



Final Local Law 12 of 2023 Five Year Accessibility Plan

for the
New York City
Office of the Actuary

Effective March 15, 2024

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General

The New York City Office of the Actuary (**OA**), a non-mayoral agency, provides actuarial information and services for the five major actuarially-funded New York City Retirement Systems and Pension Funds, collectively called the **NYCRS**, resulting in an annual determination of New York City's contributions to these retirement systems and pension funds. 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**.

Actuarial information and services are also provided to the City's nine Variable Supplements Funds, two Tax Deferred Annuity Programs, six Group Life Insurance Funds, three closed pension funds, and the New York City Health Benefits Program. The Office of the Actuary also certifies the benefits for employees who retire from the **NYCRS**.

Due to the nature of its work, the **OA** is not a public-facing agency and does not host public hearings or public events.

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 EEO** Office prepared this report and is responsible for updating the agency's five-year plan as required in Local Law 12.

The **OA's** grievance procedure for the public is a review by the **OA's** Legal Division.

[Read the **OA's** accessibility statement](#)

This statement was revised on March 27th, 2024.

Agency Plan

Physical Access

Access Issues:

The **OA** is a tenant in a privately owned building that is accessible to those with disabilities with unobstructed entrance to the building and elevator access. The restroom facilities are also accessible for those with disabilities.

No access issues have been brought to our attention by our staff. The public does not visit our agency.

Actions:

The **OA** will work with the building's landlord on any accessibility issues that arise and annually contact building management to ensure the building has complied with New York City accessibility codes and ordinances. The **DSF** will be responsible for this action.

The **OA's** Administration Division will provide oversight and track intended outcomes.

Digital Access

Access Issues:

The **OA** is continuing to conduct self-evaluations with respect to digital access issues and outlines its priorities in the below actions section.

The **OA** strives to make its digital content accessible to people with disabilities. For example, Marlene Markoe-Boyd as the **OA's** Communications Director is the designated Digital Inclusion Officer (**DIO**) and includes "alt text" for images posted on social media.

Actions:

The **OA** will commit to including captions for all videos posted on social media platforms (**CC** on those that support it); and all new videos posted on website over the next year. This will be coordinated by the **DSF**.

The **OA** will identify digital assets to be prioritized for accessibility enhancements over the next two years. This will be coordinated by the **DSF**.

The **OA** will monitor samples of outgoing digital communications and test them for accessibility and recommend corrective actions over the next two years. This will be coordinated by **DSF**.

The **OA** will continue to work towards compliance with W3C's Web Content Accessibility Guidelines, 2.1 Level

AA over the next three years. This will be done by the **OA's IT** Department.

The **OA's DSF** will commit to taking additional training on making digital content accessible and how to create that content in an accessible manner over the next two years.

The **OA's** Administration Division will provide oversight and track intended outcomes.

Programmatic Access

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

Effective Communications

Access Issues:

The **OA** is committed to making its communications accessible for people with disabilities. For example, the **OA** has the resources available to provide large print and Braille versions of documents upon request for materials placed on our website. The **OA's** employees are informed of these versions as outlined in the **OA's** annual **EEO** Policy.

The **OA** will build upon effective communications by focusing on the action items below.

Actions:

A plain language expert will speak to the OA's staff at a professional development staff meeting about using plain language in creating materials. This presentation is scheduled for next year. The DSF will be responsible for coordinating this presentation.

The **OA** will periodically remind staff how to arrange for auxiliary aids and services when the OA releases its updated EEO Policy every year. This will be done by the **OA's EEO Office**.

The **OA's** Administration Division will provide oversight and track intended outcomes.

Workplace Inclusion

Access Issues:

The **OA** is continuing to conduct evaluations with respect to workplace inclusion issues and outlines its priorities in the below actions section.

Actions:

The **OA** will make Disability Etiquette and Awareness training mandatory, every 2 years, for its employees. This will be coordinated by the **DSF**.

The **OA** will ensure that information for requesting accommodations is included in all interview confirmation

letters/emails sent to candidates and that pre-employment documents will be available in other accessible formats like large print or braille. This will be coordinated by the **OA's** Administration Division.

The **OA** will review all job descriptions to ensure that they are disability-inclusive and will make sure electronic job postings are accessible to those who use access technologies. They will be done by the **OA's EEO** office.

The **OA** will confirm with building management annually that a fire and emergency management plan is in place that accounts for employees and visitors with disabilities including communication disabilities. This will be done by the **OA's** legal unit.

The **OA's** Administration Division will provide oversight and track intended outcomes.

Methodology

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 accessed access issues based on common knowledge of disability-related issues and concerns.