

New York City Civil Service Commission Accessibility Progress Report 2024-2025

General

The mission of the New York City Civil Service Commission (“CSC” or “Commission”) is to be fair and impartial in deciding appeals and to assure that the treatment of civil service applicants and employees is consistent with civil service laws and the City's personnel rules. In addition to hearing appeals from individuals, the Commission may conduct reviews and studies of personnel administration in City government.

The CSC published its final Five-Year Accessibility Plan on June 27, 2024, and this is the agency's first annual progress report.

Statement of Commitment

The Commission is committed to ensuring that members of the public have the opportunity for a full and fair review of their appeal. The Commission is mindful that providing accessible service to people with disabilities is essential to the fair resolution of their appeal.

Disability Service Facilitator and Other Key Accessibility Information

The contact information of CSC's Disability Service Facilitator (“DSF”) is:

Disability Service Facilitator
New York City Civil Service Commission
One Centre Street, 2300 N
New York, NY 10007
(212) 615-8915
customersvce@nyccsc.nyc.gov

CSC's Five-Year Accessibility Plan, Grievance Procedure, and Website Accessibility Statement may be found on its [Accessibility webpage](#).

Feedback

The Commission welcomes feedback on the accessibility of its digital content. Anyone who encounters accessibility issues can provide anonymous feedback by contacting the Commission's DSF.

Progress Report

Physical Accessibility

The Commission's office space is located at 1 Centre Street, 2300 N, New York, NY 10007. This is a City-owned property managed by the NYC Department for Citywide Administrative Services (DCAS) which is responsible for ensuring the building meets all physical accessibility requirements.

As noted in the Commission's Five-Year Accessibility Plan, members of the public do not often visit our agency. Rather, the overwhelming majority of CSC's interactions with the public are conducted electronically. Accordingly, the Commission committed to coordinating with DCAS to address physical accessibility issues as they arise. While no such issues have arisen over the past year, the Commission will report future occurrences in its following annual progress reports.

Digital Accessibility

As of May 2025, the Commission has:

- Conducted an accessibility audit of the Commission's website and email communications. The audit (Expected to be completed by May 30, 2025) followed the Web Content Accessibility Guidelines (WCAG). The Commission is working to ensure that its digital content approaches conformity with WCAG 2.1 level AA.

As of May 2026, the Commission will:

- Continue to identify digital assets to be prioritized for accessibility enhancements.

Program Accessibility & Effective Communications

The Commission continues to provide reasonable accommodations requested by appellants or members of the public, including practice hearing sessions for appellants who have a scheduled hearing and are unfamiliar with remote meeting software.

Additionally, as of May 2025, the Commission has begun to revise portions of its website to better describe, in plain language, the Commission's procedures and the types of appeals the Commission has jurisdiction to hear. As of May 2026, the Commission will have developed a plain language FAQs page for appeals of psychological disqualifications.

Workplace Inclusion

As of May 2025, the Commission has:

- Taken the Disability Etiquette and Awareness training.

As of May 2026, the Commission will:

- Ensure that postings, if any, for open positions at the Commission are accessible, and accommodations are offered when arranging candidate interviews.

Consultations and Feedback

The Commission will continue to review any feedback it receives from appellants regarding accessibility issues relating to their appeal. Similarly, the Commission will continue to adhere to the Citywide EEO Policy and the DCAS Code of Conduct.

Conclusion

The Commission is committed to accessibility to ensure members of the public can pursue their appeals, and we will continue to address accessibility issues and provide reasonable accommodations as required.