

NYC Office of the Actuary Accessibility Progress Report 2025-2026

General

The New York City Office of the Actuary (OA), a nonmayoral agency, provides actuarial information and services for the actuarially funded New York City Retirement Systems and Pension Funds, collectively the NYCRS, including an annual determination of New York City's contributions to the NYCRS. This information is provided to the Boards of Trustees and staff of the NYCRS, to the City and other employers and labor organizations whose employees participate in the NYCRS, to fiscal oversight entities, to City and State legislators, and to other parties interested in the NYCRS.

The OA published an accessibility plan on March 25, 2025, and this is the agency's second annual progress report.

Statement of Commitment

The OA is committed to ensuring its digital content is accessible to and usable by people with disabilities. We are continually improving the user experience and seeking to apply relevant accessibility standards.

Disability Service Facilitator and Other Key Accessibility Information

The OA's Disability Service Facilitator (DSF) is Marlene Markoe-Boyd, and her contact information is: 255 Greenwich Street, 9th Floor New York, NY, 10007, 212-312-0119, mmarkoe-boyd@actuary.nyc.gov.

The OA's grievance procedure for the public is reviewed by the OA's Legal Division.

[OA Website Accessibility Statement](#) is posted on the agency's website and it was revised on August 20, 2025.

[OA Policy Prohibiting Discrimination Against People With Disabilities In Accessing Services](#) is posted on the agency's website and it was published on March 4, 2026.

Feedback

The OA welcomes feedback on the accessibility of its digital content. Anyone who encounters accessibility issues can provide feedback by using the [OA Website Accessibility Feedback Form](#). The form is also included in the OA Website Accessibility Statement located on the agency's website.

Feedback can also be submitted anonymously by contacting the OA's DSF, Marlene Markoe-Boyd.

Progress Report

Physical Accessibility

As of May 2026, the OA has:

- Monitored access to the agency. The OA does not regularly get visitors from the public since the OA is not an agency that provides direct services, however, the building has features allowing individuals with accessibility needs to enter and navigate the building. The OA is a tenant in the building. If further assistance is needed for those visiting the office, individuals will be directed to the DSF to address.

By May 2027, the OA will:

- Continue to monitor building and office accessibility.

Digital Accessibility

As of May 2026, the OA has:

- Continued to use alternative text in the OA's social media posts.
- Continued to identify digital assets (e.g., the public reports on the OA website) to be prioritized for accessibility enhancements over the next two years.
- Addressed most accessibility issues resulting from an accessibility audit of the agency's website. The audit followed the Web Content Accessibility Guidelines (WCAG). The OA is working to ensure that its digital content approaches conformity with WCAG 2.2 level AA with the exceptions set forth at 28 CFR § 35.201.

By May 2027, the OA will:

- Make several NYCERS Valuation Reports, a standard annual report published by the OA, accessible for posting on the agency's website.

Program Accessibility

The OA is not a public-facing agency and does not hold events or hearings.

Effective Communications

As of May 2026, the OA has:

- Reassessed plain language practices in published documents.

By May 2027, the OA will:

- Continue to use alternative text in social media posts.
- Ensure that, where practicable, print documents comply with the print accessibility guidelines that will be issued pursuant to Local Law 187 of 2025.
- Continue to monitor and interact with the agency's leadership team to inject plan language principles into published documents.

Workplace Inclusion

As of May 2026 has:

- Began offering reasonable accommodations when arranging candidate interviews.

By May 2027, the OA will:

- Review any written communications with candidates for job postings, such as emails and civil service hiring pool documents, for accessibility.

Consultations and Feedback

As a non-public facing agency that does not provide programming within its scope, identifying people with disabilities to consult with about access issues is challenging. Additionally, the OA does not have any employees who have identified themselves as having disability needs or concerns. The OA's Administration Division, therefore, collectively considers access issues based on common knowledge of disability-related issues and concerns.

The OA 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 seeking to apply relevant accessibility standards.

Conclusion

The OA is committed to accessibility to ensure the public is able to easily access and understand our published reports and we are working diligently to improve them on public platforms like our website.