

Mayor’s Office of Media and Entertainment

Accessibility Progress Report

May 1, 2025 – April 30, 2026

Contents

A. Introduction and Statement of Commitment.....	1
B. Disability Services Facilitator and Other Key Accessibility Information	1
C. Feedback Process	2
D. Programmatic Access	2
E. Digital Access/Effective Communications.....	3
F. Physical Access	6
G. Workplace Inclusion	6
H. Consultation and Feedback	Error! Bookmark not defined.

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, which is the City of New York’s official broadcast network and production group;
- the Press Credentials Office, which issues press cards; and
- the Creative Sector Programs team, which advances industry and workforce development across NYC’s creative sectors.

MOME is proud to share our progress on implementing MOME’s [Five-Year Disability Access Plan](#) from May 1, 2025 – April 30, 2026.

B. Disability Services Facilitator and Other Key Accessibility Information

If you have questions about this report, please contact:

Stephanie Roth, Disability Services Facilitator
Mayor’s Office of Media and Entertainment
120 Broadway, 30th Floor
New York, NY 10004
212-974-4035
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

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

D. Programmatic Access

1. As of May 2026, MOME has made the following progress on implementing its plan:
 - **Audio Descriptions for Video**
 - Audio descriptions are required for all new external productions on MOME’s website.
 - NYC Media’s web player and streaming platforms support audio description tracks.
 - MOME includes audio description requirements in all new external contracts for programs that stream on the MOME website.
 - 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. MOME is continuing to monitor the possibility, and will revisit this decision in December 2026.
 - **Filming Code of Conduct**
 - MOME’s Film Office reviewed the Code of Conduct and drafted changes to limit where idle equipment can be kept to mitigate the potential impact on people with disabilities. MOME already significantly restricted the

placement of unused film production equipment on sidewalks.

2. By May 2027, MOME will complete the following:

- **Audio Descriptions for New Audio-Visual Content**

- NYC Media will work with the Office of Technology and Innovation on an audit of audio descriptions on the website.
- NYC Media will continue to add audio descriptions to existing videos on the website.
- NYC Media will continue to explore AI solutions to increase capacity and seek approval from the Office of Technology and Innovation to use an AI tool.

- **Filming Code of Conduct**

- MOME's Film Office will implement the aforementioned drafted changes to the Code of Conduct.

- **Workforce Development Programs**

- MOME will create an evaluation tool for partner organizations to ensure there are no requirements that would be an obstacle to participation by people with disabilities.

E. Digital Access/Effective Communications

1. As of May 2026, MOME has made the following progress on implementing its plan:

- **Accommodation Requests**

- The Disability Services Facilitator (“DSF”) distributed guidance about accommodation requests to all MOME division heads to ensure that all leadership staff know 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 guidance 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 guidance on responding to phone calls using a Telecommunications Relay System to staff who answer MOME’s three main telephone lines.
- **Braille Services Contract**
 - 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 online and can be read by a screen reader. MOME does not publish program schedules in print. If Braille is necessary, MOME can use the public Braille printer at the Andrew

Heiskell Braille and Talking Book Library to print a modest number of pages.

- **Plain Language Training**
 - The DSF and Language Access Coordinator arranged for Plain-Language training for relevant staff in November 2025 from NYC Opportunity Service Design Studio.

- **Digital Content**
 - MOME’s digital content is partially conformant with WCAG 2.1 level AA with the exceptions set forth at Title 28, Code of Federal Regulations, section 35.201. MOME is committed to ensuring our digital content is accessible to and usable by people with disabilities. MOME is continually improving the user experience for everyone and applying the relevant accessibility standards.

2. By May 2027, MOME will complete the following:

- **Plain Language Training**
 - The DSF will arrange for Plain-Language training for relevant staff.

- **Print Accessibility**
 - MOME will ensure that, where practicable, print documents comply with the print accessibility guidelines that will be issued pursuant to Local Law 187 of 2025.

- **Digital Content**
 - MOME will review digital content to make it accessible to and usable by people with disabilities. MOME will continue to apply the relevant accessibility standards.

F. Physical Access

1. As of May 2026, MOME has made the following progress on implementing its plan:
 - **New Offices and Accessibility**
 - In August 2025, MOME relocated 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.
 - In March 2026, MOME moved part of its staff into new offices at 120 Broadway, 30th floor. MOME worked with DCAS to ensure the new offices are ADA accessible.
2. By May 2027, MOME will complete the following:
 - **New Offices and Accessibility**
 - MOME is moving part of its staff into offices at One Centre St. that will be partially renovated. It is working with DCAS to ensure the office is ADA accessible.

G. Workplace Inclusion

1. As of May 2026, MOME has made the following progress on implementing its plan:
 - **Deaf Awareness and Etiquette training**

- In November 2025, the Mayor’s Office for People with Disabilities conducted Deaf Awareness and Etiquette training with two interpreters present.
 - **Career Coaching Opportunities**
 - OTI offered coaching opportunities to ensure that everyone, including employees with disabilities, has the information needed to be successful.
 - **NYC:ATWORK Job Board**
 - MOME posted positions on the NYC:ATWORK Job Board.
2. By May 2027, MOME will complete the following:
- **Career Coaching Opportunities**
 - MOME will work with OTI to continue to offer coaching opportunities to ensure that everyone, including employees with disabilities, has the information needed to be successful.
 - **NYC:ATWORK Job Board**
 - MOME will continue to post positions on the NYC:ATWORK Job Board.
 - **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

H. Consultations and Feedback

MOME will consult with partner organizations that host public programs for accessibility. MOME will use this information to identify resources that MOME can provide to improve accessibility.

MOME remains committed to improving accessibility across all of its programs and operations.