



MARK LEVINE
MANHATTAN BOROUGH PRESIDENT

Manhattan Borough President's Office Accessibility Progress Report 2024-2025

Table of Contents

Introduction	3
General	3
Statement of Commitment	3
Contact Information	3
Feedback Process	3
Agency Plan (Implementation Timeframe: 2024-2025)	4
Programmatic Access and Physical Access	4
Digital Access and Effective Communications.	5
Workplace Inclusion	5
Consultations and Feedback	5
Conclusion	6

Introduction

Local Law 12 of 2023 (“Local Law 12”), codified as section 23-1004 of the NYC Administrative Code, requires New York City agencies to prepare and publish five-year accessibility plans in consultation with the Mayor’s Office for People with Disabilities (MOPD). The MBPO published its “MBPO 5-Year Accessibility Plan” in March 2024.

In compliance with Local Law 12 agencies must also publish an annual report. This report details the actions we have taken from 2024-2025 to improve the accessibility of our workplace, services, and programs for our employees and constituents.

General

As the primary connection between Manhattan residents and city government, the MBPO represents the interests and needs of the borough and advocates for residents to public service institutions and private businesses.

This first annual progress report highlights the achievements the MBPO has made over the past year to improve mainly physical accessibility and digital communications. Over the past year, the MBPO has significantly improved physical accessibility as referenced in our 5-year Accessibility Plan, with the renovation of our 1 Centre Street office space being a key achievement. We have also made significant progress in digital and communication access, especially as it pertains to AI usage.

Statement of Commitment

The Manhattan Borough President’s Office is committed to ensuring full and equal access for all Manhattan’s diverse communities, including individuals with disabilities. We are dedicated to building a more inclusive borough, where every voice matters and everyone has an equal opportunity to be heard.

Contact Information

The Manhattan Borough President’s Office (MBPO) designated Disability Service Facilitator (DSF) is Kimberly James. Ms. James can be reached by email at kjames@manhattanbp.nyc.gov and by phone at (212) 669-2881.

The MBPO’s Notice of Rights and Grievance procedures can be found here: <https://www.manhattanbp.nyc.gov/wp-content/uploads/2024/01/Notice-of-Rights-and-Grievance-Procedures.pdf>

The MBPO’s Website Accessibility Statement can be found here: <https://www.manhattanbp.nyc.gov/accessibility-statement/>

Feedback Process

The MBPO values your input. We welcome comments, questions, and feedback from members of the public and employees with disabilities regarding accessibility in our offices, programs, and services. Please direct your input to the Disability Service Facilitator via email: kjames@manhattanbp.nyc.gov

Agency Plan (Implementation Timeframe: 2024-2025)

Programmatic Access and Physical Access

The MBPO operates out of the following buildings:

City-Owned Building

The David N. Dinkins Municipal Building
1 Centre Street, 19th Floor S
New York, NY 10007

Leased Space

The Northern Manhattan Office
431 West 125th Street
New York, NY 10027

The NYC Department of Citywide Administrative Services (DCAS) is responsible for common areas in the City-owned building listed above. The MBPO is responsible for assessing common areas in the leased space listed above.

A notable advancement in physical accessibility is the refurbishment of the MBPO's office space located within The David N. Dinkins Municipal building. As of May 2025, we have:

Improved lighting in our office space.

- Enhanced overhead lighting now provides better visibility and reduces eye strain in our workspace.
- Desk lamps were installed at each cubicle, allowing employees to manage their workstation lighting.

Enhanced accessibility around the office.

- Wider cubicles and entrances offer more space and easier movement.
- We created wider walkways by repositioning cubicles and filing cabinets to ensure that pathways are clear and wide enough to accommodate wheelchairs or other mobility aids.
- High-back sofas were installed in collaborative areas to minimize background noise.

Enhanced accessibility to workstations.

- We replaced high-walled cubicles with low-walled ones to create a more accessible environment where employees can easily connect and communicate.
- Each workstation was outfitted with adjustable keyboard trays and monitors to reduce strain

Located on the ground floor in a leased space, the Northern Manhattan Office serves as the primary work location for the MBPO's constituent services unit. This unit advocates for constituents' needs and helps them access services across government agencies. As of May 2025, to enhance accessibility for employees and constituents, the conference room was cleaned, and unnecessary furniture was removed.

Digital Access and Effective Communications

As of May 2025, we have:

- Clearly identified all images and text content created using generative artificial intelligence, ensuring transparency and accountability in our digital communications.
- Provided language accessibility in our external communications.
- Captioned all video content.
- Used plain language across all platforms.

By May 2026, we will:

- Post all future reports on the website not just as PDFs but also as text so that users can enable the provided language translation feature.
- Train employees who create digital content on accessibility requirements.
- Provide alternative (alt) text for images on website and social media.
- Continue to evaluate and improve the accessibility of existing documents and media as well as relevant accessibility standards on our website, flyers/printed documents, and social media.

Workplace Inclusion

The renovation of our office space allowed us to make our internship program more inclusive.

Consultations and Feedback

For this Progress Report, we sought input from various department heads within the MBPO.

Conclusion

As part of its dedication to equal representation for the people of Manhattan, the MBPO will maintain consistent engagement with its internal units concerning accessibility matters and will undertake necessary revisions to its operational procedures.