



Office of Technology and Innovation

**Local Law 12 Proposed Five-Year Accessibility
Plan**

Proposed Plan 2024-2028

Updated: January 2024

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General

New York City's Office of Technology and Innovation (OTI) prohibits discrimination based on physical or mental disability. [Local Law 12 of 2023](#), codified as NYC Administrative Code § 23-1004, requires every agency to develop and implement a plan that includes the steps it is currently taking and will be taking over the next five years to ensure that the agency's workplace, services, programs, and activities are accessible to and accommodating and inclusive of persons with disabilities. The accompanying plan is OTI's proposed Five-Year Accessibility Plan under Local Law 12.

Under [Local Law 27 of 2016](#), city agencies are required to appoint a Disability Service Facilitator. The Disability Service Facilitator (DSF) at each agency coordinates 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. These individuals are liaisons to New Yorkers with disabilities, connecting people with disabilities to city government.

Contact

OTI's Office of EEO and Diversity Management is responsible for preparing and updating the agency's Accessibility Plan.

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Office of EEO & Diversity Management
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(718) 403-8513

Online Resources:

To access OTI's Non-Discrimination Policy, Grievance Procedures and Five-Year Accessibility Plan, please visit:

<https://www.nyc.gov/content/oti/pages/diversity-eeo/ada-policies-procedures>

A copy of this webpage is appended to this proposed plan as Appendix A.

¹ designated pursuant to Local Law 27 of 2016 (codified as NYC Admin Code § 23-1002)

OTI's Website Accessibility Statement can be found here:

<https://www.nyc.gov/content/oti/pages/oti-website-accessibility>

A copy of this webpage is appended to this proposed plan as Appendix B.

Mission and Background of Agency

In recognition of the important role technology plays across all government services, Mayor Adams created OTI by signing Executive Order 3 in January 2022. This order combined the city's existing technology offices under the leadership of New York City Chief Technology Officer Matthew Fraser.

This order marked an important shift in how New York City approaches technology and innovation. Instead of disparate offices operating in silos, OTI now represents a coordinated citywide approach under a single leader with a focused mission to deliver quality services to city residents.

Mayor Adams further solidified OTI's critical leadership role in cyber defense and response strategies through NYC Cyber Command by signing [Executive Order 10](#) in February 2022.

This order acknowledged growing and evolving cybersecurity threats against New York City and the importance of information sharing between government, law enforcement, and private stakeholders in assessing these threats. In turn, it empowered NYC Cyber Command to direct, manage and have authority over the city's cyber defense, investigation, response, and policy in coordination with the New York City Police Department and the Office of Emergency Management.

Additionally, this order created the new role of Cyber Command Liaison to emphasize the citywide approach to cybersecurity.

Executive Summary

This proposed accessibility plan is designed to align with the ADA and Local Law 12 of 2023.

The proposed plan addresses accessibility in five key focus areas:

1. Physical Access: Evaluation of facilities to be physically accessible to people with disabilities.
2. Digital Access: Ensuring digital platforms are accessible to all users.

3. Programmatic Access: Assessment of the agency's programs to ensure services are accessible to people with disabilities.
4. Communications: Implementing accessible communication strategies.
5. Workplace Inclusion: Providing equal access to employment opportunities and benefits to all employees and applicants, regardless of disability status.

The purpose of this plan is to identify specific priority areas to address as part of ongoing efforts to move toward accessibility.

OTI's assessment of possible access issues is ongoing, and the plan will be updated accordingly.

Please note that OTI does not have any office spaces for the purposes of providing services to members of the public. OTI provides public-facing services in partnership with various government and private entities through franchise agreements and support services, and therefore the issues addressed in its Accessibility Plan have a narrower scope than those covered by agencies providing direct services to the people of New York City.

Accessibility Statement

OTI prohibits discrimination based on physical or mental disability in admission to, access to, or operation of its programs, services, or activities. Our policy complies with federal and state laws. These include, but are not limited to, the ADA, Rehabilitation Act, and all New York and Federal Laws. OTI is committed to ensuring its digital content is accessible to and usable by people with disabilities. We are continually improving the user experience for everyone in addition to applying the relevant accessibility standards.

Agency Plan

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

Physical Access

Implementation Timeframe: 2024-2028

OTI operates out of the following buildings:

City-owned buildings

- 22 Reade Street, Manhattan, NY 10007 – 4th Floor²
- Public Safety Answering Center (“PSAC”) II, 350 Marconi Street, Bronx, NY 10461 – 2nd Floor
- 253 Broadway, New York, NY 10007 – 2nd and 15th Floors
- 2 Lafayette Street, New York, NY 10007 – 16th Floor
- Municipal Building, 1 Centre Street, New York, NY 10007 – 3rd, 13th, 25th, 26th, 27th and 28th Floors
- Family Justice Centers³:
 - 198 E 161st St, Bronx, NY 10451
 - 350 Jay St, Brooklyn NY 11201 – 15th Floor
 - 126 Stuyvesant Pl, Staten Island, NY 10301
 - 126-02 82nd Ave, Kew Gardens, NY 11415
 - 80 Centre St, New York, NY 10012

Leased spaces

- 80 Maiden Lane, New York, NY 10038 – 16th, 17th, 18th, 19th & 25th Floors
- 59 Maiden Lane New York, NY 10038 – 6th, 14th, and 15th Floors
- 2 Metro Tech Center Brooklyn, NY 11201 – 2nd, 4th and 5th Floors
- 11 Metro Tech Center Brooklyn, NY 11201 – 1st and 5th Floors
- 15 Metro Tech Center Brooklyn, NY 11201 – 18th and 19th Floors
- Ed Sullivan Theatre Offices, 1697 Broadway, New York, NY 10019⁴
- CUNY Graduate Center Offices – 365 Fifth Avenue, New York, NY 10016 – 1st Floor and Basement⁵

DCAS is responsible for common areas in the city-owned buildings listed above and OTI is responsible for the agency demised areas (the offices themselves). OTI is responsible for assessing common areas in the leased spaces listed above and will work with landlords to address the findings of those assessments.

OTI will be reviewing the leases for our privately-owned spaces and plan to begin conducting accessibility assessments of all agency demised areas by December 2024.

² The employees at 22 Reade have administrative and operational roles within the Civic Engagement Commission. The Civic Engagement Commission is part of the Mayor’s Office, and access issues at 22 Reade will be addressed in their accessibility plan.

³ OTI maintains a minimal presence at the Family Justice Centers for the purposes of maintaining IT services for the Mayor’s Office to End Domestic and Gender-Based Violence (ENDGBV).

⁴ The Mayor’s Office of Media and Entertainment has completed its own 5-Year Accessibility Plan. It can be found here: <https://www.nyc.gov/assets/mome/pdf/Notice-of-Oppty-to-Comment-MOME-Disability-Plan-2023-12-22.pdf>

⁵ The Mayor’s Office of Media and Entertainment has completed its own 5-Year Accessibility Plan. It can be found here: <https://www.nyc.gov/assets/mome/pdf/Notice-of-Oppty-to-Comment-MOME-Disability-Plan-2023-12-22.pdf>

Please see DCAS’s proposed plan for information on the common areas of the city-owned buildings.

Digital Access

Implementation Timeframe: 2024-2028

OTI is committed to ensuring its digital content is accessible to and usable by people with disabilities. We are continually improving the user experience for everyone and applying the relevant accessibility standards.

The Web Content Accessibility Guidelines (WCAG) define requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. Our digital content is partially conformant with WCAG 2.1 level AA. Partially conformant means that some parts of the content do not fully conform to this accessibility standard. For more details, access NYC’s latest Website Accessibility Report [here](#).

OTI assesses the accessibility of its digital content through self-evaluation. Toward meeting the agency’s commitment to accessibility, OTI expects all internal and external communications to conform to applicable digital accessibility standards to the fullest extent possible.

Programmatic Access

Implementation Timeframe: 2024-2028

OTI does not have customers in the same way as many other agencies but is committed to providing accessible services to people with disabilities and making our information and communications accessible to people with disabilities.

OTI provides support to a number of digital services that are available for New Yorkers, including, but not limited to MyCity, LinkNYC kiosks, and Wi-Fi in parks.

OTI will make every effort to ensure that all franchise agreements and contracts include language regarding accessibility and ADA compliance, if applicable.

NYC311 is New York City's non-emergency customer service call center and online portal and provides assistance across a variety of customer service channels. 311 services may be accessed by:

- calling 3-1-1
 - online via nyc.gov/311
 - texting 311-692
 - asking 711, a TTY-Based Telecommunications Relay Service, or a Video Relay Service to dial 212-NEW-YORK
-
- via the NYC311 app for devices with Apple iOS and Android operating systems
 - social media (X, Instagram and Facebook)

People with disabilities who need assistance in contacting city services may request assistance by emailing DisabilityAccess@311.nyc.gov. People with disabilities can request assistance if they need help accessing city programs and services because of a disability. 311 staff can refer members of the public to the Disability Service Facilitator (DSF) at the agency they wish to contact. The DSF of a city agency is the designated point of contact for disability specific issues and questions. Their role is to make sure City agencies are in compliance with the ADA.

311 currently conducts a yearly Disability Access Survey. The information gathered by the survey is meant to identify the specific access needs, of 311 users with disabilities and assess their experience using 311's customer service channels.

Beyond the annual Disability Access Survey, 311 plans to conduct additional quality assessments and user research as opportunities arise.

Accessibility of Information and Communication Technology

OTI is committed to developing additional strategies to ensure that information and communication technology (ICT) developed, procured, maintained and used by the city is accessible to people with disabilities. OTI, in collaboration with the Mayor's Office for People with Disabilities (MOPD), will develop a plan with respect to procurements of ICT no later than the first quarter of 2025 (to be included in the Mayor's Office's and OTI's first progress reports under Local Law 12 of 2023).

Cable Services

OTI manages telecommunications franchises for New York City, including those for cable television. Three companies currently have cable television franchises with the city: Altice USA (also known as Optimum), Charter (also known as Spectrum), and Verizon. Astound Broadband, an open video systems provider, also provides cable television services. As

per the Twenty-First Century Communications and Video Accessibility Act (CVAA) of 2010, the FCC is responsible for ensuring that individuals with disabilities are able to fully utilize communications services and equipment and better access video programming.⁶

For more information about FCC programs to promote accessibility for people with disabilities, visit the FCC's [Disability Rights Office website](#).

LinkNYC

LinkNYC provides fast and free public Wi-Fi to New Yorkers, small businesses, and visitors. The program launched in 2015 to replace public pay phones with kiosks that offer free calling, mobile device charging, and access to 911 and 311 – all at no cost to taxpayers.

New York City currently has a non-exclusive franchise agreement authorizing CityBridge, LLC to install, operate, and maintain the public communications structures. CityBridge, LLC is required to comply with current requirements of the Americans with Disabilities Act of 1990, the Architectural and Transportation Barriers Compliance Board Guidelines, and other current applicable laws relating to accessibility for persons with disabilities. All LinkNYC kiosks include a tactile keypad and Braille lettering and are equipped with volume control equipment and Telecoil compatible technology to enable D/deaf or hard of hearing persons to access and utilize telecommunication services. Other accessibility features of LinkNYC kiosks include integrated lighting; digital displays which exhibit public service announcements; dedicated 911 button, speaker, microphone, and headphone jack; and Video Relay System to provide service to users with disabilities.

Effective Communications

Implementation Timeframe: 2024-2028

TBD

The city provides a direct video calling system for American Sign Language (ASL) users, called ASL Direct. Those within the Deaf and Hard of Hearing Community can contact the Mayor's Office for People with Disabilities and get the information and resources they need in ASL.

ASL Direct is available Monday to Friday, from 10 AM to 4 PM (except holidays).

⁶ <https://www.fcc.gov/accessibility>

[Learn more about ASL Direct.](#)

For more information and assistance, you can email ASL@mopd.nyc.gov or call (646) 396-5830 via Video Relay Services (VRS).

Social Media

OTI is committed to ensuring its digital content is accessible to and usable by people with disabilities. OTI expects all internal and external communications to conform to applicable digital accessibility standards to the fullest extent possible.

OTI manages several social media platforms such as X (formerly known as Twitter), Instagram/Threads, Facebook and YouTube (@NYCOfficeofTech). YouTube videos/shorts feature closed captioning and auto-generated transcripts. Images on X and Instagram utilize alt-text/visual descriptions. NYC311 makes every effort to ensure that social media accounts on X and Instagram/Threads (@nyc311) utilize alt text.

Workplace Inclusion

Implementation Timeframe: 2024-2028

Reasonable Accommodations

OTI complies with the NYC Equal Employment Opportunity Policy, which requires all agencies to make reasonable accommodations for all employees (full-time and part-time), applicants, interviewees, and independent contractors (“covered persons”) to permit each to perform the essential functions of their position and equally enjoy the benefits and privileges of employment as are enjoyed by similarly situated employees without disabilities.

The EEO Policy requires all agencies to engage in a cooperative dialogue with covered persons to determine an effective accommodation under which the employee can perform the essential functions of the job. The EEO Office conducts the cooperative dialogue via e-mail, in-person, over the phone, or via virtual meetings to facilitate access to all employees.

Information about the reasonable accommodation process, including instructions on how to initiate the process, the RA request form, DCAS guidance documents, etc., are available on the agency’s intranet and updated on a consistent basis. Assistive technology (magnification, voice recognition, screen readers, etc.) is available to employees through the reasonable accommodation process.

55-a Program

OTI participates in the 55-a program. Section 55-a of the New York State Civil Service Law allows a qualified person with a certified mental or physical disability to be hired into competitive civil service positions without having to take an exam. This equity and inclusion program is administered by DCAS through the 55-a Program.

To be eligible for the 55-a Program, candidates must:

- be certified as having a mental or physical disability.
- be qualified to perform satisfactorily the duties of the position sought, with or without a reasonable accommodation.
- meet the education and/or experience for the position sought.

A qualified person with a disability who is hired under the 55-a Program is not required to take a competitive examination. Eligible persons will be evaluated on the basis of their qualifications and interviews.

Eligibility for the 55-a Program is determined by the New York State Office of Adult Career and Continuing Education Service – [Vocational Rehabilitation](#) (ACCES-VR) or [the New York State Commission for the Blind](#) (NYSCB), depending on the type of disability.

For more details, please review the [DCAS 55-a FAQ](#).

Training

Disability Awareness and Etiquette training for all employees will be launched in 2024, to be completed every two years. Starting in 2024, all new employees will be required to complete the training within 30 days of employment.

Methodology

OTI assesses the accessibility of its programs, physical spaces and digital content through self-evaluation and feedback from the public. Accessibility assessments are ongoing.

Glossary

Alt text – the descriptive text used in HTML code to describe the appearance or purpose of an image or visual element. Using alt text allows screen-reading tools to describe images to people who are blind or have low vision.

Assistive Technology – any piece of equipment, product, or system that is used to maintain or improve the functional capacities of people with disabilities.⁷

Closed captioning – transcription or translation of the dialogue, sound effects, relevant musical cues, and other relevant audio information not visible until activated by the viewer, usually via the remote control or menu option of the video player.

Cooperative dialogue – the process by which the agency assesses the needs of an individual requesting a reasonable accommodation, the possible accommodations for the individual that would allow them to perform the essential requisites of the job or enjoy the right or rights in question (including alternatives to the requested accommodation), and difficulties that such potential accommodations may pose for the agency.

Digital Content – any information or communication accessed or displayed in a digital format or medium, as text, image, audio, or video.

Information Technology – software; server-based, personal computer, mobile device, and web-based applications and websites; website hosting and design services; development, hosting, maintenance, and archiving services; cloud-based applications and information processing or storage services; digital hardware interfaces; and digital database configurations and interfaces.

⁷ <https://www.atia.org/at-resources/what-is-at/#what-is-assistive-technology>

Appendix A

OTI prohibits discrimination based on physical or mental disability. Program activities, procurement, and contracting opportunities are open to anyone who is qualified and eligible.

Contact

Rachel Alba
Disability Services Facilitator
Office of EEO & Diversity Management
New York City Office of Technology & Innovation
2 MetroTech Center, 5th Floor
Brooklyn, NY 11201
adacoordinator@oti.nyc.gov
(718) 403-8513

[Submit an ADA complaint online](#)

Non-Discrimination Policy

OTI does not discriminate on the basis of a physical or mental disability in admission to, access to, or operation of its programs, services, or activities. Our policy complies with federal and state laws. These include, but are not limited to, the ADA, the Rehabilitation Act, and all applicable New York State and city laws.

We provide disability-related accommodations, such as auxiliary aids and staff assistance. When applying for or participating in OTI programs and services, people in need of these accommodations are invited to notify their primary contact person in the department. They may attach such notice to the front of any application.

- **Effective communication:** We will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with a physical or mental disability so they can have equal access to our programs, services, and activities. This includes qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision disabilities.
- **Modifications to policies and procedures:** We will make reasonable modifications to policies and programs to make sure people with disabilities have equal access to all OTI programs, services, and activities. For example, individuals with service animals are welcome in OTI offices, even where animals are generally prohibited.

Anyone who needs an auxiliary aid or service for effective communication or a modification of policies or procedures to participate in an OTI program, service, or activity, should contact the [DSF/ADA Coordinator](#) as soon as possible but no later than three business days before the scheduled event.

We will not place a surcharge on anyone with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use mobility devices. The ADA does not require OTI to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.

This notice is provided as required by Title II of the ADA. Contact the [DSF/ADA Coordinator](#) for questions, concerns, complaints, or requests for more information about the ADA. These notices are also available in large print, on audio tape, and in Braille from the Disability Service Facilitator/ADA Coordinator upon request.

When and How to File a Grievance

We have a standard grievance procedure that meets ADA requirements. It may be used by anyone who wants to file a complaint alleging discrimination on the basis of a physical or mental disability, for the provision of services, activities, programs, or benefits by OTI.

Any member of the public alleging discrimination on the basis of disability in the provision of services by OTI may file a grievance with OTI, which should contain:

- the name, address, telephone number and/or email of the grievant and
- information about the alleged discrimination, such as the location, date, and description of the incident or alleged violation of the ADA, Rehabilitation Act, New York State Human Rights Law, or New York City Human Rights Law.

“Grievance” is the term for the allegation filed with OTI by a member of the public.

“Grievant” is the term for the person alleging discrimination in the grievance.

Note: Employment related complaints for employees and applicants for employment seeking a reasonable accommodation are covered under the city’s EEO Policy which can be found at:

https://www.nyc.gov/assets/dcas/downloads/pdf/agencies/nyc_eeo_policy.pdf

The grievance should be submitted in writing as soon as possible, but no later than sixty (60) calendar days after the date of the alleged violation, to:

Disability Service Facilitator/ADA Coordinator
Office of EEO & Diversity Management

New York City Office of Technology & Innovation

2 MetroTech Center, 5th Floor

Brooklyn, NY 11201

adacoordinator@oti.nyc.gov (Please include “Grievance” in subject line.)

Alternative means of filing complaints (like personal interviews) will be made available for people with disabilities upon request.

Within thirty calendar days after receipt of the grievance, the Disability Service Facilitator/ADA Coordinator or designee will contact the grievant to discuss the grievance and possible resolutions.

Within thirty calendar days of this contact with the grievant, the Disability Service Facilitator/ADA Coordinator or designee will provide a response in writing. Grievants may request the response in an additional format accessible to them, such as large print, Braille, or audio recording. This response will address the grievance, describe the agency’s position, and offer options for substantive resolution of the grievance, where applicable.

When and How to File an Appeal

The grievant may appeal OTI’s decision within thirty (30) calendar days of receipt of the response. The appeal should be mailed to:

Commissioner’s Designee
NYC Office of Technology & Innovation
2 MetroTech Center, P1
Brooklyn, NY 11201

OTI’s response to the appeal will be provided to the grievant in writing within sixty (60) days following receipt. Grievants may request the response in an additional format accessible to them, such as large print, Braille, or audio recording. This response will address the appeal, describe OTI’s decision, and offer options for substantive resolution of the appeal, where applicable.

OTI will retain all written correspondence, appeals, and responses received in connection with a complaint for at least three years.

The grievance procedure does not deny the right of the complainant to file formal complaints with other state or federal agencies, or to seek private counsel for complaints alleging discrimination. An ADA complaint may be filed with any of the following offices; however, this is not intended to be an exhaustive list:

New York City Commission on Human Rights
22 Reade Street, First Floor
New York, NY 10007
(718) 722-3131
<https://www1.nyc.gov/site/cchr/index.page>

New York State Division on Human Rights
One Fordham Plaza, Fourth Floor
Bronx, NY 10458
(888) 392-3644
<https://dhr.ny.gov>

U.S Equal Employment Opportunity Commission
33 Whitehall Street, Fifth Floor
New York, NY 10004
(800) 669-4000
<https://www.eeoc.gov/field/newyork/>

Five-Year Accessibility Plan

[Local Law 12 of 2023](#) requires agencies to develop and implement a five-year accessibility plan. View OTI's Proposed Five-Year Accessibility Plan and the Notice of Opportunity to Comment (for information on how to comment on the proposed plan) below.

Proposed Five-Year Accessibility Plan (plan forthcoming)

[Notice of Opportunity to Comment \(PDF\)](#)

Appendix B

OTI is committed to ensuring its digital content is accessible to and usable by people with disabilities. We are continually improving the user experience for everyone and applying the relevant accessibility standards.

Conformance Status

The Web Content Accessibility Guidelines (WCAG) define requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. Our digital content is partially conformant with WCAG 2.1 level AA. Partially conformant means that some parts of the content do not fully conform to this accessibility standard.

Feedback

We welcome your feedback on the accessibility of our digital content. Please let us know if you encounter accessibility issues by using New York City's [Website Accessibility Feedback form](#).

If you need assistance accessing a particular OTI program or service, please contact OTI's Disability Services Facilitator at 718-403-8081 or via email by clicking this link: [Email the Disability Services Facilitator](#).

Assessment Approach

OTI assesses the accessibility of its digital content through self-evaluation. For more details, access NYC's latest Website Accessibility Report [here](#).

Date

This statement was created on March 15, 2023.