

2025 ANNUAL REPORT ON AMERICANS WITH DISABILITIES ACT (ADA) COMPLIANCE

Executive Summary

Throughout 2025, the Chicago Police Department (“CPD” or “the Department”) continued to advance its commitment to equitable and accessible policing for individuals with disabilities. Guided by the requirements of the Americans with Disabilities Act (ADA), the Illinois Human Rights Act, and the Consent Decree, the Department focused on strengthening policy, training, accessibility, and community engagement efforts to ensure meaningful access to police services for all residents.

The ADA Compliance Officer played a central role in supporting these efforts by reviewing and recommending updates to disability-related policies, assisting with the development and delivery of training, monitoring compliance initiatives, and serving as a liaison between CPD and the disability community.

A key accomplishment in 2025 was the completion and publishing of a revised suite of disability-focused policies. This includes an umbrella policy, a policy specific to interacting with individuals with physical disabilities, and a policy specific to interacting with individuals with non-visible disabilities. While not included within CPD’s disability suite, the Department also published a policy regarding interacting with individuals who are Deaf, DeafBlind, or Hard of Hearing. The completion of these new policies now provides the most comprehensive guidance on how officers should interact with and support persons with disabilities in the Department's history and is among the most comprehensive sets of policies for any law enforcement agency across the country. Other notable accomplishments during 2025 include creating a new training course on persons with disabilities, set for delivery in 2026; developing a revised ADA accommodation request form to improve tracking and accountability; updating educational and outreach materials; and expanding accessibility resources available to Department members.

Community engagement also remained a focus of the Department's ADA efforts. The ADA Compliance Officer participated in numerous outreach events and partnerships with disability advocacy organizations, service providers, and community groups throughout the year. These engagements provided opportunities to share information, increase awareness of available resources, and gather feedback that continues to inform policy, training, and operational improvements.

The Department also expanded efforts to improve accessibility across its facilities, programs, and services. Initiatives included addressing facility accessibility concerns, improving accommodation tracking processes, facilitating requests for American Sign Language interpretation and Braille materials, and supporting compliance reviews of Department facilities. Increased utilization of ASL interpretation services throughout the year reflected growing awareness and use of communication-access resources by Department members.

While meaningful progress was achieved, opportunities remain to further strengthen disability-focused training, enhance data collection and performance measurement, and deepen collaboration with disability advocacy organizations. These priorities will guide the Department's work in 2026 as CPD continues integrating accessibility, accountability, and community partnership into its broader reform and public safety efforts.

The accomplishments outlined in this report reflect CPD's ongoing commitment to ensuring that individuals with disabilities are treated with dignity, respect, and fairness and that all residents have equal access to police services, programs, and support.

Policy Development and Compliance

A significant portion of the year's work focused on supporting CPD's ongoing compliance with Consent Decree requirements related to individuals with disabilities. The ADA Compliance Officer provided extensive review and recommendations for the Department's disability-related policy suite, ADA training bulletins, and related curriculum. These efforts helped ensure that Department directives reflected current legal requirements, best practices, and operational needs.

During 2025, the ADA Compliance Officer:

- Assisted in the review and revision of disability-related policies and directives.
- Supported implementation of CPD's Persons with Disabilities policy suite and related training materials.
- Drafted the Department's annual ADA Statistical Report.
- Updated ADA-related resources available through WIRE and other internal communication platforms.
- Developed and implemented a revised ADA Request Form (CPD 21.195), improving accommodation tracking and data collection.
- Reviewed Independent Monitoring Team and Office of the Attorney General reports related to ADA Consent Decree requirements.

- Participated in weekly reform and compliance meetings focused on Consent Decree deliverables.

In addition to policy work, the ADA Compliance Officer regularly reviewed emerging ADA-related litigation, legal developments, and accessibility standards to help ensure Department practices remained aligned with evolving federal, state, and local requirements.

Training Development

Throughout the year, CPD continued to strengthen employee awareness and competency when interacting with individuals with disabilities, including those with physical, sensory, intellectual, developmental, cognitive, and behavioral disabilities.

The ADA Compliance Officer supported recruit and in-service training by reviewing curriculum, observing instruction, and providing recommendations on disability-related content. Training efforts emphasized:

- Effective communication strategies.
- Reasonable accommodations.
- Disability awareness and recognition.
- De-escalation techniques.
- Interactions with individuals who are Deaf, Hard of Hearing, or DeafBlind.
- Service animal considerations.
- Mobility and accessibility accommodations.
- Recognition of conditions such as dementia, Alzheimer's disease, epilepsy, diabetes, and autism.

During 2025, the ADA Compliance Officer participated in several professional development opportunities, including the Great Plains ADA Center National ADA Virtual Symposium, the Pacific ADA Center Disabilities and Disaster Symposium, and webinars addressing ADA accessibility standards and emergency preparedness.

Educational materials, presentations, and accommodation resources were updated throughout the year to support employee learning and provide current guidance on ADA compliance and accessibility requirements.

Accessibility and Accommodation Services

CPD continued efforts to improve accessibility across Department facilities, services, programs, and communications.

Key accomplishments included:

- Updating and distributing ADA accommodation pamphlets and educational materials.
- Improving internal access to disability-related resources.
- Coordinating accessibility improvements at Department facilities.
- Working with Department leadership and Risk Management to address accessibility concerns, including repainting designated disability parking spaces at Public Safety Headquarters.
- Expanding accommodation tracking and documentation processes.
- Facilitating requests for American Sign Language (ASL) interpreters, Braille materials, and other accommodations.

The ADA Compliance Officer also reviewed facility inspection reports and CALEA compliance assessments to identify and address accessibility concerns across Department facilities.

These efforts reduced barriers to access and improved the Department's ability to provide reasonable accommodations to both community members and employees.

Community Engagement and Stakeholder Partnerships

Community engagement remained a central component of the ADA Program. Working closely with the Office of Equity and Engagement, the ADA Compliance Officer participated in numerous outreach events and partnerships designed to strengthen relationships with individuals with disabilities, advocacy organizations, caregivers, and service providers.

Community engagement activities during 2025 included participation in events, meetings, or discussions with:

- The Epilepsy Foundation of Greater Chicago
- Special Olympics Illinois
- Alzheimer's Association
- Jesse Brown Veterans Affairs Medical Center
- Misericordia Home
- Friedman Place for Adults with Vision Loss
- Mayor's Office for People with Disabilities

These engagements provided opportunities to distribute educational materials, share information about available resources, gather feedback, and discuss concerns related to accessibility and police interactions. Community input continues to inform policy development, training initiatives, and operational improvements.

Communication Access and ASL Services

The Department continued to monitor and support communication access services for individuals who are Deaf or Hard of Hearing through its LanguageLine American Sign-Language (ASL) interpretation program.

ASL interpretation usage continued to increase during 2025:

Year	Calls	Minutes
2022	54	341
2023	80	566
2024	130	1,163
2025	186	1,888

In 2025, CPD recorded a 41 percent increase in ASL interpretation calls through LanguageLine compared to the year prior, and an overall 244 percent increase from 2022, when LanguageLine first rolled out. The steady increase in utilization reflects growing awareness among Department members and increased use of available communication resources during police-community interactions.

Additionally, CPD used in-person ASL interpreters on 13 occasions in 2025 through the Department's partnership with the Chicago Hearing Society. The 13 requests for in-person interpretation include a mix of pre-planned events such as Department graduations, as well as witness interviews or interactions between victims who are Deaf, DeafBlind, or Hard of Hearing, and police.

Challenges and Opportunities

While meaningful progress was made during 2025, several opportunities remain for continued improvement:

- Increasing awareness of available accommodations among Department members and the public.
- Expanding disability-focused scenario-based training opportunities.
- Strengthening data collection.
- Developing additional methods to evaluate accessibility outcomes and community satisfaction.

Priorities for 2026

To continue advancing ADA compliance and accessibility efforts throughout CPD, several efforts or initiatives will continue into 2026, or begin in 2026.

Training:

- CPD will launch multiple trainings on Interactions with Persons with Disabilities. This includes a 3-hour in-person training, a 4-module eLearning, and multiple training bulletins each covering a specific type of disability.

Community Engagement:

- Community engagement will remain a major focus of this work moving into 2026. In particular, CPD's OEE will launch a community advisory committee comprised of advocates, stakeholders, and community members from the disability community to help review CPD policies and develop future training for disabilities.

Data and Analysis:

- CPD will continue to explore ways to improve mechanisms to capture data, specifically around interactions with persons who have a disability. This will help better understand the impact the new policies and trainings are having.