



Department of Consumer and Worker Protection

Accessibility Progress Report 2024-2025

Reporting Period: May 1, 2024 – May 1, 2025

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General

The NYC Department of Consumer and Worker Protection (DCWP) protects and enhances the daily economic lives of New Yorkers to create thriving communities. DCWP licenses nearly 45,000 businesses in more than 40 industries and enforces key consumer protection and workplace laws that apply to countless more. By supporting businesses through equitable enforcement and access to resources, DCWP protects the marketplace from predatory practices and strives to create a culture of compliance. DCWP empowers consumers and working families by providing the tools and resources they need to achieve financial health and work-life balance. DCWP also conducts research and advocates for public policy that furthers its work to support New York City's communities.

This is DCWP's first annual progress report pursuant to Local Law 12 of 2023. It reflects the agency's efforts to implement its Five-Year Accessibility Plan (2024–2028). In the past year, DCWP conducted physical accessibility assessments, launched mandatory Disability Awareness and Etiquette training for all staff, and appointed a Digital Inclusion Officer. In the past year DCWP upgraded the 11th floor bathroom located at 42 Broadway in Manhattan ensuring accessibility compliance. Looking ahead, DCWP will conduct digital accessibility audits, and explore the possibilities of investing in inclusive communications technologies.

Statement of Commitment

DCWP is committed to ensuring that all New Yorkers, regardless of ability, can access the agency's services, programs, and information. Accessibility is fundamental to the agency's mission and is integrated into its operations, from communications to hiring and service delivery. DCWP aims not just to comply with legal requirements, but to foster a more inclusive and equitable environment citywide.

Disability Service Facilitator and Other Key Accessibility Information

- **Disability Service Facilitator (DSF):**

Zachary Taylor¹

Email: DCWPADACoordinator@dcwp.nyc.gov

Address: DCWP, Attn: Disability Service Facilitator, 42 Broadway,
New York, NY 10004

- **Key Accessibility Links:**

- [DCWP - Accessibility Statement](#)
- [Grievance Procedure / Accommodations](#)

Feedback Process

DCWP welcomes feedback on accessibility issues from the public and employees. Feedback can be submitted anonymously through the [Website Accessibility Feedback Form](#) or by contacting the DSF via phone, email, or mail.

2024-2025 Progress and Key Initiatives

Physical Access

As of May 2025, we have:

- Assessed building accessibility at 42 Broadway and ensured that there are accessible bathrooms on every floor that is occupied by DCWP.

By May 2026, we will:

¹ Note: Margaret Mateo served as the Disability Services Facilitator during the period covered by this report.

- Work with the building owner to install braille signage in places where there is directional signage.

Digital Access

As of May 2025, we have:

- Maintained partial conformance with WCAG 2.1 Level AA standards for our websites.
- Posted our Website Accessibility Statement online.
- Appointed a Digital Inclusion Officer (DIO).

By May 2026, we will:

- Explore ways to achieve conformance with applicable accessibility standards for our websites.

As of May 2025, we have:

- Identified the need to contract with a vendor to conduct an accessibility audit of our digital platforms.

By May 2026, we will:

- Explore the fiscal feasibility of contracting with a vendor to conduct an accessibility audit of our digital platforms.

Programmatic Access

As of May 2025, we have:

- Continued to enforce NYC Administrative Code section 20-699.7 which requires certain movie theaters to provide open motion picture captioning.

As of May 2025, the agency's Office of Financial Empowerment (OFE) continues to enhance programmatic access for all New Yorkers, including those with disabilities, by offering a suite of free and confidential services:

- **Provides one-on-one financial counseling** through the City's network of Financial Empowerment Centers. These services are vital for helping individuals with disabilities navigate complex benefits systems, manage their finances, and build long-term financial stability.
- **Offers NYC Free Tax Prep services**, which increase accessibility to the tax system for low-income New Yorkers and people with disabilities by providing free, professional, and reliable tax preparation.
- **Directly supports New Yorkers with disabilities** through specialized initiatives like EmpoweredNYC, a program specifically designed to help individuals with disabilities and their families achieve their financial goals.
- **Improves access to safe and affordable housing** through programs like Ready to Rent, which provides financial counseling to help New Yorkers prepare successful housing applications, a process that can present significant barriers.

Effective Communications

As of May 2025, we have:

- Continued offering interpretation, including American Sign Language (ASL) services upon request.

By May 2026, we will:

- Explore the feasibility of installing assistive listening systems in DCWP conference rooms.

Workplace Inclusion

As of May 2025, we have:

- Achieved a 99% completion rate on the “Disability Awareness and Etiquette” training amongst DCWP staff.

By May 2026, we will:

- Continue to ensure all DCWP staff complete the “Disability Awareness and Etiquette” training

Conclusion

DCWP reaffirms its commitment to building an inclusive and accessible environment for all New Yorkers. The agency will continue to explore ways to make long-term improvements in accessibility across physical, digital, and programmatic spaces, and looks forward to implementing new technologies and inclusive practices throughout 2025 and beyond.