



Department of Consumer and Worker Protection

Accessibility Progress Report 2025-2026

Reporting Period: May 1, 2025 – May 1, 2026

Second Annual Progress Report
Local Law 12 of 2023 — NYC Administrative Code § 23-1004

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General

The NYC Department of Consumer and Worker Protection (DCWP) is the nation's leading municipal enforcement agency charged with delivering economic justice. DCWP leverages its authority to bring New Yorkers real economic relief and protect them from predatory, deceptive, and unfair practices that violate their rights as consumers and workers. This includes pioneering cutting-edge protections, such as the City's Consumer Protection Law, Protected Time Off Law, Fair Workweek Law, and Delivery Worker Laws, including the Minimum Pay Rate for delivery workers. Through licensing more than 45,000 businesses in over 45 industries, DCWP ensures fair competition and a level playing field for responsible small businesses that are integral to New York City's vibrant communities. DCWP also provides essential services such as free tax preparation and financial counseling to ensure New Yorkers keep more of what they earn and can plan for their futures. DCWP is committed to making sure New York City is a fairer, more affordable place to live.

This is DCWP's second annual progress report under Local Law 12 of 2023, codified at section 23-1004 of the NYC Administrative Code. It documents the agency's continued implementation of its 2024–2028 Five-Year Accessibility Plan during the reporting period of May 1, 2025 through May 1, 2026.

During this reporting period, DCWP advanced accessibility across every category of the Five-Year Plan. Key milestones include securing a vendor quote and initiating procurement for braille directional signage; elevating the agency's digital accessibility target from WCAG 2.1 Level AA to WCAG 2.2 Level AA in alignment with citywide policy and the U.S. Department of Justice's April 2024 Title II final rule; initiating budget approval for an independent digital accessibility audit; co-developing a Digital Accessibility Guide with the Mayor's Office for People with Disabilities (MOPD) for staff rollout in Spring 2026; deploying portable assistive listening devices for public-facing interactions and conference rooms; identifying and escalating a citywide learning management system limitation that affects biennial disability training compliance; and partnering with MOPD and the Brooklyn

Center for Independence of the Disabled (BCID) to expand ASL-accessible NYC Free Tax Prep services.

Statement of Commitment

DCWP is committed to ensuring that all New Yorkers, regardless of ability, can access the agency's services, programs, and information. Accessibility is fundamental to the agency's mission and is integrated into its operations, from communications to hiring and service delivery. Under the leadership of Commissioner Samuel A.A. Levine DCWP reaffirms that accessibility is integral to the agency's broader commitment to economic justice for every New Yorker. DCWP aims not just to comply with legal requirements, but to foster a more inclusive and equitable environment citywide.

Disability Service Facilitator and Other Key Accessibility Information

- **Disability Service Facilitator (DSF):**

Zachary Taylor

Email: DCWPADACoordinator@dcwp.nyc.gov

Address: DCWP, Attn: Disability Service Facilitator, 42 Broadway,
New York, NY 10004

- **Key Accessibility Links:**

- [DCWP - Accessibility Statement](#)
- [Grievance Procedure / Accommodations](#)

Feedback Process

DCWP welcomes feedback on accessibility issues from the public and employees. Feedback can be submitted anonymously through the [Website Accessibility Feedback Form](#) or by contacting the DSF via phone, email, or mail.

2025-2026 Progress and Key Initiatives

This section reports DCWP's progress against the commitments set out in the agency's 2024–2028 Five-Year Accessibility Plan, organized by the five categories established by MOPD: Physical Access, Digital Access, Programmatic Access, Effective Communications, and Workplace Inclusion.

Physical Access

As of May 2026, we have:

- Maintained accessible bathrooms on every floor occupied by DCWP at 42 Broadway, building on the 11th floor bathroom upgrade completed in the prior reporting period.
- Secured a vendor quote for braille directional signage and initiated the agency procurement process to install braille signage in directional signage locations throughout DCWP space, in coordination with the building owner.

By May 2027, we will:

- Complete procurement and installation of braille directional signage.
- Conduct an updated walkthrough assessment of DCWP-occupied space to confirm continued physical accessibility and identify any new barriers

Digital Access

As of May 2026, we have:

- Continued to maintain partial conformance with WCAG 2.1 Level AA standards across DCWP digital content.
- Proactively elevated the agency's digital accessibility conformance target from WCAG 2.1 Level AA to WCAG 2.2 Level AA in accordance with citywide accessibility policy and consistent with the U.S. Department of Justice's April 2024 final rule under Title II of the Americans with Disabilities Act (28 C.F.R. Part 35).

- Maintained the role of Digital Inclusion Officer (DIO) to oversee ongoing digital accessibility compliance and tracking.
- Initiated budget approval to contract with an independent vendor to conduct a comprehensive digital accessibility audit of DCWP's public-facing digital platforms.
- Co-developed a Digital Accessibility Guide in partnership with the Mayor's Office for People with Disabilities (MOPD) to support staff in producing accessible digital content. The guide is preparing to roll out to DCWP staff in Spring 2026.
- Continued to post and maintain DCWP's Website Accessibility Statement online.

By May 2027, we will:

- Subject to budget approval, execute a vendor contract and complete an independent digital accessibility audit of DCWP's public-facing digital platforms.
- Develop a remediation roadmap, prioritized by user impact, to address findings from the digital accessibility audit and advance toward WCAG 2.2 Level AA conformance.
- Continue to monitor and update DCWP digital content to align with the WCAG 2.2 Level AA target.
- Roll out the MOPD-DCWP Digital Accessibility Guide to all DCWP staff and incorporate its standards into the agency's digital content production practices.

Programmatic Access

As of May 2026, we have:

- Continued to enforce NYC Administrative Code section 20-699.7, which requires certain movie theaters to provide open motion picture captioning, by investigating complaints received via 311.
- Purchased portable assistive listening devices for use in public-facing interactions and conference rooms, advancing a key commitment

from the Five-Year Plan and improving sound transmission for individuals with hearing loss.

- Partnered with MOPD and the Brooklyn Center for Independence of the Disabled (BCID) to expand ASL-accessible NYC Free Tax Prep services, increasing tax preparation access for Deaf and hard-of-hearing New Yorkers.
- Continued the Office of Financial Empowerment's (OFE) suite of programs that enhance access for New Yorkers with disabilities, including one-on-one financial counseling at the Financial Empowerment Centers; NYC Free Tax Prep; the EmpoweredNYC initiative for individuals with disabilities and their families; and the Ready to Rent housing counseling program.

By May 2027, we will:

- Track utilization of portable assistive listening devices and ASL-accessible Free Tax Prep services to inform future programmatic improvements.
- Continue collaboration with MOPD and disability community partners to identify additional opportunities for ASL-accessible programming and inclusive service design.
- Continue enforcement of NYC Administrative Code section 20-699.7 regarding open motion picture captioning.

Effective Communications

As of May 2026, we have:

- Continued to offer interpretation services upon request, including American Sign Language (ASL) interpretation, for DCWP programs and events.
- Deployed portable assistive listening devices to support effective communication during public-facing interactions and meetings.

By May 2027, we will:

- Develop internal guidance and protocols for staff on the deployment and use of assistive listening devices in public-facing settings.
- Continue to provide ASL interpretation and other communication accommodations upon request and explore additional inclusive communications technologies as resources permit.

Workplace Inclusion

As of May 2026, we have:

- Maintained Disability Awareness and Etiquette training as a mandatory training for all DCWP staff, building on the 99% completion rate achieved during the prior reporting period.
- Identified a technical limitation in the citywide (DCAS) learning management system that prevents staff from re-taking the mandatory Disability Awareness and Etiquette training on the agency-required biennial cycle. DCWP is actively collaborating with DCAS to identify and implement a workaround so that staff can complete the training on schedule.
- Continued to administer the reasonable accommodation process through the EEO Office, using information gathered through that process to identify barriers and inform agency-wide accessibility improvements.

By May 2027, we will:

- In partnership with DCAS, implement a sustainable solution that enables DCWP staff to complete the biennial Disability Awareness and Etiquette training on schedule, and confirm completion across the workforce.
- Use de-identified, aggregate trends from the reasonable accommodation process to identify removable workplace barriers and inform improvements to agency policies, training, and inclusive program design.

Looking Ahead: May 2026 – May 2027

In the coming year, DCWP will focus on converting recent groundwork into completed deliverables and on deepening collaboration with sister agencies and the disability community. Priorities include:

- Completing braille directional signage installation.
- Executing the digital accessibility audit, subject to budget approval, and developing a prioritized remediation roadmap toward WCAG 2.2 Level AA conformance.
- Resolving the citywide LMS limitation in partnership with DCAS so that biennial Disability Awareness and Etiquette training can be completed on schedule.
- Expanding ASL-accessible programming in partnership with MOPD and the Brooklyn Center for Independence of the Disabled.
- Rolling out the MOPD-DCWP Digital Accessibility Guide to DCWP staff in Spring 2026.
- Continuing to integrate accessibility considerations into DCWP's service delivery, communications, and workforce practices.

Conclusion

DCWP reaffirms its commitment to building an inclusive and accessible environment for all New Yorkers. The progress documented in this report, from physical and digital infrastructure to programmatic partnerships and workforce training, reflects steady advancement against the goals of the agency's 2024–2028 Five-Year Accessibility Plan. DCWP looks forward to continuing this work in collaboration with MOPD, DCAS, sister agencies, community partners, and the New Yorkers we serve.