



**Five Year Accessibility Plan
2024-2025 Progress Report**

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Local Law 12 of 2023 (“Local Law 12”), codified as section 23-1004 of the NYC Administrative Code, required City agencies to prepare and publish five-year accessibility plans. NYCEDC, in support of the City’s efforts to promote and increase accessibility, published a proposed 5-year accessibility plan in March 2024 on its website.

Click here to access: [NYCEDC-Proposed-Five-Year-Accessibility-Plan-2024](#)

Local Law 12 further requires City agencies to publish an annual report, setting forth the progress they have made toward achieving the goals in their 5-year accessibility plans.

NYCEDC’s progress report for 2024-2025 follows below:

General

NYCEDC’s mission is to create a vibrant, inclusive, and globally competitive economy for all New Yorkers. As part of NYCEDC’s commitment to inclusion, NYCEDC strives to ensure that all programs, services, and operations are accessible to people with disabilities.

Over the past year, NYCEDC has taken key steps in advancing the accessibility goals in areas such as physical and digital access, workplace inclusion, and communication.

Disability Service Facilitator and Other Key Accessibility Information

NYCEDC's Disability Service Facilitator:

Seema Malik, Director of Accessibility

Equity and Community Impact

New York City Economic Development Corporation

One Liberty Plaza, New York, NY 10006

Email: accessibility@edc.nyc

Telephone: (212) 619-5000

The name of the office responsible for preparing and updating NYCEDC's five-year plan:

NYCEDC Equity and Community Impact

[link to NYCEDC's grievance procedure for members of the public](#)

[link to NYCEDC's website accessibility statement](#)

NYCEDC's Progress Report

NYCEDC is committed to ensuring that its workplace, services, programs, and activities are accessible, accommodating, and inclusive of people with disabilities. Below is a summary of the key progress made in the areas outlined in our Five-Year Plan:

- Physical Access
- Digital Access
- Programmatic Access
- Effective Communication
- Workplace Inclusion
- Company-Wide Trainings

Physical Access

NYCEDC's principal place of business is One Liberty Plaza, New York, NY 10006. This is a leased office space that is owned and operated by Brookfield Properties.

As of May 2025, NYCEDC has:

- Initiated accessibility assessments at NYCEDC-managed property assets with a view to developing strategies to remove barriers to accessibility whenever possible.

By May 2026, NYCEDC plans to:

- Complete a comprehensive survey of its office space and make a good faith effort to address accessibility improvements identified by the survey in its office space.

Digital Access

As of May 2025, NYCEDC has:

- Developed a Digital Accessibility Guide outlining consistent policies and standards of practice across departments for practices to improve web accessibility, electronic documents and digital content review.
- In March 2025, NYCEDC offered Digital Accessibility training to increase staff knowledge of best practices for making digital content more accessible, with a focus on staff involved in creating public/external documents and materials.
- Developed standards of practice to produce descriptive alt-text for images on its website and in digital presentations.
- Added functionality on its website for the public to submit a request for reasonable accommodation or file an accessibility-related grievance with the Director of Accessibility.
- Developed procedures directing the use of standardized language for printed and digital event materials to ensure the public can make reasonable accommodation requests.

By May 2026, NYCEDC plans to:

- Engage in a comprehensive audit of NYCEDC’s website, evaluating accessibility issues across the site, including content and interactive elements.
- Install a web accessibility widget on the NYCEDC website to enhance external user experience and accessibility features.

Programmatic Access

As of May 2025, NYCEDC has:

- Provided all NYC Ferry vessels with onboard Wi-Fi for passengers, enhancing connectivity and accessibility during travel.
- Implemented land-side automatic audio announcements to alert NYC Ferry passengers about the estimated time until the next ferry arrives, ensuring that travelers with visual impairments can effectively plan their journey.
- Introduced onboard visual and audio stop announcements to inform NYC Ferry passengers of upcoming stops, making it easier for individuals with hearing or visual impairments to follow their route.
- Enabled real-time schedule information via SMS text messages and phone calls, allowing NYC Ferry passengers to receive up-to-date ferry schedules and notifications.
- Priority seating signage for passengers with disabilities and senior citizens has been installed throughout the fleet’s interior spaces.

Effective Communication

As of May 2025, NYCEDC has:

- Offered staff resources on using plain language, including guides and training, to help improve communication clarity across all departments and made a good faith effort to conduct all in-person, events at locations that meet accessibility standards.
- Finalized and shared a standard operating plan for planning internal events at the NYCEDC office which is posted on the NYCEDC internal website.
- Developed a map showing the accessible entrance and closest subway stations that are ADA compliant which is posted on the NYCEDC internal website.

By May 2026, NYCEDC plans to:

- Develop procedures for external events so that locations accommodate accessibility for all expected attendees and provide NYCEDC staff with training to ensure familiarity with the new procedures.
- Complete a comprehensive survey of NYCEDC's office space and make a good faith effort to improve its accessibility, ensuring that it is fully inclusive for all employees and visitors.

Workplace Inclusion

As of May 2025, NYCEDC has:

- Collaborated with the Partnership on Inclusive Internships (PII) to create internship and employment opportunities at NYCEDC for

individuals with disabilities, advancing the goal of ensuring a more inclusive workforce.

- Conducted Disability Etiquette Training, open to all NYCEDC staff, to raise awareness and encourage respectful and inclusive interactions in the workplace. This training will be offered on an ongoing basis with periodic follow-up sessions to reinforce the concepts. A debrief session was held after the training.
- Supported NYCEDC's Disability Inclusion Alliance (DIA) Employee Resource Group (ERG) to provide year-round programming to promote disability inclusion, foster a supportive community for employees with disabilities, and raise awareness across NYCEDC.

Company-Wide Trainings

As of May 2025, NYCEDC has:

- Offered the following training courses, open to all NYCEDC staff members. Recordings and slides are available on the NYCEDC website:
 - Disability Etiquette Training – May 2024
 - Universal Design Training – December 2024
 - Digital Accessibility Training – March 2025

By May 2026, NYCEDC plans to:

- Offer the following training courses:
 - Disability Etiquette Training
 - Training in reasonable accommodation for external events, with a view to addressing accessibility concerns for attendees.

Conclusion

NYCEDC is committed to ensuring accessibility for all and will continue to make significant progress toward the goals outlined in its proposed five-year accessibility plan published in March 2024. NYCEDC intends to focus on further enhancing physical, digital, and programmatic access, as described in this progress report in the year ahead.