

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

Accessibility Progress Report 2025-2026

Local Law 12 of 2023 (“Local Law 12”), codified as section 23-1004 of the NYC Administrative Code, requires agencies to prepare and publish 5-year accessibility plans. The plans were published 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 the Mayor’s Office for People with Disabilities 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 second annual progress report. [The agency’s complete accessibility plan and first year progress report are 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 an accessible work environment and ensuring 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 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 our accessibility objectives evolve and 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 2026, the agency has:
 - Evaluated the installation of additional automatic door openers on all area entrance doors. This is on hold pending funding availability.
 - Evaluated reconstructing one of our main reception desks in the 3rd floor reception area to include a lower section of countertop for visitor sign-in with internal resources. The agency has implemented a temporary solution and will work toward a permanent solution pending funding availability.
- By May 2027, the agency will:
 - Continue evaluating whether the physical changes noted above can be completed with existing resources or if additional resources will be required.

Digital Access and Effective Communications

- As of May 2026, the agency has:
 - Digital accessibility guidelines, originally issued in April 2025, were re-issued in April 2026. Each year the communications unit reviews the policy for updates and additions based on agency needs.
 - Since April 2025, the agency has updated more than 20 internal and external forms. Additionally, the unit has also updated accessible visual enhancements on many agencywide policy documents.

- Performed an accessibility compliance review of our only public-facing web-based application, the Payment Information Portal (PIP) and are currently working with system developers on implementing accessible visual enhancements, such as font size, type, and color.
- Standardized the default setting for all Microsoft Office agency emails to Aptos, an accessible font.
- Identified built-in accessibility features in the Teams application, used for internal meetings and video conferencing.
- Notified external agency training liaisons to submit any reasonable accommodation requests to the agency at least 7 days prior to any training.
- By May 2027, the agency will:
 - Implement accessibility updates to PIP, our only public-facing web-based application.
 - Where practical, ensure that print documents comply with the print accessibility guidelines that will be issued pursuant to Local Law 187 of 2025.

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

- As of May 2026, the agency has:
 - Continued to be aware of opportunities to hire interns or fellows, from accessible programs such as the Partnership for Inclusive Internships pending hiring availability.
 - For staff that arrange interviews, we created and distributed a guide on how to arrange accommodations for interviewees, including what spaces are wheelchair accessible and how to request auxiliary aids and services.
 - Updated its required bi-annual agency staff review of EEO policies and procedures to include additional information on accessibility awareness.
 - Added accessibility language to all Communications Staff Tasks and Standards.

- By May 2027, the agency will:
 - Include one article in the agency newsletter that focuses on the agency's accessibility efforts, so that those who may need accessibility services know what is available and who to contact.

Training

- As of May 2026, the agency has:
 - Included the Disability Etiquette & Awareness Training as part of the agency's annual training cycle (scheduled for deployment May 4, 2026).
 - Begun evaluating some of our training materials used for Citywide systems training (FMS, CityTime, etc.) for accessibility and how to bring those materials into compliance over the next few years.
- By May 2027, the agency will:
 - Continue to Include the Disability Etiquette & Awareness Training as part of the agency's annual training cycle.
 - Continue to evaluate some of our training materials used for Citywide systems training (FMS, CityTime, etc.) for accessibility and how to bring those materials into compliance over the next few years.

Conclusion

FISA-OPA remains committed to making its workplace, services, programs and activities accessible and accommodating to people 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](#) ensuring it serves people with disabilities.