



Local Law 12 of 2023 5-Year Accessibility Plan

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Local Law 12 of 2023 5-Year Accessibility Plan

Overview

Agency Mission and Background

The Teachers' Retirement System of the City of New York (TRS) is a New York City retirement system established in 1917. We are one of the largest public pension systems in the United States, serving more than 200,000 in-service members, retirees, and beneficiaries. TRS membership is available to certain educators who work for the New York City Department of Education (DOE), the City University of New York (CUNY), and participating New York City Charter Schools. TRS provides eligible New York City educators with retirement, disability, and death benefits.

We are committed to developing innovations that help us fulfill our mission of providing "the efficient collection of contributions, the prudent investment of retirement funds, the responsible disbursement of member benefits, and the delivery of exceptional levels of member service."

Statement of Commitment

Local Law 12, codified as City Administrative Code section 23-1004, requires agencies to prepare and publish 5-year accessibility plans. A 5-year accessibility plan is intended to consider how an agency may improve physical, digital, and programmatic access and communications for persons with disabilities.

TRS strives to ensure that its website is accessible to people with disabilities. We are committed to complying with best practices and standards for digital accessibility. The 5-year accessibility plan advances this priority through the consideration of specific measures to expand awareness and inclusion of digital accessibility across TRS' practices and services.

Likewise, the 5-year accessibility plan proposes that TRS review its physical environment and its hiring/retention policies for improvements to be more inclusive of persons with disabilities.

TRS is dedicated to creating an inclusive and accessible environment, both online and onsite. We welcome the input of personnel and the public on our accessibility plan through one of the channels described herein.

Contact Information/Links

Local Law 27 of 2016 (codified as NYC Admin Code § 23-1002) requires all city agencies to designate a Disability Services Facilitator (DSF). TRS' DSF contact information is below:

Rosa Polanco
Director of Administrative Services/EEO Officer
55 Water Street, 16th Floor
New York, NY 10041
DSF@trs.nyc.ny.us
212-612-5707

TRS' Administrative Services and Office of Operations departments are responsible for preparing and updating the agency's 5-year accessibility plan.

[TRS' Website Accessibility Statement](#) can be found on TRS' website.

Methodology

TRS completed the self-evaluation tools provided by the Mayor's Office for People with Disabilities (MOPD) to identify gaps in our offerings and prepare this 5-year accessibility plan. Those tools considered digital access, communications, employment inclusivity and non-discrimination, and administrative requirements, and results of the self-evaluations were reviewed by cross-functional teams at TRS. TRS will complete the self-evaluations for programmatic and physical accessibility once they are made available by MOPD.

Year 1 of the 5-year plan will begin on March 15, 2024. Year 5 will end on March 14, 2029.

Plan

TRS will evaluate each of the following actions for implementation.

Digital Access

Policies, Training, & Procedures (March 2024 to March 2029)

- Provide training for employees who create digital content to make them aware of best practices and standards for digital accessibility.
- Create policies and procedures related to the creation of accessible digital content.
- Identify a Digital Inclusion Officer (DIO) to act as the main point of contact on digital accessibility issues within the agency.
- Provide training for employees who are involved in the procurement of digital products and services to raise awareness of digital accessibility best practices and standards.
- Review policies and procedures to assess whether the procurement of digital products and services adequately accounts for accessibility best practices and standards.
- Add accessibility-related provisions to performance evaluations for those responsible for digital content.

TRS Websites (March 2024 to March 2029)

- Assess its internal and external websites for compliance with best practices and applicable standards for digital accessibility in coordination with MOPD.
- Provide ASL interpretation for videos that are on our websites.
- Provide audio descriptions for videos on our websites.
- Review and update Website Accessibility Statement on an annual basis.
- Social Media (March 2026 to March 2029)
- Provide ASL interpretation for videos posted by the agency on social media.
- Ensure all videos posted to social media have audio descriptions.

Electronic Documents (March 2024 to March 2029)

- Incorporate MOPD's Accessible Documents Guide and other best practices into document creation processes.
- Adopt a review process to ensure electronic documents are accessible prior to public distribution.

- Assess previously created documents to determine remediation efforts and update those documents.

Mass or Automated Emails (March 2025 to March 2027)

Update the creation/distribution process for mass emails to add accessibility review step.

Virtual Meetings (March 2024 to March 2029)

- Provide training on accessibility best practices for employees who conduct virtual or hybrid public meetings, webinars, etc.
- Supply human-generated captions and ASL interpretation for those who request it.

Internal Application/Tools (March 2026 to March 2029)

Investigate the potential for user testing of TRS applications and systems by persons with disabilities.

Effective Communications (March 2024 to March 2029)

- Add sign language to TRS' reasonable accommodations request.
- Determine if TRS' physical environment has assistive listening systems (ASL).
- Update policies to inform employees about the requirements for ASL and other visual and tactual communication interpretation, and about the right to auxiliary aids and services.
- Investigate mechanisms for in-person sign language interpretation.
- Investigative mechanisms for Video Remote Interpretation.
- Investigate mechanisms for Communication Access Realtime Transcription (CART), if needed.
- Provide communication cards to aid in-person interactions with people who are D/deaf or Hard of Hearing.
- Consider TRS' participation in the ASL Direct Program.
- Ensure all promotional materials for public events (social media, flyers, invitations, etc.) comply with best practices and standards for accessibility, including appropriate training for personnel creating such materials.
- Investigate installation of hearing loops at each security, info, or reception desk.
- Ensure proper signage in any conference room with and existing assistive listening system.

Workplace Inclusion (March 2024 to March 2029)

- Post open positions on NYC: ATWORK job boards.
- Incorporate accommodation requests into interview confirmation letters/emails.
- Ensure [Disability Etiquette & Awareness Training](#) on CityNet is mandatory for all staff.

Administrative Requirements (March 2024 to March 2029)

- Appoint an ADA coordinator, and release an ADA public complaint procedure, form, and notice of rights.
- Report DSF's contact information to MOPD whenever updates are warranted.
- Add the website accessibility statement to intranet.
- Review and update the 5-year accessibility plan, as required, through a cross-functional team, and provide updated versions on TRS' website and to MOPD.

General Non-Discrimination (March 2024 to March 2029)

- Review TRS' procurement process to ensure contracts include required and recommended accessibility provisions.
- Review employment policies and procedures and manuals for appropriate content regarding accessibility practices.
- Establish a review process to ensure new programs or initiatives, or changes to an existing service, consider accessibility.

Programmatic Access (March 2024 to March 2029)

In Year 1 of the plan, TRS will complete the self-evaluation. The evaluation will inform future updates to the 5-year accessibility plan concerning TRS' programming.

Physical Access (March 2024 to March 2029)

TRS will complete the Physical Access self-evaluation when it is provided by MOPD. The evaluation will inform future updates to the 5-year accessibility plan concerning TRS' physical environment.

Budget and Resource Allocation

TRS does not have funds allocated in its Fiscal Year 2024 budget for the 5-year accessibility plan. TRS plans to allocate funds for this effort in the next fiscal year and beyond. Based on the reviews and assessments called for in this 5-year plan, as well as future self-evaluations and additional input/direction, TRS will evaluate actionable costs for inclusion in future fiscal years' budgets.

Appendix

Website Accessibility Statement

The following statement is posted on TRS' website:

TRS 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: R. Polanco, TRS' Disability Services Facilitator, at DSF@trs.nyc.ny.us.

Assessment Approach

TRS assesses the accessibility of its digital content through self-evaluation.

Date

This statement was created on 3/15/2023.