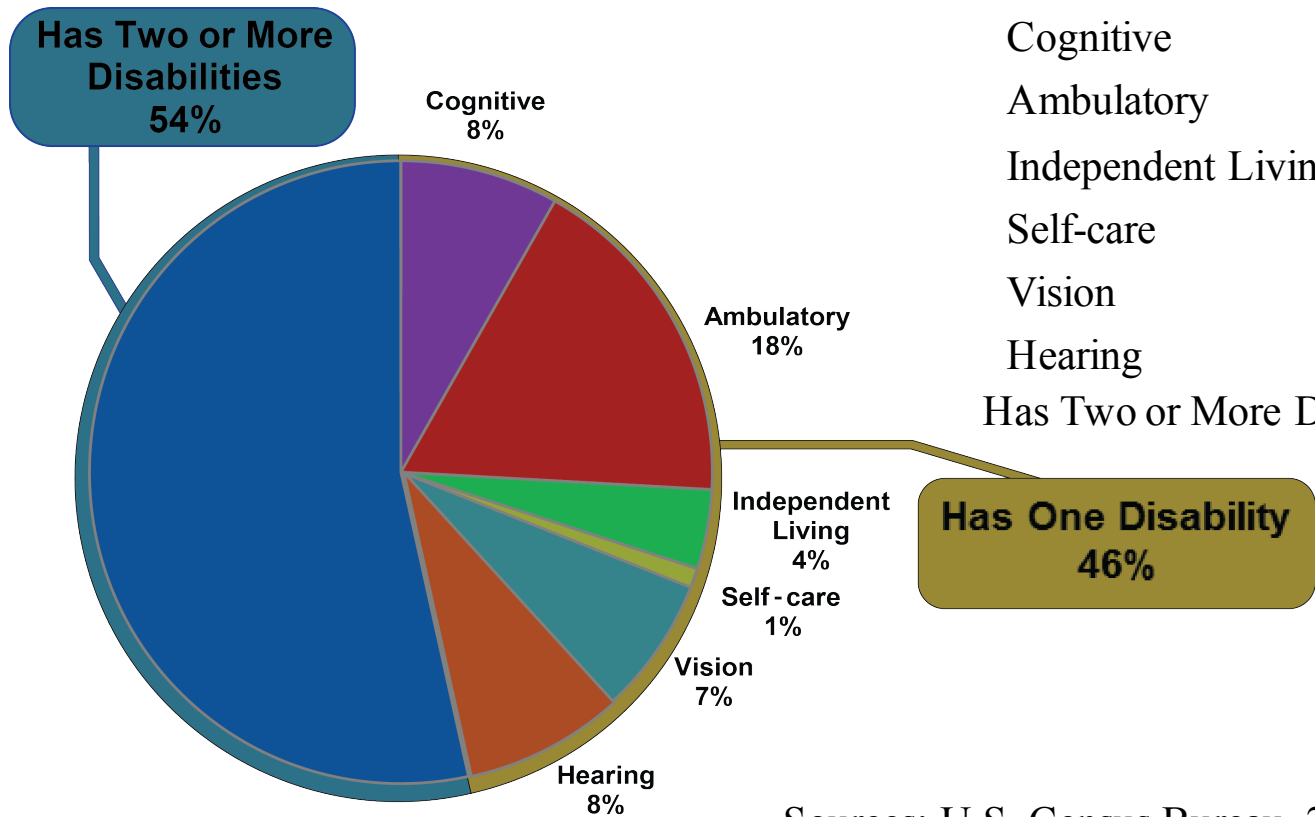
Sources: U.S. Census Bureau, 2014 American Community Survey-Public Use Microdata Sample; Population Division-New York City Department of City Planning

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

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

Sources: U.S. Census Bureau, 2014 American Community Survey-Public Use Microdata Sample;  
Population Division-New York City Department of City Planning

# Population by Disability Type Queens, 2014



**With a Disability = 230,476**

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

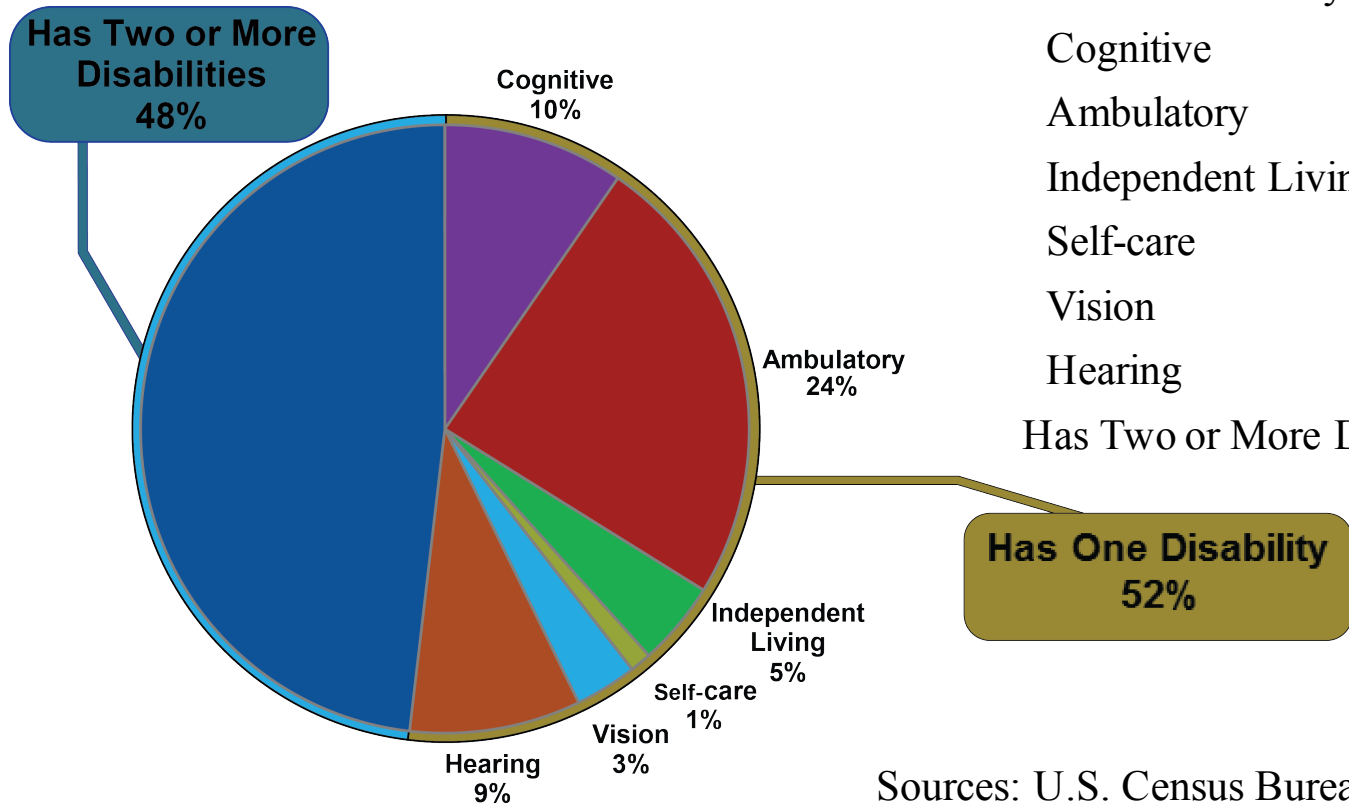
Sources: U.S. Census Bureau, 2014 American Community Survey-Public Use Microdata Sample; Population Division-New York City Department of City Planning

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

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

Sources: U.S. Census Bureau, 2014 American Community Survey-Public Use Microdata Sample;  
Population Division-New York City Department of City Planning

# Population by Disability Type Staten Island, 2014



**With a Disability = 52,635**

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

Sources: U.S. Census Bureau, 2014 American Community Survey-Public Use Microdata Sample; Population Division-New York City Department of City Planning

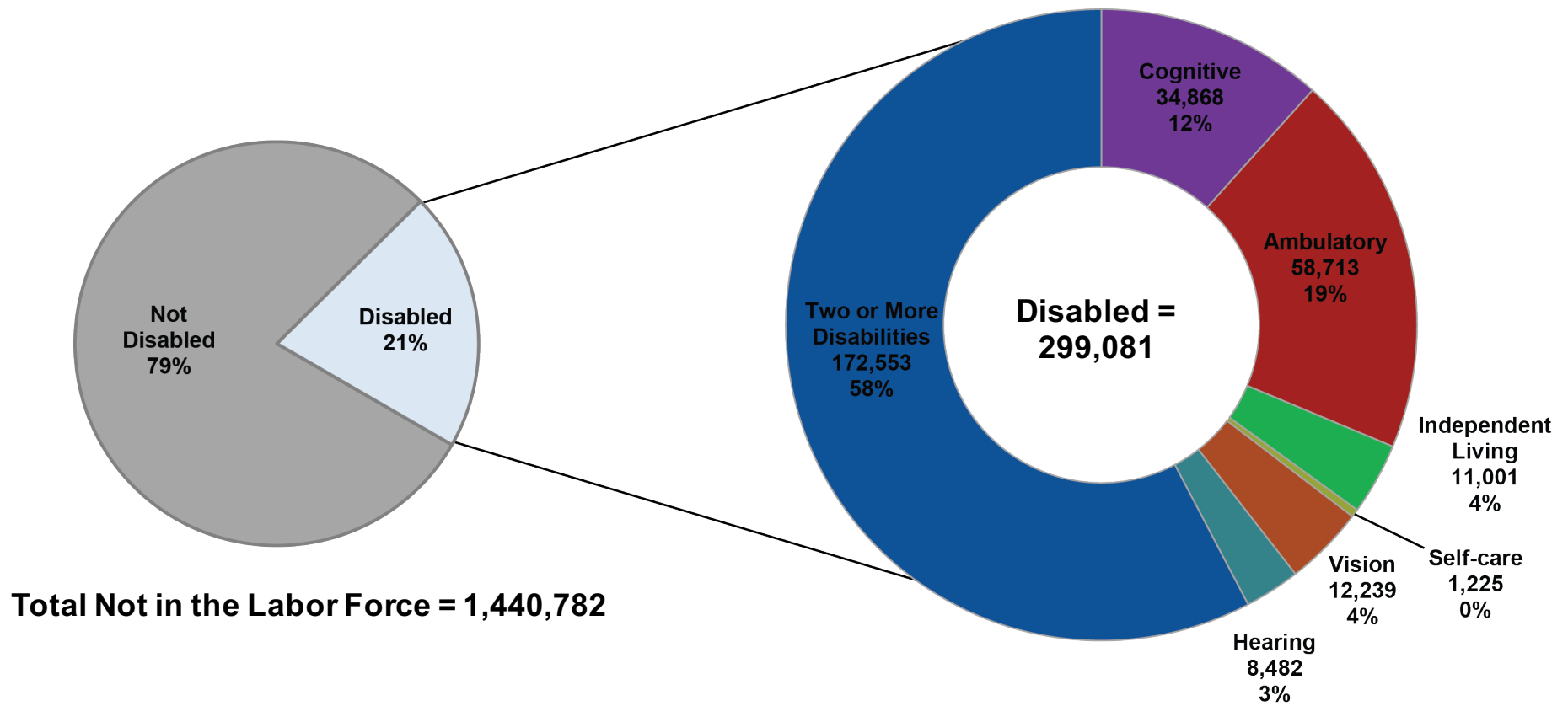
## Population with a Disability by Race/Hispanic Origin Staten Island, 2014

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

Sources: U.S. Census Bureau, 2014 American Community Survey-Public Use Microdata Sample;  
Population Division-New York City Department of City Planning

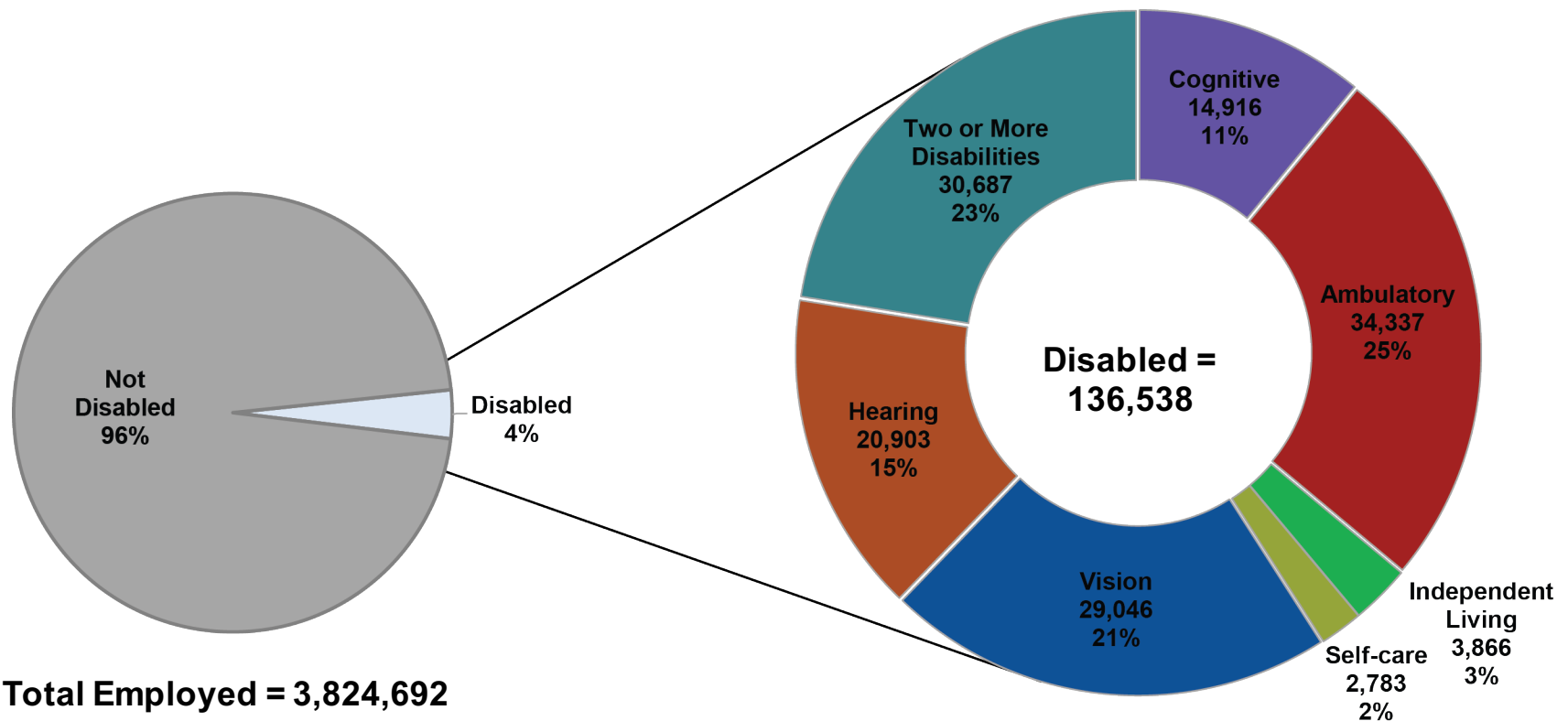
# Population Ages 18-64 Not in the Labor Force by Disability Status

New York City, 2014



Sources: U.S. Census Bureau, 2014 American Community Survey-Public Use Microdata Sample; Population Division-New York City Department of City Planning

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



Sources: U.S. Census Bureau, 2014 American Community Survey-Public Use Microdata Sample; Population Division-New York City Department of City Planning



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

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

Sources: U.S. Census Bureau, 2014 American Community Survey-Public Use Microdata Sample;  
Population Division-New York City Department of City Planning

## Occurrence of Multiple Disabilities by Disability Type New York City, 2014

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

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

Sources: U.S. Census Bureau, 2014 American Community Survey-Public Use Microdata Sample; Population Division-New York City Department of City Planning

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

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

	<u>Non-Hispanic</u>					<u>Hispanic</u>
	<u>Total</u>	<u>White</u>	<u>Black</u>	<u>Asian</u>	<u>Multiracial &amp; Other</u>	
<b>Total Disabled</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
Under 18	6.4	3.0	7.0	6.0	5.5	9.6
18-34	9.8	6.3	11.0	9.1	18.0	12.1
35-49	12.5	8.2	14.4	11.4	16.6	15.3
50-64	26.2	22.1	28.6	26.2	29.2	28.2

# Selected Characteristics of the Disabled Population by Race/Hispanic Origin

## New York City, 2014

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

# Income Distribution for Race Groups with a Disability

## New York City, 2014

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

Sources: U.S. Census Bureau, 2014 American Community Survey-Public Use Microdata Sample; Population Division-New York City Department of City Planning

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

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

Sources: U.S. Census Bureau, 2014 American Community Survey-Public Use Microdata Sample;  
Population Division-New York City Department of City Planning

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

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

Sources: U.S. Census Bureau, 2014 American Community Survey-Public Use Microdata Sample;  
Population Division-New York City Department of City Planning

# **Appendix II: List of Accessible Key Subways Stations**



## New York City Transit

Count	Station	Line	Phase
1	125th Street	4,5,6	ACCESSIBLE
2	175th 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	NOT 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
	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

## New York City Transit

<b>Count</b>	<b>Station</b>	<b>Line</b>	<b>Phase</b>
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
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
66	St. George	SIR	ACCESSIBLE
67	Kew Gardens - Union Tpke	E, F	ACCESSIBLE
68	South Ferry*	1	NON ACCESSIBLE
69	47-50 Streets - Rock Center	A, C, F	ACCESSIBLE

## New York City Transit

Count	Station	Line	Phase
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 - MertoTech	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	East 180 Street	2, 5	ACCESSIBLE
78	Bay Parkway	D	ACCESSIBLE
Co	Station	Li	Phase
79	Bleecker Street	6	ACCESSIBLE
80	B'way - Lafayette	B	ACCESSIBLE
81	Forest Hills - 71 Avenue	E	ACCESSIBLE
82	Utica Avenue	A	ACCESSIBLE
83	Hunts Point Avenue	6	ACCESSIBLE
84	Cortlandt Street	R	ACCESSIBLE
85	Kingsbridge Road	B	ACCESSIBLE
86	Times Square - 42 Street	S	DESIGN
87	68 Street	6	DESIGN
88	57 street	N	DESIGN
89	23 Street	6	CONSTRUCTION
90	Lefferts Boulevard	A	CONSTRUCTION
91	59 Street	N	PLANNING
92	86 Street	R	DESIGN
93	Gun Hill Road	S	DESIGN
94	Chambers Street	J	DESIGN
95	Greenpoint Avenue	G	PLANNING
96	Bedford Avenue	L	DESIGN
97	Rockaway Parkway	L	DESIGN
98	Astoria Boulevard	N	DESIGN
99	Brooklyn Museum	2	PLANNING
100	Bedforn Park Blvd	B	DESIGN

Source: New York City Transit, Office of ADA Compliance

\*Elevator(s) not in service due to long-term construction

# **Appendix III: List of 26 Accessible Non-Key Subway Stations**

<b>Count</b>	<b>Station</b>	<b>Line</b>	<b>Remarks</b>
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	Fulton Street	A, C	
23	Fulton Street	J, Z	
24	Fulton Street	2, 3	

<b>Count</b>	<b>Station</b>	<b>Line</b>	<b>Remarks</b>
25	34 St-Hudson Yards	7	
26	Aqueduct Racetrack	A	

Source: New York City Transit, Office of ADA Compliance

# Endnotes

<sup>i</sup> <https://www.disability.gov/rehabilitation-act-1973/>

<sup>ii</sup> Mayor’s Office of People with Disabilities, 2016.

<sup>iii</sup> Page 30 of plan mentions APS. The City Council bill signed by Mayor; increased the number from 25 per year to 75 starting FY 2017. NYC Local Law 60 from 2014.

<sup>iv</sup> The City Council bill signed by Mayor the increased number from 25 per year to 75 starting FY 2017. The average cost of adding APS to an intersection is about \$35,000.

<sup>v</sup> The City has representatives on the MTA Board. MTA receives both State and city funding.

<sup>vi</sup> “Mobility for all New Yorkers”, Disabled Accessibility Plan prepared by NYC Taxi and Limousine Commission, June 11, 2014.

<sup>vii</sup> We are focusing on WIOA – which is the reformed version of the original Workforce Investment Act of 1998. The Workforce Innovation and Opportunity Act (WIOA) was created to provide state and local areas the flexibility to collaborate across systems in an effort to better address the employment and skills needs of current employees, jobseekers, and employers. WIOA replaces the Workforce Investment Act of 1998 and retains and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. In 2014 Mayor Bill de Blasio created the Mayor’s Office of Workforce Development (WKDEV), responsible to coordinate workforce with economic development in all five boroughs—to create a real time connection to businesses to ensure their needs are met and to effectively connect those New Yorkers seeking workforce services to quality jobs with opportunities for advancement. This office replaces the former NYC Office of Human Capital Development (OHCD).

<sup>viii</sup> NY State Civil Service Law 55-a.

<sup>ix</sup> Department of Citywide Administrative Services. Total number of NYC employee 55-a participants, 424.



<sup>x</sup>To be eligible for the 55-a Program, a person must: (a) be certified as having a mental or physical disability, and (b) be qualified to do the job, with or without a reasonable accommodation. The New York State Office of the Adult Career and Continuing Education Services - Vocational Rehabilitation certifies people as physically or mentally disabled and makes determinations as to whether the individuals are qualified to satisfactorily perform the duties of the position sought. The New York State Commission for the Blind certifies people who are blind and makes determinations as to whether the individuals are qualified to satisfactorily perform the duties of the position sought.

<sup>xi</sup> New York City Consolidated Plan, 2-15=2-19 Needs Assessment and Market Analysis, 2015.

<sup>xii</sup> NYC Consolidated plan 2015 – 2019, cut off year pre-determined.

<sup>xiii</sup> American National Standards Institute (ANSI) – A national nonprofit that oversees the creation, promulgation, and use of thousands of norms and guidelines that directly impact businesses in nearly every sector – from acoustical devices to construction equipment, from dairy and livestock production to energy distribution, and many more. The mission of ANSI is to enhance both the global competitiveness of U.S. business and the U.S. quality of life by promoting and facilitating voluntary consensus standards and conformity assessment systems, and safeguarding their integrity. (American National Standards Institute, 2016).

<sup>xiv</sup> New York Lawyers for the Public Interest, “Breaking Down Barriers, Breaking the Silence: Making Health Care Accessible for Women with Disabilities”, 2012.

<sup>xv</sup> [http://www.nyc.gov/html/mopd/downloads/pdf/RAP\\_survey\\_guidelines.pdf](http://www.nyc.gov/html/mopd/downloads/pdf/RAP_survey_guidelines.pdf)

<sup>xvi</sup> 2013 Workforce Profile Report stated the NYC Workforce Headcount (both full- and part-time FTE) employees totaled 327,793. The numbers has since increased and this will be reflected in the 2015 Workforce Profile Report.

<sup>xvii</sup> Barriers to the Ballot: Voting Reform in New York City, 2014.

