

NYC Office of the Actuary Accessibility Progress Report 2024-2025

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 first 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.

The [OA's accessibility statement](#) is posted on the agency's website and it was revised on March 27, 2024.

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](#). It is also 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 2025, the OA has:

- Contacted the building's management office to inquire about accessibility compliance and future accessibility enhancements planned for the building. The OA is a tenant in its building. Although the OA does not regularly get visitors from the public since we are not a public-facing agency, the building has features allowing individuals with accessibility needs to enter and navigate the building.

By May 2026, the OA will:

- Add instructions to our website to assist the visually impaired in finding our office once exiting the elevator on the OA's floor.

Digital Accessibility

As of May 2025, the OA has:

- Included alternative text in the OA's social media posts.
- Identified digital assets (e.g., the public reports on the OA website) to be prioritized for accessibility enhancements over the next two years.
- Conducted an accessibility audit of the agency's website. The audit (Expected to be completed by May 30,2025.) followed the Web Content Accessibility Guidelines (WCAG). The OA is working to ensure that its digital content approaches conformity with WCAG 2.1 level AA.
- Had staff members, who regularly provide administrative support for the public reports the OA publishes, participate in the digital accessibility trainings provided by the Mayor's Office of People with Disabilities. The DSF also participated in these trainings and the trainings on web content accessibility auditing.

As of May 2026, the OA will:

- Continue to identify digital assets to be prioritized for accessibility enhancements.

Program Accessibility

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

Effective Communications

As of May 2025, the OA has:

- Informed staff of the availability of large print/braille versions of the agency policy documents.

- Heard from a plain language expert about making the OA's work products easier to understand. The presentation was made during an office-wide staff meeting.

As of May 2026, the OA will:

- Reassess plain language practices in published documents.

Workplace Inclusion

As of May 2025, the OA has:

- Taken the Disability Etiquette and Awareness training.
- Reviewed with the building management company the fire and emergency management plans for employees and visitors with disabilities. This was undertaken by the OA's fire safety director.

As of May 2026, we will:

- Ensure that postings for open positions in the OA are accessible, and accommodations are offered when arranging candidate interviews.

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.