



# MBPO 5-Year Accessibility Plan

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# Introduction

Local Law 12 of 2023 (“Local Law 12”), codified as section 23-1004 of the NYC Administrative Code, requires New York City agencies to prepare and publish five-year accessibility plans in consultation with the Mayor’s Office for People with Disabilities (MOPD). This plan outlines the steps the agency is currently taking and intends to put in place over the next five years to ensure that the agency’s workplace, services, and programs are available to all persons with disabilities. It addresses steps the agency is taking to improve physical, digital, and programmatic access, and effective communications for persons with disabilities.

## General

### Contact Information

Local Law 27 of 2016 requires all agencies to designate a Disability Service Facilitator (DSF) to coordinate and comply with the Americans with Disabilities Act and other regulations for Persons with disabilities. The Manhattan Borough President’s Office (MBPO) designated Disability Service Facilitator (DSF) is Kimberly James. Ms. James can be reached by email at [kjames@manhattanbp.nyc.gov](mailto:kjames@manhattanbp.nyc.gov) and by phone at (212) 669-2881.

The DSF together with the Operations Department is responsible for preparing and updating the MBPO’s Accessibility Plan.

### Agency Mission and Background

The MBPO is the primary connection between the people of Manhattan and city government. We represent the interests and needs of the people of Manhattan and advocate for Manhattan to other public service institutions and private businesses.

### Accessibility Statement

The MBPO recognizes that people with disabilities are part of Manhattan’s diverse communities and strives to create a more accessible Manhattan so that all people have equal representation and a place to voice their concerns and values.

The MBPO’s Notice of Rights and Grievance Procedures can be found here: <https://www.manhattanbp.nyc.gov/wp-content/uploads/2024/01/Notice-of-Rights-and-Grievance-Procedures.pdf>

The MBPO’s Website Accessibility Statement can be found here: <https://www.manhattanbp.nyc.gov/accessibility-statement/>

# Agency Plan (Implementation Timeframe: 2024-2028)

## Programmatic Access and Physical Access

The MBPO provides access by ensuring people with disabilities are not excluded from events, programs, and services because of inaccessible facilities.

The MBPO operates out of the following buildings:

### City-Owned Building

The David N. Dinkins Municipal Building  
1 Centre Street, 19th Floor S  
New York, NY 10007

### Leased Space

The Northern Manhattan Office  
431 West 125th Street  
New York, NY 10027

The NYC Department of Citywide Administrative Services (DCAS) is responsible for common areas in the City-owned building listed above. MBPO is responsible for assessing common areas in the leased space listed above and will work with the relevant parties to address any findings as a result of those assessments.

The David N. Dinkins Municipal building is City-owned building and the MBPO's primary and administrative offices are located within the building. The MBPO's space within the building is scheduled to undergo renovation in 2024, and the renovation plans were designed by DCAS to meet accessibility standards in accordance with state and local requirements. Over the next five years, through internal consultations and public feedback, the MBPO will address any barriers to access to our facilities that were not previously uncovered.

The Northern Manhattan Office is a ground-floor, leased office space that is the main work location of the MBPO's constituent services unit. The constituent services unit advocates for the needs of constituents and helps them to navigate services from various government agencies. The MBPO ensures individuals with disabilities have equal opportunities to services by providing street-level access to its office with an accessibility ramp. Constituents with powered mobility devices and service animals are allowed entry to all areas where members of the public are permitted.

The MBPO also hosts events and workshops throughout the year that are open to the general public. Event and workshop facilities must meet the ADA's physical access standards for people with disabilities, including access to ramps and fully functioning elevators at the entrance of the facility and accessible restrooms on site. Reserved seating is offered throughout the venue for people with disabilities.

## Digital Access and Effective Communications

The MBPO is committed to ensuring accessible communications so that all individuals have equal access to information and services. MBPO provides communication aids such as sign language interpreters at events and captioned media. Event flyers contain notification for individuals with disabilities to request additional accommodation.

Intake from constituents seeking services can be done in person, by email, or by phone. The MBPO also uses Telecommunications Relay Service for persons with hearing or speech disabilities.

The MBPO will work to improve communication and digital access over the next five years by:

- Clearly identifying all images and text content created using generative artificial intelligence, ensuring transparency and accountability in our digital communications.
- Providing language accessibility in our external communications.
- Captioning all video content.
- Providing alternative (alt) text for images on website and social media.
- Evaluating the accessibility of existing documents and media and continually improving relevant accessibility standards on our website, flyers/printed documents, and social media.
- Using plain language across all platforms.
- Training employees who create digital content on accessibility requirements.
- Posting all future reports on the website not just as PDFs but also as text so that users can enable the provided language translation feature.
- **Virtual Meeting Accessibility:** When hosting virtual meetings, the office will consider using platforms that offer accessibility features such as closed captioning, screen reader compatibility, and keyboard accessibility. Before any meeting, staff will test these features and provide instructions to participants about how they can access them.

## **Workplace Inclusion**

The MBPO is an equal opportunity employer that welcomes the talents and skills of all qualified job candidates, including those with disabilities. We strive to foster an inclusive workplace culture that supports diversity and have taken the following steps as part of this endeavor:

- MBPO has implemented the City's Equal Employment Opportunity (EEO) Policy, and this information has been circulated to all employees.
- Employees are informed of their right to request reasonable accommodation to perform the essential functions of their job.
- New hires are provided with the EEO policies and procedures and the guidelines for reasonable accommodation.
- MBPO has designated a 55-a coordinator who is responsible for the 55-a application process.
- MBPO provides access for all individuals to serve on community boards by facilitating the reasonable accommodations process for members on behalf of the community boards.

As part of our ongoing efforts to improve accessibility in the workplace the MBPO will provide disability awareness and etiquette training to all staff every two years.

## **Methodology**

To create this plan, the agency's Disability Service Facilitator consulted with various units within the MBPO to review the relevant evaluation forms provided by MOPD.

The MBPO recognizes the importance of the Accessibility Plan as part of its commitment to equal representation for the people of Manhattan. The MBPO will maintain continuous engagement with its units regarding accessibility and will amend our procedures where necessary.

## **Appendix A: The Manhattan Borough President's Office (MBPO) Policies Prohibiting Discrimination Against People with Disabilities**

It is the policy of the Manhattan Borough President's Office (MBPO) to comply with all applicable laws including, but not limited to, the Americans with Disabilities Act, the Rehabilitation Act, the New York State Human Rights Law, and the New York City Human Rights Law. The MBPO does not discriminate on the basis of disability in the operation of its programs, services, and activities, and strives to create a more accessible Manhattan so that all people have equal representation and a place to voice their concerns and values.

Employment-related complaints for employees and applicants for employment seeking a reasonable accommodation are covered under the City's EEO Policy which can be found at [nyc.gov/assets/dcias/downloads/pdf/agencies/nyc\\_eeo\\_policy.pdf](http://nyc.gov/assets/dcias/downloads/pdf/agencies/nyc_eeo_policy.pdf).

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

**Kimberly James**

*Disability Service Facilitator*

Manhattan Borough President's Office  
The David N. Dinkins Municipal Building  
1 Centre Street, 19th Fl S  
New York, NY 10007  
Email: [info@manhattanbp.nyc.gov](mailto:info@manhattanbp.nyc.gov)

Requests should be made as soon as possible but no later than three (3) business days before the scheduled program, service, or activity. Questions, concerns, or requests for additional information may be directed to the MBPO's Disability Service Facilitator.

If you believe you have been denied an auxiliary aid or service or a reasonable modification of policies or procedures in order to participate in programs, services, or activities provided by MBPO, please see our grievance procedure, below.

## **Appendix B: The Manhattan Borough President's Office (MBPO) Grievance Procedure for Members of the Public Alleging Discrimination Based on Disability**

Any member of the public alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the MBPO may file a grievance with the MBPO, which should contain:

- the name, address, telephone number and/or email of the grievant and
- information about the alleged discrimination, such as the location, date, and description of the incident or alleged violation of the ADA, Rehabilitation Act, NY State Human Rights Law, or NYC Human Rights Law.

“Grievance” is the term for the allegation filed with the MBPO by a member of the public.

“Grievant” is the term for the person alleging discrimination in the grievance.

### **When and How to File a Grievance**

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

**Kimberly James**  
*Disability Service Facilitator*  
Manhattan Borough President's Office  
The David N. Dinkins Municipal Building  
1 Centre Street, 19th Fl S  
New York, NY 10007  
Email: [info@manhattanbp.nyc.gov](mailto:info@manhattanbp.nyc.gov)  
(Please include “Grievance” in the subject line.)

The grievance may be filed in one of two ways:

1. By submitting the grievance in writing by mail or email using the above address; or
2. Upon request, by an alternative means, such as an in-person interview or an audio recording, describing the incident or alleged violation of the ADA, Rehabilitation Act, NY State Human Rights Law, or NYC Human Rights Law. A request for an alternative means of filing may be granted as an accommodation for a grievant with a disability.

### **Timeline Following Filing of Grievance**

Within fifteen (15) calendar days after receipt of the grievance, the Disability Service Facilitator or designee will contact the grievant to discuss the grievance and possible resolutions.

Within fifteen (15) calendar days of this contact with the grievant, the Disability Service Facilitator or designee will

provide a response in writing. Grievants may request the response in an additional format accessible to them, such as large print, Braille, or audio recording. This response will address the grievance, describe the MBPO's position, and offer options for substantive resolution of the grievance, where applicable.

## **When and How to File and Appeal**

The grievant may appeal the MBPO's decision within thirty (30) calendar days of receipt of the MBPO's response.

The appeal should be mailed to:

### **Manhattan Borough President Mark Levine**

Manhattan Borough President's Office  
The David N. Dinkins Municipal Building  
1 Centre Street, 19th Fl S  
New York, NY 10007  
Email: [info@manhattanbp.nyc.gov](mailto:info@manhattanbp.nyc.gov)

The appeal may be filed in one of two ways:

1. By submitting the appeal in writing and by mail using the above address; or
2. Upon request, by an alternative means, such as an in-person interview or an audio recording, describing the incident or alleged violation of the ADA, Rehabilitation Act, NY State Human Rights Law, or NYC Human Rights Law. A request for an alternative means of filing may be granted as an accommodation for a grievant with a disability.

## **Timeline Following Filing of Appeal**

The MBPO's response to the appeal will be provided to the grievant in writing within sixty (60) days following receipt of the appeal. Grievants may request the response in an additional format accessible to them, such as large print, Braille, or audio recording. This response will address the appeal, describe the MBPO's decision, and offer options for substantive resolution of the appeal, where applicable.

All written grievances, appeals, and responses in connection with a grievance made to MBPO will be retained for at least three (3) years.

Note: Upon request to the Disability Service Facilitator, this page can be made available in an alternative format.

# Appendix C: The Manhattan Borough President's Office (MBPO) Website Accessibility Statement

The Web Content Accessibility Guidelines (WCAG) define requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. Our digital content is partially conformant with WCAG 2.1 level AA. Partially conformant means that some parts of the content do not fully conform to this accessibility standard.

## Feedback

If you need assistance accessing a particular program or service, please contact [info@manhattanbp.nyc.gov](mailto:info@manhattanbp.nyc.gov).

## Assessment Approach

The MBPO assesses the accessibility of its digital content through self-evaluation.

## Five Year Accessibility Plan

Local Law 12 of 2023 requires agencies to develop and implement a five-year accessibility Plan. MBPO's Proposed Five-Year Accessibility plan can be found below.

[MBPO Five-Year Accessibility Plan \(PDF\)](#)

[Notice of Rights and Grievance Procedures \(PDF\)](#)