City of New York
Digital Accessibility Report
2025

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Introduction

This is the fifth Digital Accessibility Report pursuant to [Local Law 26 of 2016 (LL26)](#).

This year's report focuses on:

- The current digital landscape
- The City's digital accessibility efforts since the 2023 Report
- The City's goals for the 2027 Digital Accessibility Report

Appendices

This report includes four appendices, each described below.

Appendix 1: NYC Websites and Mobile Apps

A list of websites and mobile apps created by, or on behalf of, the City. This list represents the websites and mobile apps that we are aware of but is not an official list of all City websites and apps.

Appendix 2: The Role of the Digital Inclusion Officer

A description of the responsibilities of the Digital Inclusion Officer.

Appendix 3: 2025 NYC Website Auditing Tool

The City of New York Web Accessibility Scoring Methodology, which has been updated to reflect the Success Criteria in WCAG 2.2 Level AA. The methodology is explained in more detail in the "info" tab of this spreadsheet.

Appendix 4: Audit Results

The results of the website audits performed by the agency Digital Inclusion Officers in 2025.

Part 1: The City's Current Digital Landscape

The City of New York has various Information and Communication Technologies, known as ICT. These ICT include websites, mobile apps, social media, electronic documents, mass emails, and other electronic equipment

with a user interface. All of these require an assessment of their accessibility.

Websites

The City has more than six hundred websites and portals created and maintained by—or on behalf of—various agencies, offices, and units. Most of the main agency websites utilize the TeamSite platform with a standardized template created and maintained by the NYC Office of Technology & Innovation (OTI). The business owners of these sites are then responsible for ensuring the accessibility of the content they place on their site.

Other sites and user portals, which allow New Yorkers to do business with the City, have been created using a variety of development platforms. Examples include WordPress, Drupal, Salesforce, Angular, SharePoint, and React. Often these sites are developed by a vendor and then turned over to the business owner for upkeep.

Appendix 1 has a list of City websites. This list represents our best efforts to capture all the City's websites but is not an exhaustive or official list.

Mobile Apps

Several agencies have developed mobile apps for both Apple and Android phones and tablets. We are aware of 18 apps from 14 agencies. The accessibility of these apps varies, depending on the age of the app. As agencies become more aware of their digital accessibility obligations, the apps they develop become more accessible.

Appendix 1 also includes a list of mobile apps used by City agencies. Again, this is not meant to be an exhaustive or official list.

Social Media

Most agencies have at least one social media account, commonly they include Facebook, X, Instagram, LinkedIn, and YouTube. Some agencies may also have a presence on BlueSky, Flickr, LinkTree, Reddit, Threads, Tumblr, or Vimeo. A list of City social media is maintained by the Mayor's Office of Creative Communications.

Documents

Most electronic documents agencies create are PDFs. Generally, these range from one-page flyers and announcements to complex reports hundreds of pages long. PDF forms (both fillable and non-fillable) are also used by many City agencies. In addition, some agencies post Excel spreadsheets and PowerPoint slide decks. The accessibility of these documents varies. Some agencies have policies and procedures in place to ensure all their documents are accessible, while others are working to establish them.

Mass Emails

City agencies send both public-facing and internal mass emails. These emails are generally sent on a regular basis to keep the public and agency employees updated on current initiatives and policies. A variety of email marketing solutions are used such as Constant Contact, GovDelivery, and MailChimp.

Other ICT

The City uses electronic office equipment such as IP Desk Phones and multifunction copy machines. In addition, there are a few agencies that use electronic kiosks or tablets as a part of the work of their agency. The accessibility of these items is varied. For instance, The IP phones used by the Mayor's Office and other agencies have built-in accessibility features, including text-to-speech for those who are blind or have low vision; and both Apple and Android tablets and smartphones have built-in accessibility features.

Part 2: Current Efforts

Over the past two years the City has seen an increased emphasis on digital accessibility. Much of this was due to the passage of Local Law 12 of 2023, requiring agencies to develop and implement a Five-Year Accessibility Plan covering various aspects of access, including digital accessibility. The first deadline for this Local Law, March 15, 2023, was for all City agencies to publish a Website Accessibility Statement. In its continued efforts to increase the accessibility of its digital assets, the City has engaged in several endeavors described below.

Digital Inclusion Officers

In the 2023 Digital Accessibility Report, the City explained its recommendation that agencies designate a Digital Inclusion Officer (DIO) to oversee their digital accessibility efforts and obligations. See Appendix 2 for a description of this role. As of November 1, 2025, 41 agencies have done so. At least two agencies have advertised job postings for a full-time DIO. The NYC Digital Accessibility Coordinator continues to encourage the remaining agencies in the City to designate a DIO.

Training

In the fall of 2024, NYC's Digital Accessibility Coordinator began a series of 13 trainings for the designated DIOs. These training courses were recorded and are available for DIOs designated in the future.

These training courses were as follows:

- Introduction to Digital Accessibility
- Accessible Document Creation
- PDF Accessibility
- PDF Form Accessibility
- Social Media and Video Accessibility
- Intro to Website A11Y
- Intro to Website Auditing
- Testing Images and Media
- Testing Color and Visuals
- Testing the Presentation of Content Part 1
- Testing the Presentation of Content Part 2
- Testing User Interactions and Navigation
- Testing User Communication and Ease of Use

The videos of the training courses have been viewed hundreds of times since being made available and continue to serve as a reference for the DIOs and other City staff. The final seven of the 13 courses focused on concepts related to manually auditing websites.

Audits

The DIOs were asked to perform an audit of one of their agency's websites after completing the course of DIO trainings. They used the 2025 NYC Auditing Tool which is aligned with the WCAG 2.2 Level AA Criteria and is included as Appendix 3. NYC's Digital Accessibility Coordinator received 15 audits, which are summarized below.

Results

Of the 15 audits received, more than two-thirds (11) were done on agency websites using TeamSite. The remaining sites (4) were for websites using Content API, Drupal, and WordPress; with one using custom HTML. The overall average for all the audited sites is 82. This number represents the percentage of compliance with the WCAG 2.2 Level A and AA Success Criteria.

The issues causing lower scores centered around the following:

- Link labels that are not unique and descriptive
- Insufficient programmatic information provided to access technology
- Keyboard access to third-party widgets and plugins
- Videos missing audio description
- Color contrast issues, particularly in the "hero" area of homepages
- Missing or insufficient descriptions of non-text content

Some of these issues are with the template/CMS used by a website. For instance, the accessibility issues of the widgets and plugins used, and the programmatic information provided to access technology are the result of the way a site was originally created. The TeamSite template, for instance, was built more than 10 years ago and is not easily updated.

Several of these problems, however, were introduced by content creators. Examples include poor link text, missing audio description, and missing or insufficient alt text on images.

Another significant barrier to access, which was not captured in these audits, is the inaccessibility of many PDFs posted on City websites. The process used to create a PDF has an impact on its accessibility. PDFs created by

scanning a print document or by printing to PDF will be difficult to use, at best.

Appendix 4 has a listing of the overall audit scores by website and includes the platform of the site.

Current Website Accessibility Standard

Websites and mobile apps must meet the WCAG 2.2 Level AA standard However, content that satisfies the exceptions outlined in the DOJ's Final Rule regarding Accessibility of Websites and Mobile Apps Maintained by or on Behalf of State and Local Governments, codified at 28 CFR § 35.201, do not have to meet the standard.

NYC.gov Redesign

New York City's Digital Service team at OTI is modernizing how the City builds digital user experiences with a new citywide design system and technology stack. Through user research and analytics, the new design system was built to be accessible, usable, and sustainable to meet the evolving needs of New Yorkers.

The City's Digital Accessibility Coordinator has been consulted from the beginning, advising on accessibility best practices. OTI has also engaged a partner to conduct accessibility audits throughout the development process, ensuring accessibility at launch and beyond. The redesigned nyc.gov "main" site launched in the Fall of 2025. There is a roadmap to transition all NYC agency websites (dependent on funding) over the next couple of years.

MyCity's Continued Development

As mentioned in the 2023 Digital Accessibility Report, the MyCity Portal has continued its development. Over the past couple of years, OTI has worked on building out specific services for MyCity—namely Child Care, Business, Jobs, and Common Services. At the core of MyCity, Common Services, are specific account features that realize the one-stop-shop vision of making it easier for New Yorkers to provide their information to agencies and track their applications, giving them access to new benefits and the status of interactions with the City.

During this period, OTI has contracted with an accessibility testing firm that has continuously participated in the Software Development Life Cycle (SDLC). This resource is part of the team, and they participate in daily scrums along with the other roles in the SDLC. There is a tight relationship between the User Interface, Development Leads, and the accessibility vendor.

The accessibility testers identify low to critical defects for various assistive technology users as well as those with disabilities who aren't using these technologies. These are prioritized for resolution based on business priorities, user impact, and severity. Consistent with the NYC.gov Website Accessibility Statement, the MyCity team strives to be as conformant as possible with WCAG 2.2 Level AA and opens tickets with vendors to request product fixes when the product features are not within these standards and reasonable workarounds cannot be provided.

Citywide Digital Accessibility Training Efforts

The DIO Training Series is described earlier in this report. Additionally, MOPD, NYC Talent, the Department of Citywide Administrative Services, and Microsoft developed an eLearning training, How to Use Existing Digital Accessibility Tools and Features, which launched on NYCityLearn earlier this year and is now available to all City employees.

Moreover, the City's Digital Accessibility Coordinator has continued to provide live trainings for City agency employees upon request. Over the last two years, more than 30 trainings have taken place—covering topics such as Creating Accessible Communications, Accessible Videos and Social Media, and Creating Accessible PDFs and PDF Forms.

American Sign Language Version of Web Content

The 2023 Digital Accessibility Report mentioned the development of a mechanism for presenting an American Sign Language (ASL) version of web content. OTI's Web Production Team finalized a modal dialog triggered by an ASL button on pages with ASL content. This button is currently available for use on any site using the TeamSite template. Agencies can create ASL versions of their content and use the ASL Button to display it. The MOPD About page currently has this button.

The redesigned template will include similar functionality. Currently, the [Mayor's Office Accessibility page](#) has a link to the content in ASL. In addition, we are exploring the option of using a vendor to handle the creation and management of ASL content.

Part 3: Looking Forward

Over the next two years, we will strive to continue increasing the level of access to digital materials to all New Yorkers through the efforts below.

Digital Inclusion Officer Program

The NYC Digital Accessibility Coordinator will continue to develop the DIO program through ongoing training and continued support of agency DIOs. One way they are doing this is through weekly "Office Hours".

Citywide Digital Accessibility Standard and Policy

The development and implementation of a comprehensive Citywide Digital Accessibility Standard and Policy that will cover all information and communication technology developed, procured, maintained or used by City agencies will ensure all agencies are working under the same expectations. Creating this standard and policy and establishing a roadmap for implementation is a major goal of the NYC Digital Accessibility Coordinator for the 2027 Digital Accessibility Report.

Conclusion

Establishing capacity and expertise in the concepts and best practices of Digital Accessibility within the City's agencies is paramount. The Digital Inclusion Officer Program has initiated this effort. Engagement by City leadership around the importance of Digital Accessibility will help continue the shift in culture around the importance of digital access. And, putting access and usability at the forefront as new digital systems are developed will ensure the City's continued ability to create and maintain accessible digital content.