



Office of Labor Relations

Local Law 12 Accessibility Progress Report 2025 – 2026

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Local Law 12 of 2023 Background

Local Law 12 of 2023 requires every New York City agency to develop and implement a Five-Year Accessibility Plan in consultation with the Mayor's Office for Peoples with Disabilities (MOPD).

Agency Mission and Background

Authorized by Executive Order 38 (February 7, 1967) and amended by Executive Order 13 (July 24, 1990), the Office of Labor Relations (OLR) represents the Mayor in the conduct of all labor relations between the City of New York and labor unions representing employees of the City. The Commissioner serves on behalf of the Mayor as the City's liaison with both labor and management in the private sector.

The Commissioner represents the Mayor before the Office of Collective Bargaining in representations and all other matters over which the Office of Collective Bargaining possesses jurisdiction. Additionally, the Commissioner administers the Health Benefits Program, Management Benefits Fund, Employee Assistance Program, Medicare Part B Reimbursement, and Pre-Tax Benefits & Citywide Programs including the Flexible Spending Accounts Program, the Deferred Compensation Plan and NYCE IRA.

Statement of Commitment

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

This report represents OLR's second annual Accessibility Progress Report under Local Law 12 of 2023. Over the past year, OLR has continued to advance the goals outlined in its Five-Year Accessibility Plan through improvements to digital content, enhanced accessibility review processes, employee training, and ongoing coordination regarding physical access within our office locations. OLR recognizes that accessibility is an ongoing process and remains focused on continuous improvement, addressing barriers as they are identified, and expanding inclusive practices in the year ahead.

OLR's Website Accessibility Statement and Five-Year Accessibility Plan can be found at

<https://www.nyc.gov/site/olr/about/accessibility-statement.page>

Disability Service Facilitator and Other Key Accessibility Information

As of May 2026, OLR's Disability Service Facilitator (DSF) is **Lisa Jones**. The DSF serves as a resource for members of the public and employees seeking information regarding accessibility, reasonable accommodations, and agency accessibility initiatives.

For the most up-to-date DSF contact information and additional accessibility resources, please visit OLR's website.

Feedback Process

OLR welcomes your feedback regarding accessibility. To share your feedback, you can send an email to the Disability Service Facilitator (DSF) at:

ContactAccessibility@olr.nyc.gov.

We also welcome your feedback on the accessibility of our digital content. Please let us know if you encounter accessibility issues by using the [Website Accessibility Feedback Form](#).

Progress Report

Pursuant to Local Law 12 of 2023 (NYC Admin Code § 23-1004(b)(2)), this progress report outlines the agency's accessibility efforts as related to: physical, digital and programmatic access; communications for persons with disabilities; and making programs and services more accessible and inclusive of persons with disabilities.

Since publication of the agency's prior report, OLR has continued to make progress in strengthening accessibility across agency operations. Efforts during this reporting period focused on improving digital access, maintaining accessible workplace practices, enhancing communication methods, and coordinating with building management regarding physical accessibility needs. OLR will continue these efforts through May 2027 and beyond as part of its long-term commitment to inclusion and equal access.

Physical Access

OLR is located in a non-City-owned building at 22 Cortlandt Street, where it occupies the 11th, 12th, 14th, 15th, and 28th floors. OLR Administration continues to meet regularly with building management to evaluate accessibility within the building.

During this reporting period, OLR continued to identify and communicate accessibility needs relating to entrances, common areas, elevators, restroom access, and wayfinding throughout occupied floors. Where feasible, improvements have been implemented in coordination with building management, including maintenance of accessible routes, review of signage placement, and prompt response to reported access concerns.

By May 2027, OLR will continue collaborating with building ownership and management to assess opportunities for further enhancements, address barriers as they arise, and ensure that employees and visitors have safe and equitable access to agency spaces.

Digital Access

As of May 2026, we have:

- Audited our digital assets for accessibility.
- Conducted and implemented a formal review process to help ensure that electronic documents are accessible prior to public distribution.
- Included close captioning for videos as well as audio descriptions.
- Redesigned worksheets and calculators to be accessible for employees to use for employee benefit purposes.
- Moved old labor contracts to an Archived designation on the OLR website.

By May 2027, we will:

- Continue to require new PDFs and reports to be accessible and look to provide more accessible methods where possible.
- Continue to ensure all staff receive accessibility training, regardless of whether they create digital content for the agency's website.

Effective Communications

As of May 2026, we have:

- Continued to provide accessible communication methods for members of the public and employees.
- Incorporated captioning and accessibility features into digital media where appropriate.
- Reviewed publicly facing materials to improve readability and accessibility.

By May 2027, we will:

- Continue evaluating communication materials to ensure accessibility compliance and usability.
- Expand use of accessible formats and plain language where appropriate.
- Maintain processes for responding to accommodation requests for communications.

OLR remains committed to effective communication for all individuals and will continue implementing enhancements that promote equal access to information and services.

Workplace Inclusion

As of May 2026, we have:

- Continued to foster a workplace culture grounded in respect, inclusion, and equal opportunity.
- Maintained processes for handling reasonable accommodation requests.
- Promoted employee participation in trainings related to diversity, equity, inclusion, and disability awareness.

By May 2027, we will:

- Continue reviewing workplace practices to support accessibility and inclusion.
- Encourage participation in Citywide and agency-sponsored inclusion initiatives.
- Identify opportunities to strengthen awareness of disability inclusion across the agency workforce.

OLR will continue working to ensure that accessibility and inclusion remain integrated into workplace policies, practices, and culture.

Agency-Wide Training

OLR will continue to offer educational opportunities and training to our employees, some of which will be mandatory, to ensure that they are performing their duties and interacting with our customers in a manner that is respectful, inclusive, and free from discrimination. This will include training offered by the City, such as Everybody Matters, Disability Etiquette and Awareness, Structured Interviewing, How to Create Accessible Documents, and any other accessibility-related training needed to maintain relevant knowledge. These trainings will be provided to our employees on either an annual or bi-annual basis.

Consultations and Feedback

OLR values feedback from employees, members of the public, and other stakeholders regarding accessibility. The agency provides opportunities for individuals to submit accessibility-related comments, concerns, or requests through its Disability Service Facilitator and website feedback channels.

During this reporting period, OLR reviewed feedback received regarding digital access, communication needs, and workplace accessibility. Where appropriate, this feedback informed updates to internal processes, digital content remediation efforts, and ongoing discussions concerning physical access within agency spaces.

OLR will continue to engage stakeholders and consider feedback as it implements future accessibility goals through May 2027 and beyond.

Conclusion

OLR remains committed to accessibility and working towards meeting the goals developed in its Five-Year Accessibility Plan.