

Department of Records & Information Services Accessibility Progress Report 2024-2025

Table of Contents

[General Overview](#)

[Statement of Commitment](#)

[Disability Service Facilitator & Accessibility Information](#)

[Feedback Process](#)

[Progress Report](#)

[Conclusion](#)

General Overview

This report provides a comprehensive overview of the progress the Department of Records and Information Services (DORIS) achieved over the past year in advancing the goals outlined in our Disability Inclusion and Accessibility Plan. The plan is a framework for creating an inclusive environment where individuals with disabilities can fully access, participate

in, and contribute to all aspects of our agency. Rooted in principles of equity and dignity, the plan addresses five core areas critical to achieving meaningful inclusion: physical access to our buildings and facilities; digital accessibility of our online platforms and tools; programmatic access to services, activities, and events; effective communication strategies that ensure information is available and understandable to all; and inclusive workplace practices that support employees with disabilities. This report highlights key accomplishments, ongoing initiatives, and areas for continued improvement as we work toward a more accessible and inclusive future for everyone we serve and employ.

The New York City Department of Records and Information Services (DORIS) operates the Municipal Archives, the Municipal Library, and the Municipal Record Center. The agency fosters civic life by preserving and providing access to 185,000 cubic feet of historical City government records, more than 400,000 publications and reports, and more than 42,000 reports online in the Government Publication portal. DORIS ensures that City records are properly maintained following professional archival and record management practices, develops, and enforces record management policies and makes materials available to diverse communities both online and in person.

DORIS's accessibility plan is publicly posted at: <https://www.nyc.gov/site/records/about/accessibility.page>. Individuals may request a copy of this document in an alternative format that is accessible to them by contacting the Disability Service Facilitator (DSF) at (212) 788-8610 or by email at: disabilityservicesfacilitator@records.nyc.gov.

This first annual progress report marks an important milestone in our effort towards creating a more inclusive environment for both the public and our staff. It reflects progress, the challenges encountered, and the meaningful steps we're taking to build on this foundation.

Statement of Commitment

The New York City Department of Records & Information Services (DORIS) is dedicated to fostering an environment that is equitable, diverse, and inclusive. DORIS is committed to ensuring access to its services for

individuals with disabilities, actively identifying, preventing, and eliminating barriers to accessibility, and meeting accessibility standards while preserving the dignity and independence of persons with disabilities.

Aligned with the intent of Local Law 12, the New York City Department of Records & Information Services is committed to making reasonable efforts to uphold the following principles in its policies, practices, and procedures:

- Providing Department services in a manner that upholds the dignity and independence of individuals with disabilities, enabling them to access, use, or benefit from Department resources and services.
- Offering persons with disabilities an equal opportunity to access, use, and benefit from Department resources and services.
- Communicating with individuals with disabilities in a manner that considers their disability and preferred method of communication.
- Planning the installation of assistive listening devices to facilitate the use of assistive devices for individuals with disabilities, supporting their access to Department resources and services.

Disability Service Facilitator and Other Key Accessibility Information

DORIS's Disability Service Facilitator (DSF) and contact information is listed below:

Gerald Rosero, Disability Services Facilitator
31 Chambers Street
Room 305 New York, NY 10007

Phone: 212-788-8610

Email: disabilityservicesfacilitator@records.nyc.gov

Any member of the public who requires an auxiliary aid or service for effective communication, or a reasonable modification of policies or procedures in order to participate in our programs, services or activities (involving matters other than employment) is invited to direct their needs and preferences to the DORIS Disability Services Facilitator by email, phone or mail.

Requests should be made as soon as possible but no later than three (3) business days before the scheduled program, service or activity.

Questions, concerns or requests for additional information may be directed to the DORIS Disability Services Facilitator.

The DORIS website contains key accessibility information for individuals with disabilities, including:

- a) Non-Discrimination Policy and Notice of Rights
- b) Grievance Procedures
- c) Website Accessibility Statement
- d) Five-Year Accessibility Plan

To access DORIS's online accessibility resource page, please visit <https://www.nyc.gov/site/records/about/accessibility.page>.

Feedback Process

We Value Feedback on Accessibility. At DORIS, we are committed to ensuring that our services, spaces, and communications are accessible to everyone. Feedback is essential to helping us identify and address barriers that may prevent individuals with disabilities from fully participating in our programs and accessing our resources.

Our feedback process encourages people who encounter any accessibility issues on our website, in our facilities, or during interactions with our services—or if you have suggestions on improving our services, use our [Website Accessibility Feedback Form](#). The input as well as suggestions for how we can improve will be carefully reviewed and used to guide ongoing improvements.

We also understand that immediate assistance may sometimes be needed. If an individual requires support accessing a specific program or service, the contact information for the DORIS Disability Services Facilitator is available

Confidentiality:

All feedback is kept confidential and will only be shared with staff responsible for addressing accessibility concerns. Contact information will not be used for any purpose other than to respond to the submission.

The feedback will help us build a more inclusive and accessible DORIS for all.

Progress Report

1. Physical Access

Goal: Ensure that facilities are accessible to individuals with disabilities.

Achievements:

- Conducted an accessibility review of all agency's public use areas.
- Identified Assisted Listening Devices (ALD's) for purchase in the upcoming fiscal year, to be installed in public-serving areas at 31 Chambers Street.
- Identified appropriate equipment and furniture for purchase in the upcoming fiscal year to provide accessible workstations in the public service areas.
- Updated signage in public service areas to include Larger Font and high-contrast lettering.

Ongoing Challenges:

- Landmark buildings requiring any changes or upgrades must go through an extensive review process.
- Budget constraints in the upcoming fiscal year may affect the purchase requests for furniture and equipment.

Next Steps:

- Purchase furniture and equipment for public service areas.
- Prioritize purchases of furniture and equipment for high public use areas.

2. Digital Access

Goal: Ensure all digital platforms meet or exceed accessibility standards.

Achievements:

- Conducted a complete accessibility audit on DORIS's main website.
- Completed a website redesign for an agency partner's website to ensure accessibility issues were identified and addressed.
- Implemented a regular accessibility review and testing for new website updates.
- Trained 2 IT staff in accessible web content creation and accessibility standards.
- Launched a Digital Access Inventory Tracking Form to identify and review all documents, forms, and publications created and distributed by the agency for accessibility compliance.

Ongoing Challenges:

- The agency's IT Division is small therefore time dedicated to improving digital access is limited and will be allocated as per agency requirements.
- Creating a central location where agency content developers can reference best practices and guidelines for making content digitally accessible.
- Resource-intensive nature of full accessibility audit on all of the agency's websites and applications.

Next Steps:

- Continue the accessibility audit of the remaining agency websites and applications.
- Establish an accessibility review mechanism for all new digital projects.

3. Programmatic Access

Goal: Ensure all programs, services, and events are inclusive and accessible.

Achievements:

- Currently developing a standard checklist for public event accessibility.
- Partnered with [Bloomberconnect.org](https://www.bloomberconnect.org) to provide accessibility and language access to the public when visiting exhibits sponsored by the agency.

Ongoing Challenges:

- Ensuring accessibility across all public programs hosted offsite.
- Revising program materials to meet plain language and alternative format guidelines.

Next Steps:

- Provide CART captioning at public events.
- Develop a centralized accessibility support team for public events.
- Expand partnerships with disability service providers

4. Effective Communications

Goal: Ensure information is conveyed clearly and accessibly to public and staff.

Achievements:

- Developed a Digital Access Inventory tracking form for all internal and public communications to review and comply with accessibility standards.
- Established a process to request materials in large print and multiple languages upon request.

- Inform all agency staff of the DSF's role and how to contact DSF for accessibility-related inquiries.

Ongoing Challenges:

- Developing a training module for all public-serving staff covering how to use Assisted Listening Devices (ALD's), Captioning Equipment, ASL Services and the Communication Card.
- Train the communications staff in inclusive language and alternative format production.

Next Steps:

- Create Braille signs for public exhibits.
- Develop clear, user-friendly guidelines that outline best practices for creating accessible documents commonly used across the agency, such as PDFs, Word documents, PowerPoint presentations, and Excel spreadsheets.

5. Workplace Inclusion

Goal: Promote equitable employment practices and inclusive workplace culture.

Achievements:

- Updated job postings and interview protocols to reflect inclusive practices.
- Supported agency employees through special accommodations, or assistive technology.
- Maintained an active disability committee composed of six engaged members, meeting on a bi-weekly basis.

Ongoing Challenges:

- Encourage all staff to take available training courses on disability etiquette and unconscious bias.

Next Steps:

- Launch a disability awareness campaign to foster a more inclusive environment.
- Develop protocols for individual employee's emergency response accommodation plan.

Conclusion

The Department of Records and Information Services (DORIS) remains firmly committed to integrating accessibility and inclusion into all aspects of our operations. As this report shows, we have made meaningful strides in identifying and addressing barriers that impact individuals with disabilities, and we continue to learn, adapt, and improve our practices. While we acknowledge that challenges persist, and that improving accessibility is an ongoing activity, not a final product, we are encouraged by the progress we have made and motivated by the work that lies ahead.

DORIS's efforts reflect a broader commitment to equity, dignity, and the full participation of all individuals in our programs, services, and workplace. We look forward to building on this progress in the coming year and deepening our partnerships with the disability community to ensure that inclusion is not just a goal, but a reality for everyone.