



New York City Office of Technology & Innovation Accessibility Progress Report 2025-2026

OTI's Mission

The Office of Technology and Innovation (OTI) is the mayoral agency responsible for technology-based policies and programs that provide New Yorkers with easier access to essential City services, make government operations run better, and keep residents safe from physical and online threats. Formed in 2022, OTI consolidated the City's technology agencies into a single citywide technology authority.

OTI primarily serves city agencies by maintaining the technology platforms that power critical systems and by supporting the development of programs essential to delivering services to New Yorkers. Through NYC311 and NYC.gov, OTI plays a key role in making government more transparent, efficient, and responsive to all New Yorkers.

In 2023, New York City enacted Local Law 12, requiring all agencies to develop five-year accessibility plans in consultation with the Mayor's Office for People with Disabilities (MOPD). OTI's [Five-Year Accessibility Plan](#) required under Local Law 12 is available on our website. This progress report represents the agency's first update, highlighting accessibility efforts over the past two fiscal years.

Statement of Commitment

Our commitment to accessibility is at the heart of OTI's mission to serve all New Yorkers. We understand that for many people, digital services are the front door to City government, and those services must work for everyone. That means designing and building technology that is easy to use, inclusive, and accommodating to people of all abilities. Across the systems and platforms we manage, we aim to remove barriers and make it simpler for residents to find information, obtain services, and stay connected to their city. By embedding inclusive practices into everyday practice, we help ensure that no one is left out of the services they depend on.

Disability Service Facilitator and Other Key Accessibility Information

Justin Hernandez serves as OTI's Disability Services Facilitator (DSF). Justin can be reached at 718-403-6694.

OTI's website contains useful information including:

- [Additional contacts for the Disability Rights Facilitator](#)
- [Notice of Rights under the Americans with Disability Act](#)
- [Grievance Procedure](#)
- [Website Accessibility Statement](#)

Feedback Process

OTI invites feedback regarding any accessibility barriers in our digital content. Individuals may report issues through [New York City's Website Accessibility Feedback Form](#), which allows for anonymous submissions.

If you need assistance accessing a particular OTI program or service, please contact OTI's Disability Services Facilitator at 718-403-6694 or via email by clicking this link: [Email the Disability Services Facilitator](#).

Progress Report

Physical Access

OTI has completed initial physical access assessments across the majority of its active privately-owned locations, including 2, 11, and 15 MetroTech, as well as 59 Maiden Lane. 80 Maiden Lane was assessed prior to being vacated in July 2025 and is no longer part of the portfolio. These assessments focused primarily on landlord-controlled/common areas, with baseline reviews also conducted within agency-demised spaces (e.g., internal circulation and restroom accessibility). OTI continues to evaluate accessibility conditions within tenant spaces in coordination with the Department of Citywide Administrative Services (DCAS), landlords, and internal stakeholders, with any required enhancements to be advanced through future space planning efforts, lease transitions, and capital initiatives, as applicable.

Digital Access

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. To meet the agency's commitment to accessibility, OTI expects all internal and external communication to conform to applicable digital accessibility standards to the fullest extent possible. No further updates exist at this time.

Programmatic Access

The latest NYC311 Disability Access Survey was conducted in October 2025 and published in April 2026. Please see the attached report. Key takeaways include:

- 99 unique customer responses with self-identification of disability type(s), across six 311 customer channels.
 - Customers could report multiple disability types and use more than one 311 channel, so the respondent total exceeded 99.
- Customer satisfaction (CSAT) with 311 in aggregate was 80.6.
- Accessibility Access satisfaction with 311 in aggregate was 84.1.

Based on the Survey and ongoing quality evaluations and customer research by the 311 Customer Management department, three areas were identified as improvement opportunities. They are listed in the attached with specific actions developed by the team to address.

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. No updates exist at this time.

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. For more information about FCC programs to promote accessibility for people with disabilities, visit the FCC's Disability Rights Office [website](#). No updates exist at this time.

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

ASL

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 MOPD to get the information and resources they need in ASL.

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

Additionally, 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, Facebook, LinkedIn, TikTok, and YouTube (@NYCOfficeofTech). YouTube videos feature closed captioning and auto-generated transcripts. Short-form videos across all platforms now feature open captions. Images on X and Instagram utilize alt text/visual descriptions. NYC311 makes every effort to ensure that social media accounts on X and Instagram (@nyc311) utilize alt text.

Workplace Inclusion

Reasonable Accommodations

The agency continues to maintain a strong and accessible reasonable accommodation process, supported by consistent outreach, clear guidance materials, and the continued availability of assistive technology such as screen readers, magnification tools, and voice recognition software.

55-a

OTI also remains an active participant in the 55-a Program, which supports the hiring of qualified individuals with disabilities into competitive civil service roles without requiring a civil service exam. This past year, enrollment in the 55-a Program increased by one employee for a total of nine employees actively participating, reflecting continued progress in expanding inclusive hiring practices and strengthening workforce diversity.

Training

In addition, Disability Awareness and Etiquette training is now mandatory for all new employees, with completion required within 30 days of hire. The agency has achieved a completion rate of 86% for OTI proper and 59% completion rate across the New York City Civic Engagement Commission (CEC) and Mayor's Office of Media and Entertainment (MOME), with the current cycle of training concluding on August 31, 2030.

Looking ahead, OTI hopes to maintain this momentum in the upcoming fiscal year by continuing to improve accessibility practices, expand participation in equity-focused programs, and build on the progress made in disability awareness across the agency.

Conclusion

OTI remains committed to advancing accessibility across all aspects of our work, including how we serve the public, support our workforce, and deliver programs and services. We continue to build on yearly progress in accommodations, inclusive hiring, and staff training, while strengthening agency-wide awareness and practices that reduce barriers. Accessibility will remain central to how we plan, improve, and operate in the year ahead, as we work to ensure an inclusive and equitable experience for all.