



Five-Year Accessibility Plan

City of New York

Mayor's Office of Media and Entertainment

2024-2028

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I. Agency Name, Disability Services Facilitator, and Notices

A. **Agency Name:** City of New York Mayor’s Office of Media and Entertainment (“MOME”)

B. **Name and Title of MOME Disability Services Facilitator and person responsible for preparing and updating this plan:**

Lori Barrett-Peterson, Chief Operating Officer and Acting General Counsel
Mayor’s Office of Media and Entertainment
DisabilityServices@media.nyc.gov // 212-602-7418
1 Centre Street, 26th Floor
New York, NY 10007

C. **Notices:** MOME’s [notices of nondiscrimination / notice of rights, grievance procedures and website accessibility statements are available online](#) and they are attached as Appendix A to this plan.

II. Agency Mission and Background

A. Mission of the Agency: The mission of the Mayor's Office of Media and Entertainment (MOME) is to support and strengthen New York City's creative economy and make it accessible to all.

B. Services and Interaction with the Public: Media and entertainment industries in MOME's portfolio include: film, television, theatre, music, publishing, advertising, and digital content. MOME comprises four divisions:

- **The Film Office** coordinates film and television production throughout the five boroughs.
 - This division interacts with the public by issuing film permits for the use of public property for film and television production and premiere permits for red carpet events that use City streets and sidewalks.
- **NYC Media**, the largest municipal television and radio broadcasting entity in the country with a reach of 18 million viewers within a 50-mile radius.
 - This division interacts with the public through its television and radio network.

- **Creative Sector Programs** in film, television, theatre, music, publishing, advertising, and digital content to support the development of NYC’s creative industries, which account for over 305,000 jobs, and an economic output of \$104 billion.
 - This division interacts with the public through sponsorship of media and entertainment programs (e.g., film festivals, media conferences, performances) and workforce development programs in theater and film/TV.

- **The Press Credentials Office**, this office issues press cards to journalists and media outlets so they can pass NYPD/city official lines and attend official City government press conferences and other City-government sponsored events.
 - This division interacts with the public by issuing press cards to qualified members of the press, providing customer service, and educating members of the press on the application process.

III. Glossary

- **Disability Services Facilitator** is the employee appointed pursuant to Local Law 27 of 2016 to coordinate agency efforts to comply with and carry out the agency’s responsibilities under the ADA and other federal, state, and

local laws and regulations concerning access to agency programs and services by persons with disabilities.

- **Person with a Disability:** The phrase “Person with a Disability” means someone who:
 - has a physical or mental impairment that substantially limits one or more major life activities,
 - has a history or record of such an impairment (such as cancer that is in remission), or
 - is perceived by others as having such an impairment (such as a person who has scars from a severe burn).

This definition comes from the Americans with Disabilities Act.

This includes someone who self-identifies as disabled, someone with a temporary or permanent disability, and someone who does not consider themselves disabled, but encounters barriers based on a physical or mental characteristic for which they may be entitled to a reasonable accommodation.

For example, some d/Deaf and hard-of-hearing individuals do not consider themselves to be disabled.¹ However, they

¹ *E.g.*, Harvey, Erica R. “[Deafness: A Disability or a Difference.](#)” *Health Law & Policy* 2, no. 1 (2008): 42-57.

may experience barriers to programs (such as a television broadcast) without accessibility tools like closed captioning.

- **Major Life Activity:** The phrase “major life activity” includes the kind of activities that you do every day, including your body’s own internal processes. There are many major life activities in addition to the examples listed here. Some examples include:
 - Actions like eating, sleeping, speaking, and breathing;
 - Movements like walking, standing, lifting, and bending;
 - Cognitive functions like thinking and concentrating;
 - Sensory functions like seeing and hearing;
 - Tasks like working, reading, learning, and communicating; and
 - The operation of major bodily functions like circulation, reproduction, and individual organs.

- **WCAG:** The World Wide Web Consortium (W3C) has created the Web Content Accessibility Guidelines. The current version is 2.1 and, at Level AA (the level most organizations strive for), contains 52 Success Criteria used to measure accessibility compliance.

IV. Disability Access Statement: Commitment, Goals, and Public Input

A. Commitment

Through this Five-Year Accessibility Plan, MOME outlines its commitment to disability access and its approach to ensuring that MOME is effectively engaging with people with disabilities who work as employees and in the general public.

MOME's approach to disability access is that people with disabilities should be able to access MOME's information and services. It is the responsibility of MOME to actively identify access barriers and address them.

B. Goals

In completing MOME's self-evaluations in 2023, we have identified several areas for improvement to ensure that employees and the general public do not encounter barriers to services and information based on a disability.

In this plan, we have outlined the steps we need to take. We have also explained why we will not be able to address some barriers in the next five years, and our plans to revisit those barriers in the future.

C. Public Input

MOME posted a proposed Five-Year Accessibility Plan on its website, emailed it to its employees, and emailed it to agency stakeholders. In addition, MOPD posted the proposed plan and notice of opportunity to comment on the NYC Agency Accessibility Plans website and publicized the site via its email list, social media channels and at its quarterly community meeting in early January.

MOME received only one comment, in the form of a question from an employee who asked whether employees will still be able to ask for standing desks as a reasonable accommodation. MOME responded directly that access to reasonable accommodations will not change as a result of this Plan.

Having received no other comments, MOME has not made changes to this Plan since publishing the proposed plan.

V. Agency Plan

Local Law 12 of 2022 requires each New York City governmental agency, including MOME, to publish a plan describing the steps it is currently taking and will take over the next 5 years to ensure that the agency's workplace, services, programs, and activities are accessible to and accommodating and inclusive of persons with disabilities.

MOME conducted accessibility self-evaluations in October and November 2023 using questionnaires provided by the Mayor's Office for People with Disabilities. We identified things that we can do better to ensure accessibility.

The following is MOME's plan to provide accessibility. Action items are in **dark blue boldface lettering**.

VI. General Administrative Requirements

MOME is compliant with general administrative requirements required by local laws. MOME designated a disability services facilitator, posted the disability services facilitator's name and contact information on its website and confirmed that the name and contact information is on the website of the Mayor's Office for People with Disabilities, posted a notice of non-discrimination/notice of rights on its website, posted a complaint process and grievance procedure on its website, posted a website accessibility statement on its website, and conducted self-evaluations. **MOME's disability**

services facilitator will review these materials before December 31 of each year and update as necessary.

VII. Programmatic Access

- a. **The Film Office** coordinates film and television production throughout the five boroughs. It interacts with the public primarily through the issuance of permits.
 - i. The permit application is part of the Citywide Event Management System that is managed by another City agency and MOME cannot change the system. Therefore, MOME's ability to make the system more accessible is significantly limited.
 - ii. MOME is working to make sure that its guidance about Film Permits is accessible. For example,
 1. the Code of Conduct for film permittees is available as a [2-page pdf document](#) and in a [large-print accessible pdf](#).
 2. Other public-facing documents relating to permits are reviewed for accessibility (e.g., FAQ about production on public property)
 - iii. MOME's Code of Conduct includes requirements to mitigate obstacles to people with disabilities when productions are filming on City streets and sidewalks. For example, cables

must be covered with mats and/or yellow jackets; crew members aren't allowed to congregate in pedestrian passageways; and the permittee must not "block access" to residences or businesses. **In 2024, the Film Office will update the Code of Conduct to limit where equipment can be kept when not in use to mitigate the potential impact on wheelchair users and other mobility disabilities, people with disabilities that affect their ability to walk or see, and the general public.**

b. **NYC Media** operates the City's television and radio network.

- i. **Closed captions:** Closed captioning displays the audio portion of a television program as text on the screen and provides access to television for people who are deaf or hard of hearing. All television programs that we broadcast, cablecast, or post on our website are closed captioned (with very few exceptions for some content that is not in English or Spanish).
- ii. **Audio descriptions (also called video descriptions):** Audio description is audio-narrated descriptions of a television program's key visual elements. These descriptions are inserted into natural pauses in a program's dialogue. Audio description makes TV programming more accessible to individuals who are blind or low-vision. The Federal Communications Commission also found that "consumers with other sensory or cognitive impairments, individuals learning the language, and those who listen to video programming while multitasking" benefit from audio descriptions.

Congress enacted the Twenty-First Century Communication and Video Accessibility Act of 2010. This law (47 USC § 613(f)) requires the Federal Communications Commission (FCC) to phase in audio description requirements for television programming. The FCC's regulations currently require certain *commercial* television broadcast stations to broadcast a portion of their programming with audio descriptions.

Since 2021, NYC Media has been exploring the possibility of broadcasting with audio descriptions. NYC Media is not legally required to broadcast audio descriptions of content because it is a non-commercial television broadcast station that is not covered by the law. Often, content that we license from third parties does not have audio descriptions. We expect that as the FCC expands the audio-description requirement, content producers will have a larger incentive to provide audio descriptions in their programs. Until then, it may not be practical for NYC Media to broadcast many of its programs with audio descriptions. **NYC Media will review the feasibility of broadcasting with audio descriptions at the end of each calendar year.**

There may be a low-cost solution to providing audio descriptions to most of NYC Media's content on the NYC Gov channel: the broadcast of City Council hearings. **In 2024, NYC Media will ask City Council to explore the feasibility of adopting disability etiquette meeting protocols at Council hearings that will serve as audio descriptions.** For example, a Council Member could self-describe before speaking and the meeting chair could ask presenters to self-describe and describe any visual materials they show at a hearing.

c. **Creative Sector Programs** interacts with the public through sponsorship of media and entertainment programs (e.g., film festivals, media conferences, performances) and workforce development programs in theater, digital gaming, and film/TV.

i. **Sponsorship of media and entertainment programs:**

MOME has a demonstrated commitment to sponsoring media and entertainment programs that are accessible to people with disabilities. For example, in 2023, MOME sponsored the [Reelabilities Summit](#) in which professionals discussed accessibility, inclusion and representation in all aspects of the film and performing arts industries and explored beyond the basics into progressive best practices. MOME provides funding to theatres to install GalaPro in non-profit theatres, which can be used to make theatrical performances accessible to d/Deaf and hard-of-hearing audience members and provide audio descriptions. MOME paid for ASL interpretation to the [Wavy Awards](#), a music awards ceremony that celebrates historically excluded and marginalized talent including women, non-binary individuals, BIPOC, LGBTQ+, and artists with disabilities.

In 2022, MOME partnered with the Mayor’s Office for People with Disabilities and the Department of Worker and Consumer Protection to create guidance materials for movie theaters to implement a new law requiring open captions, including a plain language document and short video.

Some entertainment venues might not be familiar with the accessibility requirements, best practices, and resources.

From 2024 to 2027, MOME will work on a series of short

guidance documents with guidance for entertainment venues in NYC. MOME's Disability Services Facilitator will work with Creative Sector Programs staff and legal interns to carry out this project.

- ii. Workforce development programs: MOME funds (or supports) several workforce development programs in media and entertainment. A sample of those programs are:
 1. [MediaMKRs](#), which helps participants qualify for entry level jobs in film and media;
 2. [Gaming Pathways program at the City College of New York](#), which prepare students for future careers in New York City's rapidly growing digital gaming industry;
 3. [Made in NY Production Assistant Training Program](#) (no funding);
 4. [Made in New York Stagecraft Bootcamp](#) to prepare participants for careers in technical theatre; and
 5. [Made in NY Animation Project](#), which helps at-risk youth build animation skills and places them in media and entertainment internships.

Some of the workforce development programs are operated by governmental entities with significant experience in creating accessible educational programs and providing reasonable accommodations. Other programs are operated by small non-profits. **From 2024 to 2026, we will review our existing workforce development programs that are operated by non-profits to identify and address barriers to participation by people with disabilities.**

- d. **The Press Credentials Office** interacts with the public by issuing press cards to qualified members of the press, providing customer service, and educating members of the press on the application process, and supporting NYC's Ethnic and Community Media Group. MOME opened the PCO in January 2022 and it has built accessibility into the process, ensuring that all application and guidance materials are accessible to people with disabilities.

MOME will implement a process for reviewing new programs or initiatives for accessibility by December 31, 2025.

VIII. Digital Access/Effective Communications

MOME's Communications Unit is responsible for most of MOME's public facing communications, except for communication directly through our radio and television network. Their work includes managing the agency's website, overseeing the social media accounts, and marketing and promotion through press releases and interviews, responding to news media inquiries, advertising, the monthly newsletter, and organizing promotional events. The Communications Unit currently consists of the following employees: an Associate Commissioner of Strategic Communications, Digital & Social Media

Manager, and Marketing & Communication Design Manager. The Unit is supplemented by temps and consultants who work on special projects. The Communications Unit works closely with MOME's division heads, program managers, Legal Unit, and NYC Media's Content Platform Developer Manager.

The Digital & Social Media Manager oversees MOME's social media posts and website. She has taken multiple classes in digital accessibility and is aware of laws and standards relating to digital accessibility relevant to the content she creates (WCAG 2.1 Level AA, Local Law 26 of 2016, ADA, Section 508). The Disability Services Facilitator and/or an attorney in the Legal Unit reviews most public facing content such as press releases, the monthly newsletter, and advertising. (MOME has not designated a Digital Inclusion Officer.) On a regular basis, the Legal Unit audits the agency's website. (MOME last audited its website for accessibility in 2021.) The DSF/Legal Unit edits public facing written communications for accessibility.

MOME plans to take these next steps:

- **The DSF will arrange for Plain-Language training for relevant staff by June 30, 2025.**
- **The DSF will create a one-page guidance document for Communications staff about digital accessibility to address frequent issues and provide resources (e.g., color contrast checker) by December 31, 2024.**
- **The DSF will create a one-page guidance document for MOME staff who organize digital public meetings by December 31, 2024.**

- **The DSF will arrange to provide digital accessibility training to the Associate Commissioner of Strategic Communications, Marketing & Communication Design Manager, NYC Media Content Platform Developer Manager, and long-term temporary communications temps or consultants, legal staff, and other staff by December 31, 2024.**
- **MOME’s Legal Unit will draft standard contract language for MOME’s contracts that involve the creation of websites for MOME, social media posts, promotional materials for MOME or MOME-sponsored programs, and public facing documents like economic impact reports by December 31, 2024.**
- **The DSF will arrange an audit at least five of its webpages for compliance with WCAG 2.1 Level AA, Local Law 26 of 2016, ADA, Section 508 and other laws every three years.** The next audit will be completed by December 31, 2024, and the following audit will be completed by December 31, 2027.
- MOME provides a significant amount of video content on its website that promote its radio or television shows or are television shows that were broadcast on the NYC Media network. There are hundreds of hours of content on our website. In some cases, the content is provided free to MOME from third-party content creators. In other cases, the content is created by MOME. All such content is closed captioned on the web or on social media. On social media, the video content includes audio descriptions as text in the post. It is currently not possible to provide audio descriptions for most of the video content on our website because of the cost and limitations in third-party license agreements. **When NYC Media reviews the feasibility of broadcasting with audio descriptions at the end of each calendar year, it will also review the feasibility of providing audio described videos on the website.**

- MOME’s Creative Sector Program Staff regularly request aids (e.g., American Sign Language interpretation and CART) to effectively communicate with the public. **The DSF will create a one-page guidance document about accommodation requests for all division heads to ensure that all leadership knows how to request auxiliary aids and services by December 31, 2024.**
- MOME does not have a communication card to aid in-person interactions with people who are D/deaf or Hard of Hearing. **The DSF will create a card and distribute it to staff to post in reception areas by June 30, 2024.**
- MOME does not have a contract in place for providing documents in braille. **The DSF will explore the possibility of procuring such a contract by December 31, 2024.**
- **The DSF will provide one-page guidance on responding to phone calls using a Telecommunications Relay System by June 30, 2025.**

IX. Physical Access

MOME’s Offices are in five locations in Manhattan:

- The Film Office is located at 1697 Broadway on the 6th Floor. This is a leased space. Meetings are regularly held in the 6th Floor conference room with productions that are applying for film permits.

- NYC Media and some administrative staff are based in the 26th, 27th, and 28th floors of 1 Centre Street, which is a City-owned building. These floors are in the central tower of 1 Centre Street and are serviced by a special elevator called the “Tower Elevator” which is encircled by a staircase. Members of the public infrequently visit these offices.
- The Press Credentials Office is located on the 3rd Floor South of 1 Centre Street, which is a City-owned building. This office is open to members of the press by appointment so that they can pick up or drop off press cards.
- The television and radio master control facility is currently located in CUNY’s Graduate Center. In the future, this facility is expected to be relocated to a City-owned building. The master control facility is not open to the public.
- The Media Room is inside of City Hall, a City-owned building. The Media Room is not open to the public.
- In addition, MOME licenses space for its radio and television transmitters. That space is used by NYC Media engineers, and the public does not visit the space.

The Department of Citywide Administrative Services (DCAS) is responsible for common areas in the City-owned buildings listed above. Agencies are responsible to assess common areas in the leased spaces listed above and will work with landlords to address the findings of those assessments. MOME is responsible for the agency demised areas (the offices themselves)

Please see DCAS's plan for information on the common areas of the City-owned buildings.

MOME plans to take the following steps:

- The public most frequently visits the Press Credentials Office to pick up press cards and drop off expired press cards. There is one Braille wayfinding sign on the 3rd Floor South of 1 Centre Street that points to the Press Credentials Office. However, the single wayfinding sign is inadequate to direct a member of the press to the Press Credentials Office because there are no Braille signs near the Press Credentials Office's door or leading to the office door. The office door is heavy and some individuals with disabilities would not be able to open it. In all cases, the PCO staff opens the door for Press Card applicants and the PCO includes information about requesting a reasonable accommodation in auto-generated emails. **Until additional Braille wayfinding signs are provided, as a temporary solution, a PCO employee could meet a disabled member of the press at the elevators and escort them to the PCO. This is in effect now.**
- The Braille wayfinding signs to find the MOME administrative offices on the 26th, 27th, and 28th floors of 1 Centre Street are also inadequate because the Tower Elevator is not labeled in Braille. **Until additional Braille wayfinding signs are provided, as a temporary solution, MOME will offer a reasonable accommodation to blind visitors to meet them at the elevator on the 24th floor and escort them to our offices in the tower. This is in effect now.**
- The Film Office can offer reasonable accommodations to production employees with disabilities who have meetings at 1697 Broadway. The small conference room can accommodate one wheelchair user. The room is equipped with a smart board so that meetings can be held hybrid and in person if there are multiple wheelchair users.

- When MOME moves into the new master control facility in the future, it will review for physical accessibility.
- The Media Room is within City Hall and the public do not access that location.

X. Workplace Inclusion

A. Background:

MOME employs roughly 80 employees. All employees (except the commissioner) are employees of the Office of Technology and Innovation (OTI).

B. Divisions and Titles:

Employees perform the following work:

- **Executive and Administrative Staff:** These employees support all MOME divisions and they work in two locations, in 1 Centre Street on the 3rd, 26th, and 27th floors and the 6th floor of 1697 Broadway (in an office leased from CBS):
 - **Commissioner** (supported by a Senior Advisor/Chief of Staff, Senior Advisor for Strategic Initiatives, Executive Assistant, and a driver)
 - **Communications Unit** (consisting of the Associate Commissioner for Strategic Communications, Marketing & Communication

Design Manager, and a Digital & Social Media Manager

- **Intergovernmental and Community Affairs** (consisting of an Associate Commissioner for Intergovernmental and Community Affairs)
- **Legal Unit** (consisting of five attorneys)
- **Finance** (consisting of the Director of Finance and Business Development)
- **Operations** (consisting of the Chief Operating Officer and Executive Director of Administration)
- **Film Office Staff** (~15): These employees help film and television production land their projects on NYC public property and perform economic and workforce development work relating to the film and television industry. They work on the 6th Floor of 1697 Broadway, an office leased from CBS; the field workforce works in the field daily.
 - **Leadership:** Deputy Commissioner for the Film Office and Deputy Director of Film
 - **Office Manager**
 - **Permitting:** Interim Associate Commissioner of Production & Permitting, Production and Event Coordinator, Production Coordinators (6), Production Insurance Coordinator
 - **Field Workforce:** Executive Director of Field Operations and Field Representatives (3)
- **NYC Media:** These employees support the television and radio network. They work in MOME's administrative offices at 1 Centre Street on the 26th Floor, the master

control facility temporarily located at the CUNY Graduate Center at 365 5th Avenue, and in City Hall. Some work in the field daily.

- **Leadership:** General Manager of NYC Media, Creative Director, Director of Broadcast Operations, Director of Facilities and Compliance, Production Manager, EFP Manager, Assistant Commissioner of Governmental Media
- **Office Administrator**
- **Electronic Field Production (EFP) Staff:** Camera Operators (6) and Audio Engineer
- **Media Room Staff** Media Room Specialists (2) and Senior Operations Manager
- **Master Control Operators and Engineering:** MC Operators and MC Supervisors (8), Archives and Traffic, On-Air Scheduling, and Engineer
- **Production:** Producers, Editors, Content Platform Developer Manager
- **Press Credentials Office Staff (7):** These employees issue NYC press cards to qualified journalists and newsgathering organizations.
 - **Leadership:** Executive Director and Deputy Director
 - **Staff:** Office Manager, Media Analysts (2), Investigator
- **Creative Sector Programs Staff (5):** Engage in workforce development, education, and economic development activities.

C. HR Functions:

- Pursuant to Executive Order 21 of 2022, OTI provides most of MOME's human resources services, including the Equal Employment Opportunity Office, recruitment, 55-A coordination, mandatory employment training, and mandatory personnel notices.
- MOME's commissioner manages MOME employees and MOME drafts job descriptions, makes decisions on hiring and promotion, interviews, engages interns, has its own social activities, provides role-specific training/coaching, and works on fire and life safety with DCAS and other building owners.

D. Based on its self-evaluations, MOME plans to take the following steps:

- Employee Recruitment:
 - **The Chief Operating Officer will work with the Executive Director of Administration to implement a process to make sure that job descriptions are inclusionary and include a notice that a reasonable accommodation is available for applicants with disabilities by June 30, 2024.**
 - **The Executive Director of Administration will arrange for the EEO Officer to give training in structured interviews by December 31, 2024.**

- **The incoming Chief Operating Officer will establish a policy regarding in-person and virtual job interviews by June 30, 2024.**
- **MOME will explore posting positions on the NYC:ATWORK Job Boards by June 30, 2024.**
- Employee Retention:
 - **The incoming Chief Operating Officer will establish affinity and employee resource groups that may include a group for people with disabilities by December 31, 2024.**
 - **MOME's Commissioner, Director of Finance, Chief Operating Officer, and Executive Director of Administration will explore the feasibility of offering ergonomic devices and equipment (e.g., standing desks) to employees who request it regardless of proof of disability by June 30, 2025.**
 - **The Executive Director of Administration will develop a plan for providing coaching opportunities to ensure that everyone, including employees with disabilities, have information needed to be successful.**
 - **The Chief Operating Officer and Executive Director of Administration will ensure that all on-boarding materials provided by MOME**

are accessible (many materials are provided by OTI).

- Fire and Life Safety:
 - The 27th and 28th floors of 1 Centre Street are located in a tower and there is only one means of egress: a staircase that wraps around an elevator shaft. The single elevator is subject to outages, which is an obstacle to the 26th, 27th, and 28th floors for employees and visitors with mobility impairments. There may be no options to move out of the tower in the short-term, but we will continue to explore the possibility in the long-term.

Appendix A

Mayor's Office of Media and Entertainment

[Notices of nondiscrimination / notice of rights, grievance procedures and website accessibility statements](#)

(Attached)

Notice of Rights

The NYC Mayor's Office of Media and Entertainment (MOME) Notice of Rights under the Americans with Disabilities Act, The Rehabilitation Act and State and City Human Rights Law in access to city services.

Effective Communication

MOME will, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in MOME programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures

MOME will make reasonable modifications to policies and procedures to ensure that people with disabilities have equal access to all MOME programs, services, and activities. For example, individuals with service animals are welcome in all MOME offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a MOME program, service, or activity, should contact Lori Barrett-Peterson, the Disability Service Facilitator by mail, email or telephone as soon as possible but no later than three business days before the scheduled event or activity.

Lori Barrett-Peterson

1 Centre Street, 26th Floor

New York, NY 10007

212-602-7418

Lbarrett-peterson@media.nyc.gov

The ADA does not require MOME to take any action that would fundamentally alter the nature of its programs or services or that would impose on it an undue financial or administrative burden.

MOME will not impose a surcharge to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, for example retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

Questions, concerns or requests for additional information may be directed to MOME's disabilities facilitator, Lori Barrett-Peterson.

If you believe that you have been denied an auxiliary aide or service or a reasonable modification of policies or procedures in order to participate in programs, services or activities provided by MOME, please see MOME's Grievance Procedure (below).

Mayor's Office of Media and Entertainment Grievance Procedure

This grievance procedure may be used by any member of the public who wishes to file a grievance alleging discrimination on the basis of disability in

the provision of services, activities, programs or benefits by the Mayor's Office of Media and Entertainment (MOME). Employment related complaints for employees and applicants for employment seeking a reasonable accommodation are covered under [New York City's Diversity and EEO Policy](#).

The grievance should be in writing and contain information about the alleged discrimination such as the name, address, and telephone number of the grievant, as well as the location, date, and description of the complaint or alleged violation of the ADA, the Rehabilitation Act, the New York State Human Rights Law or the New York City Human Rights Law. Examples of discrimination include, but are not limited to an agency refusing to provide an American Sign Language interpreter, large print or Braille documents and real time captioning also known as computer-assisted real-time transcription (CART) when requested within a reasonable timeframe or failing to provide adequate information regarding accessibility for people with disabilities at MOME hosted public events.

Alternative means of filing grievances, such as in-person interviews or an audio recording of the grievance, may be made available, as needed, to persons with disabilities upon request.

The grievance should be submitted as soon as possible but no later than 60 calendar days after the date of the alleged violation of the ADA, the Rehabilitation Act, the New York State Human Rights Law or the New York City Human Rights Law to:

Lori Barrett-Peterson
Mayor's Office of Media and Entertainment
1 Centre Street, 26th Floor
New York, NY 10007
lbarrett-peterson@media.nyc.gov

Within 30 calendar days after receipt of the grievance, the facilitator or his or her designee will contact the grievant to discuss the grievance and any possible resolutions.

Within 15 calendar days of this contact with the grievant, the facilitator or his or her designee will respond to the grievance in writing or, where appropriate, in a format accessible to the grievant, such as large print, Braille, or audio recording. This response will explain MOME's position and offer options for substantive resolution of the grievance, where applicable.

The grievant or the grievant's designee may appeal the decision by the facilitator or his or her designee within thirty (30) calendar days of receipt of the response by mail or email to:

Commissioner Pat Swinney Kaufman
Mayor's Office of Media and Entertainment
1 Centre Street, 26th Floor
New York, NY 10007

[Email the Commissioner](#)

The appeal should be submitted in writing. Alternative means of filing an appeal, such as an in-person interview or an audio recording of the grievance, may be made available for persons with disabilities upon request.

The Mayor's Office of Media and Entertainment's response to the appeal will be provided to the grievant within 60 days following receipt of the request for the appeal. All responses by the Mayor's Office will be in writing or, where appropriate, in a format accessible to the grievant. All written grievances, appeals, and responses received in connection with a grievance made to the Mayor's Office of Media and Entertainment, will be retained for at least three years. This document is available in alternative

formats, including large print, audio recording, and Braille, from the facilitator upon request.

Additional Contacts for Complaints

Disability complaints and questions can be made at other City, State and Federal agencies including, but not limited to the following:

NYC Commission on Human Rights

22 Reade Street

New York, NY 10272

Telephone: 718-722-3131

[Report discrimination on NYC Human Rights Website](#)

NYS Division of Human Rights

One Fordham Plaza, 4th Floor

Bronx, New York 10458

Telephone: 718-741-8400

[NYS Division of Human Rights Contact Page](#)

U.S. Department of Justice

950 Pennsylvania Avenue, NW

Civil Rights Division

Disability Rights Section – 1425 NYAV

Washington, D.C. 20530

Telephone: 800-514-0301

[Instructions on How to file an ADA Complaint](#)

U.S. Department of Housing and Urban Development

451 7th Street, SW
Washington, DC 20410
Telephone: 800-669-9777

[Fair Housing Information on Federal HUD Website](#)