



**New York City Employees' Retirement System
Local Law 12 of 2023
Accessibility Progress Report (2026-2027)**

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Executive Summary

This report provides the New York City Employees' Retirement System's (NYCERS) 2nd annual update on the implementation of its Five-Year Accessibility Plan, published in March 2024 in accordance with Local Law 12 of 2023. As of May 2026, NYCERS has taken actions to support compliance with applicable federal, state, and local accessibility requirements, including the Americans with Disabilities Act (ADA) and Web Content Accessibility Guidelines (WCAG). Key activities include conducting accessibility evaluations of NYCERS facilities and remediating identified gaps, completing an ADA compliance audit of the NYCERS website and aligning it with WCAG 2.1 Level AA standards, and implementing corrective actions to address accessibility issues identified through an external audit of the MyNYCERS platform. NYCERS has also established internal governance structures to support compliance oversight, including the formation of an Accessibility Committee and the designation of a Digital Inclusion Officer, and continues to provide access to services and assistance through its Disability Service Facilitator.

NYCERS will continue to advance compliance efforts through May 2027 by prioritizing alignment with updated WCAG 2.2 Level AA standards, conducting additional audits, and implementing remediation activities across digital content, applications, and internal systems, as applicable. The agency will also expand training and guidance related to accessibility requirements, enhance processes for receiving and addressing accessibility-related feedback, and incorporate accessibility considerations into change management practices. NYCERS remains committed to ongoing monitoring, evaluation, and continuous improvement to ensure compliance with applicable accessibility laws and standards and to support equitable access to its programs, services, and employment practices.

General

Mission

The prime function of the New York City Employees' Retirement System (NYCERS) is to administer the statutory pension benefits of its clients, retirees and beneficiaries. NYCERS' talented, professional and dedicated employees are committed to providing superior service by:

- Making correct benefit payments in a timely manner;
- Leveraging modern technology to set new standards of excellence in the services NYCERS provides; and
- Maximizing investment returns on the funds of the system with an appropriate level of risk.

NYCERS provides multiple channels for members, retirees, and beneficiaries to access services and complete transactions.

- **Online Services:**
Members and retirees can create a personalized MyNYCERS account at www.mynycers.org to securely access most services and complete transactions.
- **Customer Service Center:** Located at:
340 Jay Street, Brooklyn, NY 11201
Open Monday through Friday, 8:00 a.m. to 5:00 p.m.
- **Call Center:**
Clients may call (347) 643-3000 for assistance.
- **Mailing Address: 30-30 47th Avenue, 10th Floor
Long Island City, NY 11101**

NYCERS' Accessibility Plan

This is NYCERS' second annual Progress Report following the publication of its five-year Accessibility Plan in March 2024. Over the past year, NYCERS has taken meaningful steps toward building a more accessible and inclusive environment for members, retirees, beneficiaries, and employees.

Key highlights since the publication of the Plan are:

- Partnered with DCAS to implement annual Disability Awareness and Etiquette training for all employees. This training is mandatory for all to be completed annually to promote awareness and inclusive practices across the agency.
- The designation of a Digital Inclusion Officer, responsible for monitoring and communicating updates on digital accessibility standards and practices, ensuring NYCERS remain responsible and aligned with evolving requirements.

Statement of Commitment

NYCERS is committed to ensuring that all digital and physical content is accessible to and usable by people with disabilities. We continue to work to improve the user experience for everyone by applying the relevant accessibility standards. The NYCERS' Compliance Division is responsible for overseeing the implementation of the agency's five-year accessibility plan and ensuring timely completion of all initiatives.

For questions or comments regarding the accessibility plan, please contact: ComplianceDivision@nycers.org.

Disability Service Facilitator and Other Key Accessibility Information

NYCERS Disability Service Facilitator (DSF)

Email: Accessibility@nycers.org

Address: 335 Adams Street, Suite 2300, Brooklyn, NY 11201

Online Resources

NYCERS' website contains useful information for people with disabilities, including:

- [Non-discrimination Policy and Notice of Rights](#)
- [Grievance Procedure](#)
- [Website Accessibility Feedback Form](#)

- [Website Accessibility Statement](#)

To access NYCERS' online accessibility resources, please visit www.nycers.org/accessibility (Appendix B)

Feedback Process

NYCERS welcomes feedback regarding the accessibility of its digital content. Users encountering accessibility barriers are encouraged to submit feedback through the website or contact the Disability Service Facilitator at Accessibility@nycers.org.

Progress Report

NYCERS established an Accessibility Committee composed of cross-functional stakeholders. The committee developed a charter, defined roles and responsibilities, and created an action plan to track accessibility initiatives. This collaborative approach enabled NYCERS to successfully launch its Accessibility Plan ahead of schedule.

Physical Access

As of May 2026, NYCERS has:

- Conducted a physical access evaluation of both the Brooklyn and Long Island City office locations to assess compliance with accessibility standards.
- Discovered a gap in accessibility tactile signage—specifically, the absence of tactile signage with raised lettering indicating accessibility rest areas of individuals with disabilities.
- Installed compliant tactile signage in the identified areas to enhance navigation and accessibility for all visitors and staff.

By May 2027, NYCERS will:

- Continue to evaluate physical accessibility at all NYCERS facilities, responding to requests and feedback from clients and employees, and making improvements as needed to support an inclusive environment.

NYCERS' Digital Accessibility Progress and Planned Actions

Digital Accessibility

As of May 2026, NYCERS has:

- Designated a new Digital Inclusion Officer to monitor and communicate digital accessibility updates, standards, and best practices throughout the agency.
- Utilized accessibility resources from the Mayor's Office for People with Disabilities, including the Accessible Documents Guide, Accessible PowerPoint Guide and Accessible PDF Guide for review and updates of forms, brochures, and other web content.
- Initiate major accessibility projects aligned with ADA and the WCAG standards

By May 2027, NYCERS will:

- Develop and implement a plan to educate staff on accessible document creation, targeting all employees who contribute to the NYCEConnect internal website.
- Continue to sponsor accessibility projects to meet the WCAG 2.2 standards.

NYCERS Website

Following the December 2024 update to the Web Content Accessibility Guidelines (WCAG), NYCERS must reevaluate its public website www.nycers.org, to ensure compliance with the current standards. The NYCERS' Communication Division will take the lead in coordinating third-party accessibility audits and oversee all necessary updates to ensure the website fully conforms to the latest WCAG requirements.

As of May 2026, NYCERS has:

- Performed an ADA compliance audit of our website www.nycers.org and modified it to comply with WCAG 2.1 Level AA standards.
- Systematically revised brochures, fact sheets, SPDs, and other publications to align with ADA standards to meet the needs of our members, retirees and beneficiaries.
- Used the Mayor's Office for People with Disabilities Accessible Documents Guide, Accessible PPT Guide and Accessible PDF Guide for creating documents and revising brochures, fact sheets, SPDs and other publications for the website.

By May 2027, NYCERS will:

- Re-evaluate and Audit Website: Conduct a comprehensive ADA compliance audit of NYCERS' website (www.nycers.org) to ensure full alignment with the latest WCAG 2.2 Level AA standards.
- Continue Accessibility Improvements: Continue improving accessibility of all public-facing content and forms.

MyNYCERS ADA Compliance Audit and Accessibility Roadmap

An external vendor conducted an ADA compliance audit of the MyNYCERS website, which allows members and retirees to view account information and submit applications, forms and other documents. The audit identified several digital accessibility issues affecting NYCERS' applications and transactions.

As of May 2026, NYCERS has:

- Implemented modifications to address identified accessibility issues and improved the usability of the platform for individuals with disabilities.
- Completed a follow up ADA compliance audit of the MyNYCERS systems and website, focused on alignment with WCAG 2.2 Level AA standards.

By May 2027, NYCERS will:

- Categorize the new findings into four priority levels based on their impact on users with disabilities:
 - Critical
 - Serious
 - Moderate
 - Minor
- Continue to focus on resolving high-impact accessibility barriers.

Internal Applications and Tools

While no employees have formally requested accommodation related to internal systems, NYCERS is proactively evaluating internal applications to ensure accessibility for all current and future employees.

As of May 2026, NYCERS has:

- NYCERS has focused its accessibility efforts on ensuring that public-facing publications and digital tools comply with accessibility standards.

By May 2027, NYCERS will:

- Develop and prioritize a list of internal applications and tools for accessibility testing, with the goal of ensuring that they are inclusive and accessible to all current and future employees, regardless of disability status.

Learning Modules

As of May 2026, NYCERS has:

- Identified that NYCERS' learning materials and training modules have not yet been tested by users with disabilities to evaluate their usability with assistive technology.

By May 2027, NYCERS will:

- Develop and prioritize a plan to test internal learning modules, applications, and tools for accessibility, ensuring compatibility with screen readers, keyboard navigation, and other assistive technologies.

Effective Communications

As of May 2026, NYCERS has:

- Designated a Disability Services Facilitator (DFS) to support effective communication and accessibility for individuals with disabilities.
- Updated the employee handbook to include the contact details for both the ADA Coordinator and Disability Service Facilitator, ensuring employees are informed about available resources and support.
- Maintained active communication channels as outlined in NYCERS' published Accessibility Plan, including daily monitoring of the Accessibility email address for requests and inquiries.
- Informed clients with disabilities how to contact the DFS for further assistance when reaching out through the Customer Service Center.
- Implemented sign language as part of Zoom capabilities. NYCERS can now offer sign language for all video conferencing activities via LanguageLine.

By May 2027, NYCERS will:

- Continue enhancing communications efforts by improving how feedback and accessibility recommendations from clients with disabilities are received and addressed through the Customer Service Center.

Workplace Inclusion

As outlined in NYCERS' Vision 2027 Plan, Strategic Workforce Development has been identified as a key priority. NYCERS is committed to fostering a workplace

where all employees are supported in their professional growth and have the opportunity to realize their full potential.

To support this commitment, development conversations and career planning have been made a required component of the employee evaluation process and training is widely available to all employees.

Agency Wide Training

As of May 2026, NYCERS has:

- In partnership with DCAS, launched the Disability Awareness and Etiquette Training for all NYCERS employees.
- Achieved an 86% completion rate for all employees, including consultants.

By May 2027, NYCERS will:

- Increase the completion rate by 8%
- Expand awareness initiatives and engagement activities

DEIB Action Plan

As of May 2026, NYCERS has

- Established a DEIB Committee, including an Executive Sponsor, with representation from multiple divisions across the agency to guide and champion DEIB efforts.
- Identified two agency wide DEIB objectives, developed corresponding action plans, and successfully implemented all actions in the plan.
- Developed an enterprise-wide Employee Development Life Cycle to support inclusive, structured, and equitable growth opportunities throughout each stage of an employee's career.
- Fostered a culture of two-way communication — over the past year, more than 90% of employees completed development plans through collaborative conversations with their managers.

- Updated our Diversity Values to align with and reflect a DEIB framework that emphasizes equity and belonging.
- Communicated the availability of coaching and career counseling to all employees as a resource for ongoing growth and professional development.

By May 2027, NYCERS will:

- Establish and strengthen infrastructure to support optimal career development at all levels of the organization, ensuring that opportunities for growth are accessible, equitable, and strategically aligned with agency goals.
 - Strengthen career development infrastructure
 - Integrate DEIB principles into policies and practices
 - Propose and implement an updated DEIB Action Plan for the next cycle

Accessibility Change Management

NYCERS' Organization Change Management practices play a key role in managing the human side of agency transitions and is committed to ensuring a smooth and successful implementation of new initiatives. As part of this effort, NYCERS is incorporating accessibility considerations into the planning and execution of change, with a focus of assessing the impact on both clients and employees with disabilities.

As of May 2026, NYCERS has:

- Recognized the importance of integrating accessibility into all phases of change management and has committed to considering accessibility when launching new initiatives.

By May 2027, NYCERS will:

- Add accessibility to the agency's organizational change management checklist.
- Develop an Accessibility Impact Assessment Tool.

Employee Recruitment and Retention

As of May 2026, NYCERS has:

- Recognized the need to establish clear career pathways for all employees, including employees with disabilities.

By May 2027, NYCERS will:

- Acquire and implement a Human Resources Information System (HRIS) that will centralize NYCERS' HR Data, streamline recruitment and onboarding workflows, automate performance review cycles, and provide managers with tools to support employee development and retention. NYCERS is in the final procurement stages.
- Continue to provide training opportunities and coaching to all employees to facilitate their professional development.
- Continue to provide career counseling services to all employees through NYCERS' in-house Career Counselor, with a focus on providing guidance on the Civil Service process and identify career advancement opportunities.

Feedback

NYCERS encourages feedback on accessibility. Clients and employees may share concerns or suggestions via Accessibility@nycers.org.

This input is critical in helping NYCERS improve access and ensure an inclusive experience for all.

Conclusion

NYCERS remains deeply committed to advancing equity-both within its workforce and in the delivery of services to members, retirees and beneficiaries. The agency complies with all applicable laws, including the ADA and related regulations, and continues to foster an inclusive environment for all individuals.

NYCERS does not discriminate on the basis of disability in the provision of benefits and services and continually works to create an environment that is

welcoming, accessible, and inclusive for all individuals, including those with disabilities.