

Mayor's Office of Media and Entertainment

Accessibility Progress Report

March 15, 2024 - April 30, 2025

Date: April 30, 2025

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Facilitator, and Digital Inclusion Officer**

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A. Introduction and Statement of Commitment

The mission of the Mayor's Office of Media and Entertainment (MOME) is to support and strengthen New York City's Creative Economy and make it accessible to all. An important part of that mission is improving accessibility for people with disabilities.

MOME has four divisions:

- the Film Office, which coordinates on location production throughout the five boroughs;
- NYC Media, the City of New York's official broadcast network and production group;
- the Press Credentials Office, which issues press cards; and
- Creative Sector Programs to advance industry and workforce development across NYC's creative sectors.

We are proud to share our progress on implementing MOME's [Five-Year Disability Access Plan](#) from March 15, 2025 to April 30, 2025.

B. Disability Services Facilitator and Other Key Accessibility Information

If you have questions about this report, please contact:

Lori Barrett-Peterson, Chief Operating Officer, Disability Services
Facilitator, and Digital Inclusion Officer
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1 Centre Street, 26th Floor
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212-602-7418
DisabilityServices@media.nyc.gov

MOME's Notice of Nondiscrimination/Notice of Rights, Grievance Procedure, and Website Accessibility Statement are on [MOME's Access Webpage](#).

C. Feedback Process

We welcome feedback on accessibility issues at MOME. Please contact the Disability Services Facilitator via the contact information in the preceding section. You may submit feedback anonymously or include contact information if you wish for us to reply to you.

D. Programmatic Access

1. As of May 2025, MOME has made the following progress on implementing its plan:

- **Audio Descriptions for Video.**
 - NYC Media reviewed the feasibility of broadcasting with audio descriptions. NYC Media is not able to broadcast content with audio descriptions at this time due to technical and content limitations. We are continuing to monitor the possibility, and we will revisit this decision in December 2025.
 - NYC Media programmed technical changes to its mobile apps so that they can support content with audio descriptions when it is available.
- **Broadcasts of City Council Meetings/Hearings.** MOME's Disability Services Facilitator contacted City Council's Disability Services Facilitator to explore the feasibility of adopting disability etiquette meeting protocols at Council meetings and hearings that will serve as audio descriptions in the recordings that MOME televises. City Council's DSF expressed a willingness to consider MOME's recommendations. MOME is working on a memo with recommendations.

- **Theatre Guidance.** MOME worked with MOPD and the theatre/live performance community to address the use of cellphones by some patrons with disabilities during performances. MOME created a sign that theatres can post near theatre entrances that says:

A Note on the Use of Devices

Our guests may use personal devices, like phones, for disability access. Some disabilities are not visible, so please treat all with respect.

Devices are welcomed for access needs, but are not permitted for texts, calls, taking photos or recording.

If you are using a device, please minimize brightness and turn off anything that makes noise or vibrates.

Access needs may conflict. If you need help, please tell the staff.

- **Workforce Development Programs.** MOME reviewed participation requirements for two of our largest workforce development programs.
 - The [Made in NY Stagecraft Bootcamp](#) trains New Yorkers to become behind-the-scenes theatre technicians in the technical theatre disciplines of scenic-carpentry, lighting, sound, and wardrobe. The application requirements are consistent with the work that the program participants and technical theatre workers need to perform their jobs, including standing, lifting, and working in dark spaces with loud noises. This would limit

some people with physical disabilities from participating in the training.

- The [Made in NY Post Production Training Program](#) prepares low-income, unemployed, and underemployed New Yorkers for entry level opportunities in post-production in the film and television industry. We found no requirements in the [application criteria](#) that would be an obstacle to a person with a disability.

2. By May 2026, MOME will complete the following:

- **Audio Descriptions for New Audio-Visual Content.** NYC Media is working to ensure that all new content produced by NYC Media that is available on the NYC Media webpage or NYC Media mobile apps will be audio described by April 24, 2026. NYC Media will prioritize three programs that were produced by NYC Media that are currently on the NYC Media webpage for audio descriptions.
- **Theatre Guidance.** Following up on the sign about the use of cellphones by some people with disabilities at theatres, MOME will identify another common need of theatres and live performance venues and will help them address the problem with a one-pager or similar solution.
- **Filming Code of Conduct.** MOME's Film Office will update the Code of Conduct to limit where equipment can be kept when not in use to mitigate the potential impact on wheelchair users and other mobility disabilities, people with disabilities that affect their ability to walk or see, and the general public. (MOME already does significantly restrict the placement of unused film production equipment on sidewalks.)

- **Workforce Development Programs.** MOME will review one or two more of its workforce development programs to ensure there are no requirements that would be an obstacle to participation by people with disabilities.
- **Program Review Process.** MOME will implement a process for reviewing new programs or initiatives for accessibility.

E. Digital Access/Effective Communications

1. As of May 2025, MOME has made the following progress on implementing its plan:
 - **New York Music Month Website.** MOME invested ~\$130K into redeveloping the [NYMM website](#) with accessibility in mind. It launched in April 2025.
 - **Standard Contract Language.** MOME's Legal Unit drafted standard contract language for MOME's contracts that involve the creation of websites for MOME, social media posts, promotional materials for MOME or MOME-sponsored programs, and public facing documents like economic impact reports.
 - **Reasonable Accommodation Terms.** MOME's templates for contracts with organizations that produce public events that are supported by MOME now include an agreement to comply with the ADA, provide information on how to request a reasonable accommodation, and promptly respond to requests for reasonable accommodations.
 - **Accommodation Requests.** The Disability Services Facilitator distributed a one-page guidance document about accommodation requests to all MOME division heads to ensure that all leadership knows how to respond to a reasonable

accommodation request from the public and how to request services like American Sign Language.

- **Communication Aid.** MOME did not have a communication card to aid in-person interactions with visitors to MOME's offices who are d/Deaf and hard of hearing. MOME's DSF provided a document to office managers who cover reception desks that explain how to use a cellphone to communicate with someone who is d/Deaf or hard of hearing.
- **Telecommunications Relay System.** MOME's DSF provided one-page guidance on responding to phone calls using a Telecommunications Relay System to the staff who answer MOME's three main telephone lines.
- **Braille Services Contract.** MOME's DSF determined that a Braille services contract is not necessary at this time. MOME's most significant contact with the public is through the television and radio network. Information about the network, such as program schedules, is available on-line and can be read by a screen-reader. We do not publish program schedules in print. If Braille is necessary, in many cases we can use the public Braille printer at the Andrew Heiskell Braille and Talking Book Library to print a modest number of pages.

2. By May 2026, MOME will complete the following:

- **Plain Language Training.** The DSF and Language Access Coordinator arranged for Plain-Language training for relevant staff in July 2025 from NYC Opportunity Service Design Studio.
- **Digital Accessibility Training.** The DSF will arrange to provide digital accessibility training to the Associate Commissioner of Strategic Communications, Marketing & Communication Design Manager, NYC Media Content Platform Developer

Manager, and long-term temporary communications temps or consultants, and legal staff.

- **Website Audit.** The DSF will arrange an audit at least five of its webpages for compliance with WCAG 2.1 Level AA, Local Law 26 of 2016, ADA, and Section 508.
- **Digital Accessibility Guidance.** The DSF will create a one-page guidance document for the Communications Unit staff about digital accessibility to address frequent issues and provide resources (e.g., color contrast checker).
- **Digital Meetings Guidance.** The DSF will create a one-page guidance document for MOME staff who organize digital public meetings.

F. Physical Access

1. As of May 2025, MOME is in the process of moving staff out of the 28th floor, a location that lacks a secondary means of egress and, accordingly, would put people with physical disabilities at increased risk if an emergency blocked the stairwell and elevator. No staff will be working in the space by December 2025.
2. By May 2026, MOME will complete the following:
 - **New Offices and Accessibility.** MOME is moving part of its staff into new offices in October 2025. It is working with DCAS to ensure the new offices are ADA accessible.

G. Workplace Inclusion

1. As of May 2025, MOME has made the following progress on implementing its plan:
 - **Employee Resource Groups.** OTI surveyed OTI staff (which includes all MOME employees, except MOME's commissioner)

to inform the creation of new employee resource groups. In February 2025, OTI's ERG for people with disabilities met for the first time. The Disability ERG is co-chaired by OTI's Diversity and Wellness Specialist. MOME did not create its own ERGs because we have a relatively small staff, and OTI was willing to include MOME's staff.

- **Career Coaching Opportunities.** MOME/OTI implemented coaching opportunities to ensure that everyone, including employees with disabilities, have information needed to be successful.
 - OTI designated a career counselor to assist OTI employees (including MOME employees). The career counselor “assists individuals in making and implementing informed educational and occupational choices for city service. . . . Employees can also utilize the Career Counselors to improve their interview skills; build a better resume; and leverage their knowledge, skills, and interests to further their career.” Information about the career counseling program is available on the OTI Intranet, which MOME employees have access to.
- **Inclusionary Job Descriptions.** The DSF worked with the Executive Director of Administration to implement a process to make sure that job descriptions are inclusionary and include a notice that a reasonable accommodation is available for applicants with disabilities.
 - The DSF reviewed all the job descriptions and tasks and standards for each office title at MOME. We found few or no obstacles for people with disabilities. Where necessary, we made changes in the job descriptions.

- Since 2025, OTI is now including the following language to all MOME job descriptions:

“If you have a disability and need a reasonable accommodation during the application process, please contact the Disability Services Facilitator at DisabilityServices@media.nyc.gov or [the office’s main phone number]. Please do not send your application or resume to this email address.”
- **Structured Interview Training.** The Executive Director Administration arranged for the EEO Officer to give training in structured interviews.
 - OTI provided all of MOME’s hiring managers structured interview training. This training is intended to help interviewers avoid unintentional discrimination based on biases and protected classes, including disabilities.
- The Chief Operating Officer established a protocol regarding in-person and virtual job interviews. The protocol is as follows:
 - MOME’s preference is that at least one interview with a candidate will be in person. If a candidate requests a reasonable accommodation for a virtual interview due to a disability, the hiring manager will consult with the DSF or EEO Officer to potentially grant the reasonable accommodation request.
- **NYC:ATWORK Job Board.** MOME began posting positions on the NYC:ATWORK Job Board in March 2025.

2. By May 2026, MOME will complete the following:
- **Accessible MOME Onboarding Materials.** The Chief Operating Officer and Executive Director of Administration will ensure that all on-boarding materials provided by MOME are accessible (many materials are provided by OTI).
 - **Ergonomic Devices.** MOME's Commissioner, Director of Finance, Chief Operating Officer, and Executive Director of Administration will explore the feasibility of offering ergonomic devices and equipment (e.g., standing desks) to employees who request it regardless of proof of disability. This may be possible for some staff in FY2026 when MOME moves its one of its offices, depending upon the budget available.

H. Conclusion

MOME is committed to accessibility—it's in our mission! We look forward continuing our progress in the next 12 months, especially staff training and implementing audio descriptions in new videos posted on our website.