

# Queens County District Attorney's Office



## Local Law 12 of 2023 Accessibility Progress Report

**2025-2026**

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## General

The mission of the Queens District Attorney's Office (QDA) is to promote fairness for all participants in the criminal justice system and keep our communities safe. Queens is the largest of New York City's five boroughs and one of the most diverse. With that diversity comes many people who speak a wide range of different languages. The well-being and safety of Queens and greater New York City residents are jeopardized if they are unable to access our services effectively.

QDA has engaged in agency-wide collaborations to develop and implement various elements outlined in Local Law 12 of 2023 ("Local Law 12"), codified as section 23-1004 of the NYC Administrative Code, which requires agencies to prepare and publish 5-year accessibility plans. Local Law 12 further requires agencies to publish an annual report that sets forth the progress they have made toward achieving the goals of their 5-year accessibility plan.

Some QDA improvements regarding accessibility include:

- Appointed a Digital Inclusion Officer
  - Enmanuel Rodriguez, [dsf@queensda.org](mailto:dsf@queensda.org) or 718-286-6000
- Developed and published a 5-year Accessibility Implementation Plan 2024
- Completed Mandatory Agency-Wide Training
  - *Workplace Harassment Prevention Training*
  - *LGBTQI+: The Power of Inclusion Training*
- Offered Agency-Wide Training
  - *Virtual Meeting Accessibility Training*
  - *Accessible Communications Training*
- Continued review of Accessibility Self-Evaluations
- Updates to follow the internationally recognized standards set forth by the [W3C Web Content Accessibility Guidelines \(WCAG\) 2.2 A + AA](#) as our guidelines. Currently, our digital content is conformant with WCAG 2.2 level AA with the exceptions set forth at 28 CFR § 35.201.
- Continued compliance with New York City's Reasonable Accommodation and EEO policies

The following sections detail our progress under each component of the 5-year plan, tracking the steps QDA has taken and outlining intended actions for continued improvement. This is QDA's second annual progress report.

## Statement of Commitment

QDA is committed to providing its employees, job applicants, and all individuals, including those with disabilities, equal access to all QDA services, activities, and programs.

Local Law 27 of 2016 requires all City agencies to hire or appoint a full-time Disability Service Facilitator (DSF). These individuals serve as liaisons to New Yorkers with disabilities, providing access points for them to obtain information, services, and assistance.

The DSF's responsibilities include ensuring its agencies, programs, and services comply with the Americans with Disabilities Act (ADA) and other laws that impact people with disabilities; providing information to the public on programs and services; ensuring physical accessibility; and serving as a liaison with the NYC Mayor's Office for People with Disabilities (MOPD).

Additionally, the DSF serves as the primary contact for people with disabilities requesting auxiliary services; auxiliary services include: readers, note-takers, sign language interpreters, assistive listening systems and devices, open and closed captioning, videophones, large print, Braille, audible or electronic formats, real-time captioning (CART), or video remote interpreting (VRI).

### Disability Service Facilitator

Tyear K. Middleton, Esq.

80-02 Kew Gardens Rd.

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- [5-year Accessibility Plan](#)
- [Grievance Procedure](#)
- [Website Accessibility Statement](#)

## Feedback Process

QDA welcomes feedback from both staff and the public regarding accessibility. Feedback can be submitted anonymously through the agency's contact form, in writing, or by telephone.

# Progress Report<sup>1</sup>

## Physical Access

QDA operates out of the following buildings:

### **DCAS Buildings**

- 125-01 Queens Boulevard  
Kew Gardens, NY 11415
- 120-55 Queens Boulevard  
Kew Gardens, NY 11424
- Family Justice Center  
126-02 82nd Avenue  
Kew Gardens, NY 11415

### **Leased Spaces**

- 80-02 Kew Gardens Road  
Kew Gardens, NY 11415
- 126-06 Queens Boulevard  
Kew Gardens, NY 11415

DCAS is responsible for common areas in the City-owned buildings listed above. QDA is responsible for assessing common areas in the leased spaces listed above.

As of FY 2026, QDA has:

- Reassessed physical self-assessments in all five QDA-operated buildings and addressed identified barriers, such as adding accessible signage and adjusting accessibility in walkways to maintain accessibility across all locations.

By May 2027, QDA will:

- Continue to maintain accessibility across QDA locations and complete additions of directional signage with braille where applicable.

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<sup>1</sup> The progress report must address the five areas identified in section (b)(2) of Local Law 12 (NYC Admin Code § 1004(b)(2))

## Digital Access

As of FY 2026, QDA has:

Ensured that our website is compliant with [W3C Web Content Accessibility Guidelines \(WCAG\) 2.2 A + AA](#) through a combination of expert accessibility audits and automated testing. We actively address identified issues while improving accessibility on a continuous basis.

Below you will find some of the actions we took toward achieving this standard.

- Procured the services of a digital accessibility vendor.
- Performed digital accessibility audits of our digital assets.
- Undergone digital accessibility remediation efforts of our digital content.

By May 2027, QDA will:

- Create a digital resource guide that encapsulates current best practices and requirements for the development and publication of digital materials across the agency, ensuring optimal digital access for all. This includes organizers considering accessibility during planning stages, such as access to American Sign Language (ASL) interpreting and captioning services.

## Programmatic Access

As of FY 2026, QDA has:

- Continuous review of policies and procedures to ensure employees and the public with disabilities are included and benefit from all QDA programs.

By May 2027, QDA will:

- Continue to participate in training on best practices for programmatic access offered through the Mayor's Office for People with Disabilities (MOPD), and ensure all staff complete the Citywide Disability Awareness and Etiquette training.
- Review all public-facing notices and announcements to confirm they are provided in accessible formats and through accessible channels to the maximum extent feasible. QDA will assign responsibility for monitoring this effort and adjust practices as needed.

## Effective Communications

As of FY 2026, QDA has:

- Offered staff training on *Accessibility in the Workplace*, *Virtual Meeting Accessibility*, and *Accessible Communication*.
- Upon request and when appropriate, provided auxiliary aids and services, such as assistive listening devices and interpreters, at no additional cost.
- Implemented our Simultaneous Interpretation Kit Program

By May 2027, QDA will:

- Launch QDA's Language Access Resource Guide
- Follow MOPD recommendations for visual and text communications.
- Continue to train staff on their responsibilities to promptly respond to requests for accommodations and auxiliary aids and services, and how to interact respectfully and effectively with people with disabilities.
- Ensure all staff adhere to appropriate protocols for submitting communications for accessibility approval within the agency.

## Workplace Inclusion

As of FY 2026, QDA has:

- Completed mandatory training on *Preventing Workplace Harassment* and *LGBTQI+: Power of Inclusion*
- Offered frontline staff training on *Accessibility in the Workplace* that covered offering interpreter services, services for people with special communication needs, and service animals
- Posted positions that are eligible for the *55-a Program* to hire people with disabilities for competitive positions.
- Continued to follow the City's EEO and reasonable accommodations policies.
- Reminded employees annually of the availability of the reasonable accommodations process, in the EEO statement of Commitment.
- Enhanced opportunities for underrepresented populations by expanding our candidate search across various demographics through a third-party recruitment platform.

By May 2027, QDA will:

- Continue to provide equal employment opportunities to qualified individuals at all stages of employment, including recruitment, hiring, onboarding, advancement, training, compensation, and all terms and conditions of employment.
- Continue regular reviews of our policies, procedures, and practices related to physical access, digital access, communications, and workplace inclusion, and will update them as laws, standards and best practices evolve.

### **Consultations and Feedback**

QDA opened its proposed accessibility plan for public comment by posting a notice of opportunity to comment on our website. Additionally, QDA e-mailed our proposed plan to several community-based organizations, providing an e-mail and mailing address where comments could be received. To date, QDA has not received any comments or feedback.

Currently, our grievance procedure for members of the public is available by mail, e-mail, or phone, or upon request, by alternative means, such as an in-person interview. A request for an alternative means of filing may be granted through reasonable accommodation for a grievant with a disability.

## Conclusion

QDA understands and actively pursues the inclusion of all people with disabilities in all aspects of our agency. We strive to make significant progress in demonstrating our commitment to improving accessibility, addressing current and future barriers, and ensuring that our services are accessible to everyone. QDA recognizes that improving accessibility is an ongoing process and always welcomes feedback from our community.

QDA affirms its dedication to fostering accessibility and inclusion, and over the next year, QDA will:

1. Regularly review our policies, procedures, and practices related to physical access, digital access, communications, and workplace inclusion, and will update them as laws, standards, and best practices evolve.
2. Additional Braille Signage
  - Install braille signage in key locations where directional signage is present. This should be completed in FY 2027
3. Continue to meet Web Content Accessibility Guidelines 2.2 Level AA for both our internal and external websites and actively address issues while improving accessibility on a continuous basis.
4. Foster an inclusive work environment:
  - Implement initiatives to broaden access to employment opportunities for underrepresented populations.
5. Reporting Requirements:
  - Commitment to filing annual progress reports on accessibility initiatives as required by LL12

The goals outlined are subject to change based on ongoing assessments, feedback, and changes in regulatory requirements.