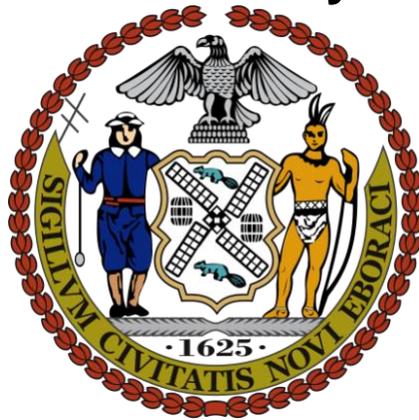


# Office of the City Clerk



## Clerk of the Council

### Local Law 12 Five-Year Accessibility Plan (2024-2028)

March 2024

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## **Background**

Local Law 12 of 2023 (“Local Law 12”), codified as section 23-1004 of the NYC Administrative Code, imposes a requirement on every New York City agency to prepare and publish a five-year accessibility plan, in consultation with the Mayor’s Office for People with Disabilities (“MOPD”). The legislation mandates that the accessibility plan outline the steps agencies are taking to “ensure that the agency’s workplace, services, programs and activities are accessible to and accommodating and inclusive of persons with disabilities” by improving physical, digital, and programmatic access, and providing effective communications for persons with disabilities. These efforts include, but are not limited to: any alterations or structural changes to facilities or premises that are owned and operated by the agency or contracted for use by the agency or otherwise under the agency’s jurisdiction; any planned upgrades or investments in technology or tools that will improve accessibility within the agency or access to such agency’s services and programs; and additional steps to make the agency’s programs and services more accessible to and inclusive of persons with disabilities.

## **Statement of Commitment**

The Office of the City Clerk (“City Clerk”) believes in an equitable, diverse, and inclusive environment. The City Clerk is committed to: providing persons with disabilities with access to City Clerk’s services; identifying, preventing and removing barriers to accessibility; and meeting accessibility requirements in a manner that respects the dignity and independence of persons with disabilities.

Consistent with the purpose of the legislation, the City Clerk strives to use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- City Clerk services are provided in a manner that respects the dignity and independence of persons with disabilities to enable them to obtain, use or benefit from City Clerk resources and/or services;
- Persons with disabilities are given an opportunity equal to that given to others to obtain, use and benefit from City Clerk resources and/or services;
- When communicating with a person with a disability, the City Clerk will do so in a manner that considers the person’s disability and preferred method of communication; and
- Persons with disabilities and their service animals are accommodated in all aspects of service provision unless the animal is otherwise excluded by law.

## **Agency Mission**

Historically, the City Clerk has played a dual role as the Clerk of the City Council and the Clerk of the municipal corporation known as the City of New York (“City”) organized under the Laws of the State of New York.

As the Clerk of the City Council, the main function of the City Clerk is to attest to all laws enacted by the City Council. The City Clerk also attests to all legislation desired by and affecting the City requiring concurrent action by the New York State Legislature. In the capacity of City Clerk, he attests to leases and deeds of City property, grants, agreements, bonds, tax notes, and other forms of obligations of the City. The City Clerk has charge of all papers and documents of the City that include executive and administrative orders of the mayor, certificates of judicial appointments by the mayor, oaths of office of City employees, City Marshal bonds, and referendum petitions. Other duties of the City Clerk include the qualification of commissioners of deeds and the certification to the Board of Elections of all judicial vacancies. Aside from these functions, the City Clerk maintains two separate and important bureaus under its jurisdiction: the Lobbying Bureau and the Marriage Bureau.

The Lobbying Bureau is responsible for all compliance and enforcement of the City's Lobbying Law, including the registration of lobbyists, the receipt of reports from lobbyists and clients on their lobbying activities, and both education and outreach. The Lobbying Bureau provides information to the public regarding the content of lobbyist filings, conducts training for lobbyists and their organizations on the law, and works cooperatively with other city agencies such as the Department of Investigation, the Campaign Finance Board and the Conflicts of Interest Board.

The Marriage Bureau provides marriage licenses, domestic partnership registration, civil marriage ceremonies, registration of marriage officiants, marriage records issued by the City Clerk since 1950 (including amendments), and certificates of non-impediment. The Marriage Bureau has offices in each of the five boroughs of the City.

## **Contact Information**

The name and contact and contact information of the Disability Service Facilitator (“DSF”) is:

Alisa Fuentes  
Office of the City Clerk  
141 Worth Street  
New York, New York 10013  
accessibility@cityclerk.nyc.gov  
212-669-8898

The City Clerk’s executive staff is responsible for preparing and updating its Accessibility Plan.

### ***Online Resources***

The City Clerk’s website contains useful information for individuals with disabilities, including:

1. Non-discrimination Policy and Notice of Rights
2. Grievance Procedures
3. Website Accessibility Statement
4. Five-Year Accessibility Plan

To access the City Clerk’s online accessibility resources, please visit <https://www.cityclerk.nyc.gov/content/accessibility>

### ***Accommodations Requests***

Under Local Law 27 of 2016, every City agency is required to appoint a DSF. The DSF coordinates agency efforts to comply with and carry out the agency's responsibilities under the Americans with Disabilities Act (“ADA”) and other federal, state and local laws and regulations concerning access to agency programs and services by persons with disabilities. These individuals are liaisons to New Yorkers with disabilities, connecting people with disabilities to City government. Employees and/or members of the public who need assistance accessing a particular program or service, should contact the City Clerk’s DSF at (212) 669-8898 or [accessibility@cityclerk.nyc.gov](mailto:accessibility@cityclerk.nyc.gov).

***Availability***

City Clerk's accessibility plan is publicly posted at:

<https://www.cityclerk.nyc.gov/content/accessibility>

Individuals may request a copy of this document in an accessible alternative format by contacting the DSF at [accessibility@cityclerk.nyc.gov](mailto:accessibility@cityclerk.nyc.gov) or (212) 669-8898.

# Agency Plan

## Physical Access

Implementation Timeframe: 2024-2028

The City Clerk operates its five borough offices in City-owned buildings managed and operated by the Department of Citywide Administrative Services (“DCAS”). The addresses of the offices are:

Supreme Court Building  
851 Grand Concourse, Room B131  
Bronx, NY 10451

Brooklyn Municipal Building  
210 Joralemon Street, Room 205  
Brooklyn, NY 11201

Louis Lefkowitz Building  
141 Worth Street  
New York, NY 10013

Borough Hall Building  
120-55 Queens Boulevard, Room G-100  
Kew Gardens, NY 11424

Borough Hall Building  
10 Richmond Terrace, Room 311  
Staten Island, NY 10301

DCAS is responsible for common areas in the City-owned buildings listed above. Please see DCAS’s plan for information on the common areas of the City-owned buildings.

All building where our offices are located have accessible entrances and are managed by DCAS or NYS court officers.

The City Clerk will take appropriate steps to prevent service disruptions to accessible parts of its public spaces. In the event of a service disruption, we will notify the public of the service disruptions and alternatives available.

## **Digital Access**

Implementation Timeframe: 2024-2028

City Clerk will continue to strive to meet Web Content Accessibility Guidelines (WCAG) 2.1. The City Clerk's Web Accessibility Statement (attached hereto as Exhibit C) is posted on the City Clerk's website at:

<https://www.cityclerk.nyc.gov/content/accessibility/website-accessibility-statement> in compliance with Local Law 12.

## **Programmatic Access**

Implementation timeframe: 2024-2028

Accessibility and inclusion of people with disabilities is a core value for the City Clerk. The City Clerk is also committed to providing training on the requirements of accessibility as they apply to people with disabilities. Accessibility training for all employees will be launched in 2024.

The City Clerk has taken or will take the following steps to ensure employees are provided with the training needed to meet current standards and legislation:

1. Provide educational or training resources in an accessible format that considers the accessibility needs of a person with a disability.
2. Ensure new employees complete Disability Etiquette and Awareness training within 30 days of employment or placement.
3. Keep and maintain a listing of the training participant's names and dates of completion of training.

## **Effective Communications**

Implementation timeframe: 2024-2028

The City Clerk is committed to providing accessible service to people with disabilities and making our information and communications accessible to people with disabilities. The City Clerk is similarly committed to ensuring its digital content is accessible to and usable by people with disabilities.

To achieve greater digital accessibility and remove barriers to persons with disabilities, the City Clerk will:

1. Upon request, provide or arrange for the provision of accessible formats and communication supports to persons with disabilities in a timely manner, taking into account the person's accessibility needs.
2. Provide, upon request, accessible formats and communication supports for receiving and responding to feedback from persons with disabilities.
3. Organize professional training sessions, including those offered by the DCAS.

## **Workplace Inclusion**

Implementation Timeframe: 2024-2028

### ***Employment Standard and Reasonable Accommodations***

The City Clerk is committed to ensure our recruitment, assessment and on-boarding processes are fair and accessible to all applicants and potential employees. The City Clerk will also continue to provide reasonable accommodations to employees and applicants with disabilities.

The City Clerk has taken the following steps to ensure compliance with this standard:

1. Specifying that accommodations are available for employees and applicants with disabilities.
2. When making offers of employment, successful candidates are notified that accommodations are available upon request to the City Clerk's EEO Officer.
3. EEO Officer arranges interviews, if applicable, for requested accommodation(s) in a timely manner, in a format/forum that is preferable to the employee requesting/requiring the accommodation.
4. EEO Officer informs employees of policies used to support employees with disabilities and notifies employees when there is a change in policy, as soon as practicable.

### ***Documented Individual Accommodation Plans***

Consistent with the Citywide EEO Policy and relevant laws and rules, the City Clerk's EEO Officer shall produce and provide documented individual accommodations based on the following practices:

1. Cooperative dialogue with the employee or applicant requesting/requiring the accommodation;
2. External medical evaluations to determine appropriate and effective accommodations that address the specific disability or condition;
3. High level of privacy;
4. Regular review and updates, where applicable;
5. Reasons for denial, if applicable;
6. The means of providing the accommodation in a format that considers the needs of the employee;
7. If required, include individualized workplace emergency response information.

### ***Performance Management, Career Development and Redeployment***

The City Clerk is committed to ensuring that the accessibility needs of employees with disabilities are taken into account with regard to performance management, career development and redeployment processes.

The City Clerk will review and update Human Resources policies and procedures taking the following elements into consideration:

1. Accessibility needs of employees with disabilities, as well as individual accommodation plans, shall be taken into account when using performance management processes.
2. Accessibility needs of employees with disabilities, as well as individual accommodation plans, shall be taken into account when providing career development and advancement opportunities.
3. Accessibility needs of employees with disabilities, as well as individual accommodation plans, shall be taken into account when redeploying employees with disabilities.

## **Methodology**

The City Clerk consulted with its EEO Officer to identify the access issues described in this plan. The EEO Officer, through his familiarity with the reasonable accommodations process, interacts with individuals with disabilities and has both a historical and a present understanding of disability-related inquiries and needs.

# **Exhibit A - Agency Notice of Nondiscrimination/Notice of Rights**

## **City Clerk's Policies Prohibiting Discrimination Against People with Disabilities in Access to Services**

It is the policy of Office of the City Clerk ("City Clerk") to comply with all applicable laws including, but not limited to, the Americans with Disabilities Act (ADA), Rehabilitation Act, the New York State Human Rights Law and the New York City Human Rights Law. The City Clerk's does not discriminate on the basis of disability in the operation of its programs, services and activities and strives to be welcoming to and inclusive of people with disabilities.

Employment related complaints for employees and applicants for employment seeking a reasonable accommodation are covered under the City's EEO Policy which can be found at [nyc.gov/assets/dcas/downloads/pdf/agencies/nyc\\_eeo\\_policy.pdf](http://nyc.gov/assets/dcas/downloads/pdf/agencies/nyc_eeo_policy.pdf)

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 Alisa Fuentes, Disability Service Facilitator by email, phone or mail:

Alisa Fuentes, Disability Service Facilitator  
Office of the City Clerk  
141 Worth Street  
New York, New York 10013  
[accessibility@cityclerk.nyc.gov](mailto:accessibility@cityclerk.nyc.gov)  
212-669-8898

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 City Clerk's Disability Service Facilitator.

If you believe that you have been denied an auxiliary aid or service or a reasonable modification of policies or procedures that you need in order to participate in programs, services or activities provided by the City Clerk (please see the City Clerk's Grievance Procedure).

# **Exhibit B - The City Clerk Grievance Procedure**

## **The City Clerk's Grievance Procedure for Members of the Public Alleging Discrimination Based on Disability**

Any member of the public alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by Office of the City Clerk ('City Clerk') may file a grievance with the City Clerk, which should contain:

- the name, address, telephone number and/or email of the grievant and
- information about the alleged discrimination, such as the location, date, and description of the incident or alleged violation of the ADA, Rehabilitation Act, NY State Human Rights Law, or NYC Human Rights Law.

"Grievance" is the term for the allegation filed with Office of the City Clerk by a member of the public.

"Grievant" is the term for the person alleging discrimination in the grievance.

### ***When and How to File a Grievance***

The grievance should be submitted as soon as possible, but no later than sixty (60) calendar days after the date of the alleged violation to:

Alisa Fuentes  
Office of the City Clerk  
141 Worth Street  
New York, New York 10013  
[accessibility@cityclerk.nyc.gov](mailto:accessibility@cityclerk.nyc.gov)

The grievance may be filed in one of two ways:

1. By submitting the grievance in writing by mail or email using the above address; or
2. Upon request, by an alternative means and delivery, such as an in-person interview or an audio recording, describing the incident or alleged violation of the ADA, Rehabilitation Act, NY State Human Rights Law, or NYC Human Rights Law. A request for an alternative means of filing may be granted as an accommodation for a grievant with a disability.

### ***Timeline Following Filing of Grievance***

Within fifteen (15) calendar days after receipt of the grievance, the Disability Service Facilitator or designee will contact the grievant to discuss the grievance and possible resolutions.

Within fifteen (15) calendar days of this contact with the grievant, the Disability Service Facilitator or designee will provide a response in writing. The grievant may request the response in an additional format accessible to them, such as large print, Braille, or audio recording. This response will address the grievance, describe the agency's position, and offer options for substantive resolution of the grievance, where applicable.

### ***When and How to File an Appeal***

The grievant may appeal the agency's decision within thirty (30) calendar days of receipt of the agency's response.

The appeal should be mailed to:

City Clerk  
Office of the City Clerk  
141 Worth Street  
New York, New York 10013  
Attention: General Counsel

The appeal may be filed in one of two ways:

1. By submitting the appeal in writing and by mail using the above address; or
2. Upon request, by an alternative means and delivery, such as an in-person interview or an audio recording, describing the incident or alleged violation of the ADA, Rehabilitation Act, NY State Human Rights Law, or NYC Human Rights Law. A request for an alternative means of filing may be granted as an accommodation for a grievant with a disability.

### ***Timeline Following Filing of Appeal***

The City Clerk's response to the appeal will be provided to the grievant in writing within sixty (60) days following receipt of the appeal. The grievant may request the response in an additional format accessible to them, such as large print, Braille, or audio recording. This response will address the appeal, describe the agency's decision, and offer options or substantive resolution of the appeal, where applicable.

All written grievances, appeals, and responses in connection with a grievance made to the City Clerk will be retained for at least three (3) years.

**Note:** Upon request to the Disability Service Facilitator, this page can be made available in an alternative format.

# **Exhibit C - City Clerk Website Accessibility Statement**

The Office of the City Clerk (“City Clerk”) 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.

## ***Conformance Status***

The Web Content Accessibility Guidelines (“WCAG”) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. Our digital content is partially conformant with WCAG 2.1 level AA. Partially conformant means that some parts of the content do not fully conform to this accessibility standard.

## ***Feedback***

We welcome your feedback on the accessibility of our digital content. Please let us know if you encounter accessibility issues by using the [Website Accessibility Feedback Form](#).

If you need assistance accessing a particular program or service, please reach out to the City Clerk’s Disability Services Facilitator at 212-669-3600 or email: [helpdesk@cityclerk.nyc.gov](mailto:helpdesk@cityclerk.nyc.gov)

## ***Assessment Approach***

The City Clerk assesses the accessibility of its digital content through self-evaluation.

## ***Date***

This statement was created on March 15, 2023.