



# **New York City Department of Investigation**

## **Accessibility Progress Report 2024-2025**

## Table of Contents

Table of Contents .....	2
General .....	3
Statement of Commitment.....	3
Disability Service Facilitator and Other Key Accessibility Information .....	4
Feedback Process.....	4
Progress Report.....	5
Physical Accessibility.....	5
Digital Access .....	5
Programmatic Access.....	6
Effective Communications .....	6
Workplace Inclusion .....	7
Consultations and Feedback.....	7
Conclusion .....	7

## **General**

DOI serves as the City's independent inspector general. Pursuant to the City Charter, DOI reports to the Mayor and the City Council, but operates independently of both. DOI's staff consists of Inspectors General, investigators, attorneys, forensic auditors, computer forensic specialists and administrative personnel. The City Charter and various Executive Orders empower DOI to carry out its mission of attacking corruption comprehensively through systemic investigations that lead to arrests, and recommendations that result in reforms and preventive controls that improve the way the City operates and delivers services to all New Yorkers.

DOI published its Five-Year Accessibility Plan in March 2024. This progress report is DOI's first annual progress report required under Local Law 12 and covers the period of March 2024 through May 2025. During the past year, DOI has made significant progress in identifying ways to improve accessibility. For example, DOI installed braille signage throughout its office space, laid the groundwork for installation of additional accessible doors, and rolled out disability training to its workforce. In 2025, DOI will continue these efforts by ensuring its workforce complete disability accessibility training by 2026, and finding ways to improve digital access to DOI's website and other digital content.

### **Statement of Commitment**

The New York City Department of Investigation ("DOI" or "Department") believes in an equitable, diverse, and inclusive environment. DOI is committed to providing persons with disabilities with access to the Department's services; to identifying, preventing and removing barriers to accessibility; and to meeting accessibility requirements in a manner that respects the dignity and independence of persons with disabilities.

Consistent with the purpose of the legislation, the New York City Department of Investigation strives to use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Receipt of complaints, investigations and other Department

services are provided in a manner that respects the dignity and independence of persons with disabilities to enable them to obtain, use or benefit from Department resources and/or services;

- Persons with disabilities are given an opportunity equal to that given to others to obtain, use and benefit from Department resources and/or services;
- When communicating with a person with a disability, the Department will do so in a manner that considers the person's disability and preferred method of communication;
- Planned installation of assistive listening systems so that persons with disabilities may use assistive devices to support access to Department resources and services; and
- Persons with disabilities and their service animals are accommodated in all aspects of service provision unless the animal is otherwise excluded by law.

### **Disability Service Facilitator and Other Key Accessibility Information**

- DOI's Disability Service Facilitator (DSF) is Shayvonne Nathaniel, Executive Director of Human Resources.
- DOI has a dedicated accessibility email address for accessibility-related requests and concerns: [accessibility@doi.nyc.gov](mailto:accessibility@doi.nyc.gov).
- DOI's notice of nondiscrimination / notice of rights, grievance procedure, website accessibility statement and other information can be found here: <https://www.nyc.gov/site/doi/contact/doi-office-accessibility.page>.

### **Feedback Process**

DOI welcomes feedback on accessibility issues and invites members of the public and employees to share any feedback by sending an email to [accessibility@doi.nyc.gov](mailto:accessibility@doi.nyc.gov).

# Progress Report

## Physical Accessibility

As of May 2025, we have:

- Installed 3 accessible doors in a hallway, pantry, and accessible bathroom on one floor of DOI's office space
- Established plans and engaged a vendor regarding installation of 21 additional accessible doors
- Installed audio induction loop assistive listening system in one conference room and made four portable assistive listening devices available for use throughout DOI's offices
- Laid plans to install additional assistive listening systems in DOI's training classrooms and additional conference rooms
- Completed installation of all directional and informational braille signage throughout DOI's offices

By May 2026, we plan to:

- Install 4 additional accessible doors
- Install additional assistive listening devices in select public facing spaces/rooms (i.e., classrooms/training rooms/reception area)

## Digital Access

As of May 2025, we have:

- Established a Website Accessibility Statement webpage, which includes a feedback mechanism.
- Appointed a Digital Inclusion Officer, who has attended training on Digital Inclusion

By May 2026, we plan to:

- Fully assess our digital content platforms for conformance with applicable standards (e.g., Web Content Accessibility Guidelines for web content)

- Establish a plan (and begin implementation of such plan) to improve conformance with such standards

## **Programmatic Access**

As of May 2025, we have:

- Deployed mandatory Disability Etiquette and Awareness Training for all staff, with a two-year cycle (to be completed once every two years)
  - Training was deployed via a Citywide Learning Management System that streamlines tracking of employee training and completions
- Added an Accessibility component to employee orientation
- Began drafting a policy on Interactions with People with Disabilities in investigations

By May 2026, we plan to:

- Achieve 75%+ agency-wide completion of Disability Etiquette and Awareness Training, leaving time to achieve 100% completion by the close of the training cycle
- Complete and implement the Interactions with People with Disabilities policy

## **Effective Communications**

As of May 2025, we have:

- Established an Accessibility email address as an additional mechanism through which people with disabilities can request support in accessing DOI's public information and communications (such as alternative accessible formats)
- Began implementation of a Microsoft Outlook feature that identifies accessibility issues in emails and notifies the drafter of such issues

As of May 2026, we plan to:

- Fully implement the Outlook accessibility feature

## **Workplace Inclusion**

As of May 2025, we have:

- Established a process for routine ergonomic furniture requests for all staff, and reinforced the process for obtaining special ergonomic furniture and equipment for staff with disabilities via reasonable accommodation
- Established a Diversity, Equity, and Inclusion Committee, chaired by two Deputy Commissioners to advance DOI's and the City's diversity and inclusion interests, including accessibility

Within the first year of its Five-Year Accessibility Plan, DOI has already completed several of its planned initiatives. DOI will continue to make progress on the remaining initiatives and work to identify additional areas for improvement.

## **Consultations and Feedback**

From March 2024 through May 2025, DOI did not receive any accessibility complaints or feedback from the public or its workforce. DOI continues to monitor communications channels to ensure that DOI considers any feedback in its continued implementation of its accessibility plan.

## **Conclusion**

DOI is committed to accessibility and expects to make additional progress in meeting its accessibility goals in 2025 and 2026.