

# **Department of Finance**

## **Accessibility Progress Report**

### **2024-2025**

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## **Background**

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 5-year accessibility plans that describes their strategy to address the access needs of New Yorkers with disabilities. The plan focuses on five areas of accessibility: 1) Physical; 2) Digital; 3) Programmatic; 4) Effective Communication; 5) Workplace Inclusion. The Equal Employment Opportunity Office (EEO) created and published the plan for the DOF on December 23, 2024 and can be reviewed here: [DOF 5 year Accessibility Plan](#).

Local Law 12 further requires agencies to publish an annual report, setting forth the progress they have made towards achieving the goals in their 5-year accessibility plan. These reports were submitted to MOPD on May 1, and published on agency websites on or by May 15.

## **General**

### **Mission Statement**

The Department of Finance (DOF) administers the tax and revenue laws of the city fairly, efficiently, and transparently to instill public confidence and encourage compliance while providing exceptional customer service. Agency Background

The Department of Finance is the central nervous system of the New York City government. DOF collects the revenues that make every city service possible. Public education, police and fire protection, hospitals and healthcare facilities, parks, and recreation centers. It all begins with DOF.

This report marks the agency’s first annual progress update on the implementation of its Accessibility Plan. Over the past year, we have made important strides toward creating a more accessible and inclusive environment. Key achievements include enhancing website accessibility and employee training.

While we are proud of these accomplishments, we also encountered several challenges. These included resource limitations, and the need for broader staff engagement. Addressing these challenges has provided valuable lessons that will strengthen our ongoing efforts.

Looking ahead, the agency is committed to focusing on: expanding accessible communication options, and updating policies and procedures to embed accessibility principles, or strengthening partnerships with disability communities. We are excited to build on the foundation established this year and continue advancing accessibility for all.

## Statement of Commitment

DOF is committed to ensuring that our digital and physical properties are accessible, welcoming, and inclusive to all, including people with disabilities. DOF has and will continue to strive to improve user experience to provide full accessibility to everyone, including but not limited to people with disabilities.

## Disability Service Facilitator and Other Key Accessibility Information

Nichole Willis  
Disability Service Facilitator  
Department of Finance, EEO Office  
375 Pearl Street, 26th Floor, New York  
(212) 748-6905  
[Willisnichole@finance.nyc.gov](mailto:Willisnichole@finance.nyc.gov)

## Agency Links

[Taxpayers Rights](#)  
[Website Accessibility Statement](#)  
[Your Rights](#)

## Feedback Process

The Department of Finance welcomes feedback regarding accessibility issues to help us improve access for all individuals. We provide a clear and accessible mechanism for both the public and employees to share their experiences or concerns. Feedback can be submitted via 311 or contacting us directly via the agency's DSF or EEO's email inbox. Individuals have the option to submit feedback anonymously if they prefer. We value all input and use it to enhance the accessibility of our services and facilities.

## Progress Report

The report will offer an update on the five key areas outlined in Section (b)(2) of Local Law 12 (NYC Administrative Code § 10-104(b)(2)):

- Physical Accessibility
- Digital Accessibility
- Programmatic Accessibility
- Effective Communication
- Inclusive Workplace Practices

## **Physical Accessibility**

Team Members:

- EEO Officer and DSF
- DOF General Services

DOF currently has business locations at:

- 66 John Street, New York;
- 59 Maiden Lane, New York
- 3030 Third Avenue, Bronx;
- 375 Pearl Street, Floors, New York;
- 144-06 94th Avenue, Jamaica,
- 210 Joralemon Street, Brooklyn;
- 350 St. Marks Place, Staten Island;
- 1 Centre Street, New York:
- 345 Adams Street, Brooklyn; and
- 30-03 Review Avenue, Long Island City

The Department of Finance currently has 2 locations that operate out of 2 City-Owned buildings: One Centre Street and 345 Adams Street. The Department of City Administrative Services (DCAS) is responsible for common areas in the city-owned buildings listed above. DOF is responsible for demised areas, including open areas; workstations; private offices; dedicated meeting rooms, pantries and kitchens; furniture and interior signage. As reported in DOF's 5-year plan, Manhattan, Queens, Bronx, Business Centers, 345 Adams Street, and 375 Pearl Street have all been structurally altered and or renovated in February 2017, to meet applicable accessibility standards.

## **Digital Access**

Team Members:

- EEO Officer and DSF
- Finance Information Technology (FIT)

As of May 2025, we have:

- Continued with the use of Alt text, proper heading, Form Field Labels, Converting Infographics to Text, Using White Space and Plain Language of Content to make the interactions with People with disabilities easier when sending out notices in the mail, using DOF's websites

By May 2026, we will:

- Migrating the DOF websites to Adobe Experience Manager (AEM). DOF has been using the same OTI-provided Content Management System (CMS) for 20+ years., OTI is migrating our public-facing websites to AEM which is a modern content management system which will allow us to create ADA-compliant templates and offers native ADA compliance tools to review content and correct issues.
- VoiceBOT: DOF will be launching a telephone voicebot that will allow customers to speak in natural language to get answers to their questions regarding parking ticket issues as well as make payments for parking tickets and property taxes by voice. We expect this tool to be valuable to our customers with limited vision.

## **Programmatic Access**

Team Members:

- EEO Officer and DSF
- DOF Exemptions, External Affairs, Legal and Business Centers

As of May 2025, we have:

- Continued providing the highest level of accessibility for people with disabilities and all program applicants and participants. Those programs include: the Disabled Homeowners' Exemption; Disability Rent Increase Exemption; Disabled Crime Victim's Exemption; and Disabled Veterans Tax Benefits.

By May 2026, we will:

- Explore the potential to enhance accessibility for individuals with hearing disabilities by adding more assistive listening technology.
- Continue to monitor public and internal feedback and make necessary upgrades and changes as required.

## **Effective Communications**

Team Members:

- The entire Department of Finance

As of May 2025, we have:

- Provide effective communications and accessible services to people with disabilities by implementing clear and appropriate signage, effective communication, and an accessible website.

By May 2026, we will:

- Continue to provide effective communication through the use of accessible websites and use of plain language. This will assist members of the public to understand DOF policies and procedures.

## **Workplace Inclusion**

Team Members:

- The entire Department of Finance

As of May 2025, we have:

- Stay committed to preventing discrimination and ensuring that all employees are aware of their rights and obligations under the EEO. This was done by sending out a bi-annual EEO Affirmation which informs employees of their rights and obligations.
- Required completion of disability etiquette and awareness eLearning training, offered by DCAS, every two years

By May 2026, we will:

- Continuing to utilize training as a way to improve overall agency accessibility and related knowledge

## **Consultations and Feedback**

DOF is committed to promoting accessibility and inclusivity for all taxpayers and employees. As part of our ongoing efforts, DOF has engaged in various consultations and provided

opportunities for feedback to identify barriers and improve access to our programs, services, and work environment.

### **Consultations and Feedback Opportunities:**

- DOF has held internal discussions with employees and union representatives regarding workplace accommodations and accessibility concerns.
- The Equal Employment Opportunity (EEO) Office regularly reviews reasonable accommodation requests and consults with individual employees and supervisors to assess and implement appropriate accommodations.
- Client feedback is routinely gathered through 311 service complaints, public inquiries, .

DOF will continue to seek and incorporate feedback from both employees and the public to further advance accessibility goals and maintain an inclusive environment for all stakeholders.

## **Conclusion**

At DOF we are committed to creating an inclusive and accessible environment for all individuals, regardless of ability. We believe accessibility is a fundamental human right and essential to our mission of serving diverse communities equitably and respectfully.

We strive to ensure that our services, digital platforms, facilities, and communications are accessible to everyone, including people with disabilities. Our approach is guided by the principles of universal design, empathy, and ongoing improvement.

To uphold this commitment, we will continue to:

- Design and maintain digital content that complies with recognized accessibility standards, such as the Web Content Accessibility Guidelines (WCAG).
- Provide reasonable accommodations to individuals with disabilities to ensure full participation in our programs and services.
- Train our staff regularly on accessibility best practices and inclusive service delivery.
- Solicit feedback from individuals with lived experience of disability to inform our accessibility initiatives.
- Identify and remove barriers proactively to promote a culture of inclusion and respect.

We recognize that accessibility is a continuous journey, and we are dedicated to evolving our practices to meet the needs of all people. We welcome all feedback and suggestions.