



# **Standard Follow-Up Report: Americans with Disabilities Act (ADA) Compliance Report**

This report is the annual update on the status of compliance with the Americans with Disabilities Act (ADA) at MTA New York City Transit.

The report summarizes the activities for compliance with the ADA, including:

- Rehabilitation projects of Key Stations
- ADA requirements in bus and subway transportation
- Customer service

**William Montanile, P.E.**  
Senior Vice President, Stations Business Unit

## **AMERICANS WITH DISABILITIES ACT COMPLIANCE REPORT**

### **December 2023**

The purpose of this report is to summarize activities associated with implementing the Americans with Disabilities Act (ADA) during 2023. It includes an update on matters related to the Key Station Plan, bus accessibility and maintenance of accessibility features.

#### **I. KEY STATION PLAN**

In 1994, the New York Public Buildings Law and Transportation Law were amended (Chapter 6.10, L. 1994) to require MTA New York City Transit to expand its Key Station Plan from 54 stations to be made accessible to people with disabilities by the year 2010, to 100 stations to be made accessible by the year 2020. While 46 additional stations were added, the amended law exempts the transportation facilities of MTA New York City Transit and Staten Island Railway from the accessibility obligations that otherwise apply to public buildings under the Public Buildings Law, except for new subway construction. The Revised Key Station Plan specified 91 of the 100 stations with the remaining 9 to be identified over time by New York City Transit in consultation with the New York City Transportation Disabled Committee. Subsequently, 66 Street/Broadway (1 line) and Prospect Park/Brighton (B, Q, S lines) were identified and included as the 92<sup>nd</sup> and 93<sup>rd</sup> stations in the revised Key Station Plan, submitted in October 1998 for FTA approval. While awaiting the FTA's response, it became necessary to "fine tune" the plan. Three proposals were presented for public comments at the ADA Compliance Coordination Committee meeting on March 24, 2000. The first proposal was to add 2 stations: Broadway/Lafayette (B, D, F, M lines) and Bleecker Street (6 line) to the Key Station Plan. The second proposal was to substitute 2 non-feasible stations: Broad Street (J, Z lines) and Church Avenue (B, Q lines); with feasible alternates: Chambers Street (J, Z lines) and Kings Highway (B, Q lines). The third proposal was to revise dates for Chambers Street and 96 Street stations for later completion dates and to effect minor date revisions for six other Key Stations. All three proposals received public support. The proposals and a schedule to complete a specified number of Key Stations in each 5-year period was presented to the FTA in March and approved in June 2000. On October 16, 2000, a NYCT proposal to add Mott Avenue (A line) to the Key Station Plan as the 96<sup>th</sup> Key Station received public support. On December 16, 2002, at the ADA Compliance Coordination Committee meeting, a proposal to add East 180th Street (2, 5 lines) to the Key Station Plan as the 97<sup>th</sup> Key Station received support.

On July 16, 2003, at the ADA Compliance Coordination Committee meeting, a proposal to add South Ferry (1 line) to the Key Station Plan as the 98th Key Station received support. On August 5, 2004, Brooklyn Museum (2, 3 lines) was presented and received support at the ADA Compliance Coordination Committee meeting and has since been accepted as the 99th Key Station. On May 5, 2005, at the ADA Compliance Coordination Committee meeting, a proposal to add Borough Hall as the 100th Key Station (4, 5 lines) was presented, but did not receive widespread support. On June 16, 2006, at the ADA Compliance Coordination Committee meeting, a proposal to add Bedford Park Boulevard (B, D lines) as the 100th Key Station was presented and received support. The final proposed station was reviewed by the Compliance Coordination Committee and was accepted as the 100<sup>th</sup> Key Station.

The following reports on our progress in complying with the Revised Key Station Plan:

#### **i) Accessible Key Stations**

The following 99 Key stations in New York City Transit's Revised Key Station Plan are accessible to people with disabilities, listed in order of completion.

<b>No.</b>	<b>Station</b>	<b>Line</b>	<b>Borough</b>	<b>Status</b>
1	125 Street	4, 5, 6	Manhattan	Completed
2	175 Street	A	Manhattan	Completed
3	42 Street-Port Authority	A, C, E	Manhattan	Completed
4	Pelham Bay Park	6	Bronx	Completed
5	Great Kills	SIR	Staten Island	Completed
6	51 Street	6	Manhattan	Completed
7	42 St-Grand Central	4, 5, 6	Manhattan	Completed
8	World Trade Center	E	Manhattan	Completed
9	Simpson Street	2, 5	Bronx	Completed
10	Coney Island-Stillwell Avenue	D, F, N, Q	Brooklyn	Completed
11	34 Street-Herald Square	N, Q, R, W	Manhattan	Completed
12	34 Street-Herald Square	B, D, F, M	Manhattan	Completed
13	Brooklyn Bridge-City Hall	4, 5, 6	Manhattan	Completed
14	149 Street-3rd Avenue	2, 5	Bronx	Completed
15	Borough Hall	2, 3	Brooklyn	Completed
16	Dongan Hills	SIR	Staten Island	Completed
17	Flatbush Avenue-Brooklyn College	2, 5	Brooklyn	Completed
18	Church Avenue	2, 5	Brooklyn	Completed
19	34 Street-Penn Station	1, 2, 3	Manhattan	Completed
20	Woodside-61 Street	7	Queens	Completed
21	Flushing-Main Street	7	Queens	Completed
22	Union Square	N, Q, R, W	Manhattan	Completed
23	207 Street	A	Manhattan	Completed
24	66 Street-Lincoln Center	1	Manhattan	Completed
25	14 Street	A, C, E	Manhattan	Completed
26	8 Avenue	L	Manhattan	Completed
27	Franklin Avenue	C	Brooklyn	Completed
28	Franklin Avenue	S	Brooklyn	Completed
29	161 Street-Yankee Stadium	4	Bronx	Completed
30	161 Street-Yankee Stadium	B, D	Bronx	Completed
31	Grand Central-42 Street	7	Manhattan	Completed
32	Grand Central-42 Street	S	Manhattan	Completed
33	34 Street-Penn Station	A, C, E	Manhattan	Completed
34	Flushing Avenue	J, M	Brooklyn	Completed
35	Prospect Park	B, Q, S	Brooklyn	Completed
36	72 Street	1, 2, 3	Manhattan	Completed
37	Atlantic Av-Barclays Ctr.	D, N, R	Brooklyn	Completed
38	Atlantic Av-Barclays Ctr.	B, Q	Brooklyn	Completed
39	Atlantic Av-Barclays Ctr.	2, 3, 4, 5	Brooklyn	Completed
40	Howard Beach	A	Queens	Completed
41	Marcy Avenue	J, M, Z	Brooklyn	Completed
42	Lexington Avenue	E, M	Manhattan	Completed
43	Crown Hts-Utica Avenue	3, 4	Brooklyn	Completed
44	Dekalb Avenue	B, Q, R	Brooklyn	Completed
45	West 4 Street	A, B, C, D, E, F, M	Manhattan	Completed
46	179 Street	F	Queens	Completed
47	Times Square-42 Street	N, Q, R, W	Manhattan	Completed
48	74 Street-Broadway	7	Queens	Completed
49	Jackson Hts-Roosevelt Avenue	E, F, M, R	Queens	Completed

<b>No.</b>	<b>Station</b>	<b>Line</b>	<b>Borough</b>	<b>Status</b>
50	125 Street	A, B, C, D	Manhattan	Completed
51	Euclid Avenue	A, C	Brooklyn	Completed
52	Fordham Road	4	Bronx	Completed
53	Queens Plaza	E, M, R	Queens	Completed
54	Times Square-42 Street	1, 2, 3	Manhattan	Completed
55	Times Square-42 Street	7	Manhattan	Completed
56	231 Street	1	Bronx	Completed
57	Junction Boulevard	7	Queens	Completed
58	168 Street	A, C	Manhattan	Completed
59	Pelham Parkway	2, 5	Bronx	Completed
60	233 Street	2, 5	Bronx	Completed
61	Bowling Green	4, 5	Manhattan	Completed
62	Myrtle Avenue	L	Brooklyn	Completed
63	Wyckoff Avenue	M	Brooklyn	Completed
64	135 Street	2, 3	Manhattan	Completed
65	Church Av	F, G	Brooklyn	Completed
66	St. George	SIR	Staten Island	Completed
67	Union Turnpike	E, F	Queens	Completed
68	South Ferry	1	Manhattan	Completed
69	47-50 Sts-Rockefeller Ctr	B, D, F, M	Manhattan	Completed
70	Chambers Street	1, 2, 3	Manhattan	Completed
71	59 Street	A, B, C, D	Manhattan	Completed
72	59 Street	1	Manhattan	Completed
73	Jay Street-MetroTech	A, C, F	Brooklyn	Completed
74	96 Street	1, 2, 3	Manhattan	Completed
75	Kings Highway	B, Q	Brooklyn	Completed
76	Mott Avenue	A	Queens	Completed
77	East 180 Street	2, 5	Bronx	Completed
78	Bay Parkway	D	Brooklyn	Completed
79	Bleecker Street	6	Manhattan	Completed
80	B'way/Lafayette Street	B, D, F, M	Manhattan	Completed
81	Forest Hills-71 Avenue	E, F, M, R	Queens	Completed
82	Utica Avenue	A, C	Brooklyn	Completed
83	Hunts Point	6	Bronx	Completed
84	Cortlandt Street	R, W	Manhattan	Completed
85	Kingsbridge Road	B, D	Bronx	Completed
86	23 Street	6	Manhattan	Completed
87	Ozone Park-Lefferts Boulevard	A	Queens	Completed
88	Rockaway Parkway	L	Brooklyn	Completed
89	Astoria Boulevard	N, W	Queens	Completed
90	86 Street	R	Brooklyn	Completed
91	Bedford Avenue	L	Brooklyn	Completed
92	Chamber Street	J, Z	Manhattan	Completed
93	Bedford Park Blvd	B, D	Bronx	Completed
94	59 Street	N, R	Brooklyn	Completed
95	Greenpoint Avenue	G	Brooklyn	Completed
96	Eastern Pkwy-Brooklyn Museum	2, 3	Brooklyn	Completed
97	Gun Hill Road	5	Bronx	Completed
98	57 Street-7 Avenue	N, Q, R, W	Manhattan	Completed
99	Times Square-42 Street	S	Manhattan	Completed

## **ii) Key Stations Under Construction for Accessibility**

The final Key station is in construction for accessibility.

No.	Station	Line	Borough	Projected Dates	
				Place-in-Service	Substantial Completion
1	68 Street	6	Manhattan	December 2024	December 2024

## **iii) Accessible Non-Key Stations**

The following **48** non-Key stations are wheelchair accessible, going beyond New York City Transit's Revised Key Station plan. Stations are listed in order of completion, first for stations that are fully accessible and then for stations that are partially accessible.

<b>Fully Accessible</b>				
No.	Station	Line	Borough	Note
1	Lexington Ave/63rd Street	F	Manhattan	Fully Accessible
2	Roosevelt Island	F	Manhattan	Fully Accessible
3	21st Street-Queensbridge	F	Queens	Fully Accessible
4	Jamaica/Van Wyck	E	Queens	Fully Accessible
5	Jamaica Center	E, J, Z	Queens	Fully Accessible
6	Sutphin Boulevard	E, J, Z	Queens	Fully Accessible
7	Middle Village-Metropolitan Avenue	M	Queens	Fully Accessible
8	Rockaway Park/Beach 116	A, S	Queens	Fully Accessible
9	Park Place	S	Brooklyn	Fully Accessible
10	Tottenville	SIR	Staten Island	Fully Accessible
11	Canal Street	6	Manhattan	Fully Accessible
12	Union Square	L	Manhattan	Fully Accessible
13	Gun Hill Road	2, 5	Bronx	Fully Accessible
14	Jay Street/Metro Tech	R	Brooklyn	Fully Accessible
15	Fulton Street	4, 5	Manhattan	Fully Accessible
16	Court Square	7	Queens	Fully Accessible
17	Fulton Street	A, C	Manhattan	Fully Accessible
18	Fulton Street	J, Z	Manhattan	Fully Accessible
19	Fulton Street	2, 3	Manhattan	Fully Accessible
20	34 Street-Hudson Yards	7	Manhattan	Fully Accessible
21	Aqueduct Racetrack	A	Queens	Fully Accessible
22	72 Street	Q	Manhattan	Fully Accessible
23	86 Street	Q	Manhattan	Fully Accessible
24	96th Street	Q	Manhattan	Fully Accessible
25	Arthur Kill	SIR	Staten Island	Fully Accessible
26	WTC Cortlandt	1	Manhattan	Fully Accessible
27	New Utrecht	N	Brooklyn	Fully Accessible
28	62 Street	D	Brooklyn	Fully Accessible
29	1 Avenue	L	Manhattan	Fully Accessible
30	Avenue H	Q	Brooklyn	Fully Accessible
31	170 Street	4	Bronx	Fully Accessible
32	Livonia Avenue	L	Brooklyn	Fully Accessible

No.	Station	Line	Borough	Status
33	Court Square	G	Queens	Fully Accessible
34	Dyckman Street	1	Manhattan	Fully Accessible
35	8 Avenue	N	Brooklyn	Fully Accessible
36	Grand Street	L	Brooklyn	Fully Accessible
37	East 149 Street	6	Bronx	Fully Accessible
38	New Dorp	SIR	Staten Island	Fully Accessible
39	7 Avenue	F, G	Brooklyn	Fully Accessible
40	181 Street	A	Manhattan	Fully Accessible
<b>Partially Accessible</b>				
1	50th Street	C, E	Manhattan	Southbound Only
2	Borough Hall	4, 5	Brooklyn	Northbound Only
3	49th Street	N, R, W	Manhattan	Northbound Only
4	Wilson Avenue	L	Brooklyn	Northbound Only
5	28 Street	6	Manhattan	Southbound Only
6	86 Street	4, 5, 6	Manhattan	Northbound Local Only
7	Court Square-23 Street	E, M	Queens	Southbound Only
8	Hoyt Street	2, 3	Brooklyn	Southbound Only

Furthermore, in 2018, NYCT committed to an additional 50 accessible stations as part of a program called Fast Forward. The goal was to advance station accessibility to ensure that no subway rider was more than two stops away from an accessible station anywhere in the system. The commitment for additional accessible stations was increased in 2019 from 50 stations to 70 stations.

In 2019, NYCT consulted extensively with the disability community as well as community boards and elected officials throughout the city to select stations to be prioritized for accessibility. A public event was held on February 6, 2019, where every geographic area across the system was reviewed and feedback was received on priority stations. Strategic priorities and considerations for prioritizing stations include: 1) systemwide coverage – reducing gaps between accessible stations; 2) transfer points and terminals– prioritizing stations that improve connectivity within the transit system; 3) proximity to major activity centers; 4) ridership; 5) demographics; and 6) cost/constructability.

In June 2022, Governor Kathy Hochul announced that the Metropolitan Transportation Authority and accessibility advocates reached a class action settlement that affirms the MTA's commitment towards accessibility in the subway system. Under the terms of the agreement the MTA, headed by Chair and CEO Janno Lieber, agreed to add accessibility to 95 percent of the currently inaccessible subway stations by having construction contracts in place by 2055.

## **II. BUSES**

### **Wheelchair Accessibility**

The bus fleet, which has nearly 6,000 buses, is 100% accessible with wheelchair ramps or lifts, securement devices, public address systems, required priority seating signage and kneeling features. From January through December 2023, there were 1,256,659 customers who used the wheelchair ramp or lift to access MTA NYCT and MTA Bus compared to 1,173,576 in 2022. This was an increase of 7.08%.

### **III. OVERSIGHT**

The NYCT ADA Compliance Coordination Committee (CCC) was established as a successor to the Transportation Disabled Committee, as a method for the disability community to provide their input in the selection of several Key stations. It also functioned as a forum to inform the disability community of New York City Transit initiatives to improve accessibility. In February 2019, the Advisory Committee for Transit Accessibility (ACTA) was established as a successor to the CCC. ACTA is an all-volunteer group of 18 community members committed to working with NYCT on a range of accessibility issues. ACTA held its first meeting in June of 2019.

### **IV. OUTREACH**

NYCT frequently meets with people from the disability community to ensure involvement and input in planning for improved accessible transportation and barrier removal efforts throughout the agency. Annual reports are sent to the Mayor's Office for People with Disabilities (MOPD) and the New York State Governor's Office on the status of ADA compliance within NYCT. Representatives from the disability community participate in the meetings of the Advisory Committee for Transit Accessibility (ACTA).

### **V. TRAINING**

In keeping with ADA requirements to train personnel to "proficiency" in their roles, in 2005 the Office of ADA Compliance partnered with the Department of Subways to administer the ADA Sensitivity Training Course. In addition, all Bus Operators have received ADA training on announcements, priority seating, kneeling features, and sensitivity with respect to differences among disabilities. Bus Operators returning from long term absences also receive ADA refresher training. The training reinforces the importance of meeting ADA service requirements. Agency-wide, employees who provide direct service to customers, receive ADA training or refresher training. In addition, in 2019, MTA NYCT successfully created and launched an e-learning module that provides an overview on sensitivity training, stressing disability etiquette and knowledge of accessibility features across our systems, in an interactive video format. Currently, all MTA NYCT employees complete this e-learning module annually.

### **VI. PLATFORM EDGE DETECTABLE WARNING STRIPS**

The ADA requires the installation of platform edge detectable warning strips when Key Stations are rehabilitated. NYCT has adopted a policy requiring the installation of ADA-specified platform edge detectable warning strips during rehabilitation of all Key and Non-Key Stations. At the end of 2023, a total of 406 stations have had ADA-specified platform edge warning strips installed.

### **VII. SIGNAGE**

All Key Stations will have station identification and route signs that comply with ADA Guidelines. Tactile-Braille signs are routinely incorporated in capital construction contracts.

### **VIII. COMMUNICATION**

The ADA requires bus stop announcements at intermodal transfer points, major intersections, terminal arrivals, points of interest and for any requested stop. All new buses are delivered with a Digital Information Screen (DIS) system which provides automated stop announcements in text and audio. As of the end of 2023, out of 5,845 buses, there are 4,392 that have DIS on board (approximately 75% of the bus fleet). For buses not equipped with DIS, a speakeasy microphone allows the bus operator to make hands-free bus stop announcements.

NYCT continues to use new technologies to provide various types of information to people with disabilities. Under the Public Address Customer Information Screens (PA/CIS) Program, text information accompanied by audio messages is provided. All 472 NYCT subway stations have PA/CIS with more than 1,800 units installed throughout the system. MetroCard Vending Machines (MVM) feature both visual text and audible information. Additionally, Help Points units are intercoms which customers can use to reach NYCT personnel in case of emergency or to request information and are equipped with induction loop technology for customers with hearing loss. More than 2,978 Help Point units were installed in all 472 NYCT subway stations. Furthermore, for all customer information, alternative formats are made available upon request.

## **IX. MAINTENANCE OF ACCESSIBILITY FEATURES**

The ADA requires transportation providers to maintain in operative condition, features and equipment that make facilities and vehicles accessible to and usable by individuals with disabilities. Accordingly, wheelchair lifts/ramps in buses are routinely cycled. A policy was adopted requiring that a bus be taken out of service for repairs at the end of a run following a lift/ramp malfunction during service.

In 2001, NYCT implemented an inspection program geared toward Key and non-Key stations that are accessible. One of the goals of the program is to ensure that accessibility features and equipment are maintained in proper operating condition. From January through December 2023, there were 20 accessible station inspections performed and over 423 deficiencies were found and referred for action. In 2023, there were 338 deficiencies that were corrected, which includes deficiencies pending from prior years.

## **X. PARATRANSIT**

Reports on Paratransit operations are covered in separate monthly reports included in NYCT Committee Agendas.