

Financial Information Services Agency Office of Payroll Administration (FISA-OPA)

Accessibility Progress Report 2024-2025

Local Law 12 of 2023 (“Local Law 12”), codified as section 23-1004 of the NYC Administrative Code, required agencies to prepare and publish 5-year accessibility plans no later than March 15, 2024.

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 must be published on agency websites by May 1 and submitted to MOPD by May 15.

General

FISA-OPA is an information technology service agency responsible for critical City enterprise systems that provide financial, human resource, and payroll functions to City officers, employees, vendors and retirees. Pursuant to Local Law 12, this is the agency’s first annual progress report. [The agency’s complete accessibility plan is posted on the agency website.](#)

Statement of Commitment

FISA-OPA is an inclusive equal opportunity employer committed to recruiting and retaining a diverse workforce, providing a safe and equitable work environment, and ensuring that the public services it provides are accessible and free from discrimination and harassment.

Agency Disability Service Facilitator:

Carri-Ann Crowe, Assistant Executive Director, Agency Operations
Email: DSF@fisa-opa.nyc.gov
Phone: 212-857-1160

Additional Key Agency Accessibility Information can be found here:

[General Non-Discrimination Statement](#)

[Grievance Rights and Procedures](#)

[Website Accessibility Statement](#)

Feedback Process

FISA-OPA remains committed to working with the public, community advocates, and staff to ensure this plan continues to evolve with the goal of ensuring accessibility objectives, and to keep pace with changing accessibility standards and requirements. Additional feedback can be shared with the agency Disability Service Facilitator.

Progress Report

Physical Access

- As of May 2025, the agency has:
 - Continued to meet all physical access requirements for approach and entrance, access to goods and services, and bathroom facilities.
 - Purchased and installed a portable Hearing Loop system that can be used in any of the agency's conference or training rooms.
- By May 2026, the agency will:
 - Look to install additional automatic door openers on all area entrance doors, pending installation feasibility and funding.
 - Reconstruct one of our main reception desks in the 3rd floor reception area to include a lowered section of countertop for visitor sign-in.

Digital Access and Effective Communications

- As of May 2025, the agency has:
 - Designated and trained a Digital Inclusion Officer (DIO).
 - Developed and distributed a training guide for internal staff on accessible communication guidelines.
 - Ensured all public-facing communications are reviewed for plain, easy-to-understand language.

- Audited images on our public facing web page for alternative text and added closed captioning to videos.
- Converted agency master PowerPoint template to meet accessibility guidelines.
- Converted eight Adobe PDF business forms to meet accessibility guidelines.
- By May 2026 the agency will:
 - Create a formal policy and review process for the creation of accessible digital content.
 - Convert an additional 10 agency forms to meet accessibility guidelines.
 - Work toward automating a process for ensuring agency emails meet accessibility guidelines.
 - Continue to evaluate the accessibility of internal applications and technical publications for City staff.
 - Find and document ways to improve closed captioning and ASL offerings within our video conferencing systems (Teams) and ensure staff is trained on how to have these options offered when setting up and inviting attendees to a call.

Programmatic Access

FISA-OPA does not conduct programs and activities that are open to the public. As such, we have no action items for this category.

Workplace Inclusion and Training

- As of May 2025, the agency has:
 - Attended disability-inclusive recruitment events and posted available positions on the NYC: ATWORK job boards.
 - Shared job postings with State Vocational Rehabilitation (VR) agencies and other organizations that work with people with disabilities, such as CUNY LEADS and Job Path.
 - Included information for requesting accommodations in all interview confirmation letters or emails sent to candidates.

- By May 2026, the agency will:
 - Explore accessible programs such as the Partnership for Inclusive Internships.
 - Create a guide for staff that arrange interviews with information on how to arrange accommodations, including what spaces are wheelchair accessible and how to request auxiliary aids and services.
 - Add accessibility language to all Staff Tasks and Standards and Staff Annual Review documents.

Training

- By May 2026, the agency will:
 - Include the Disability Etiquette & Awareness Training on CityNet as part of the agency's mandatory training cycle.
 - Begin to evaluate the learning modules that are used for Citywide systems training (FMS, CityTime, etc.) for assistive technology options

Conclusion

FISA-OPA remains committed to ensuring that the agency's workplace, services, programs and activities are accessible to, and accommodating of, persons with disabilities. The agency will work diligently to implement all elements outlined in its published Five-Year Accessibility Plan. The agency remains receptive to feedback that continues to ensure it serves persons with disabilities.