



# Teachers' Retirement System of the City of New York

Local Law 12 of 2023 Accessibility Progress Report  
(2025–2026)



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# General

## Mission and Background of TRS

The Teachers' Retirement System of the City of New York (TRS) is a New York City retirement system established in 1917. We are one of the largest public pension systems in the United States, serving more than 200,000 in-service members, retirees, and beneficiaries. TRS membership is available to certain educators who work for the New York City Department of Education (DOE), the City University of New York (CUNY), and participating New York City Charter Schools.

TRS provides eligible New York City educators with retirement, disability, and death benefits.

We are committed to developing innovations that help us fulfill our mission of providing "the efficient collection of contributions, the prudent investment of retirement funds, the responsible disbursement of member benefits, and the delivery of exceptional levels of member service."

TRS provides multiple channels for members, retirees, and beneficiaries to access services and complete transactions.

- **Online Services:**  
Members and retirees can access most services and complete transactions securely online at <https://trsnyc.org/memberportal/login>.
- **Member Services Center:**  
TRS operates a Member Services Center located on the 2nd floor at:  
55 Water Street, New York, NY 10041.  
The center is open Monday through Friday from 9:00 a.m. to 5:00 p.m., except on official New York City holidays.
- **Call Center:**  
Clients can speak with a representative by calling TRS at (888) 869-2877.

## **TRS' Accessibility Plan**

This is TRS' first annual Progress Report following the publication of its Five-Year Accessibility Plan in March 2024.

Over the past year, TRS has taken significant steps toward building a more accessible and inclusive environment for members, retirees, beneficiaries, and employees.

Key highlights since the publication of the Plan are:

- Deploying a Disability Awareness and Etiquette training conducted by our EEO officer and Disability Services Facilitator to all TRS employees in early January 2025.
- The designation of a Digital Inclusion Officer who is responsible for creating accessible resources and materials that complies with the Americans with Disabilities Act (ADA), Web Content Accessibility Guidelines (WCAG), and other accessibility standards.

## **Statement of Commitment**

TRS is an equal opportunity employer committed to ensuring that physical content and digital content is accessible and operational by people with disabilities. TRS recognizes the importance and power of diversity, equality, and inclusion for our workforce and members. We stand firm in addressing and confronting all forms of inequity.

TRS is committed to fostering a diverse, equitable, and respectful work environment that provides equal opportunities for all and is free of discrimination, harassment, and retaliation.

We will continue to follow best practices in accessibility and inclusion to ensure equity for all stakeholders.

## **Disability Service Facilitator and Other Key Accessibility Information**

- Disability Service Facilitator (DSF): Rosa Polanco, EEO Officer  
55 Water Street, 16th Floor  
New York, NY 10041  
Email: DSF@trs.nyc.ny.us

### **Accessibility Resources**

- TRS Website Accessibility Statement and Five-Year Accessibility Plan can be found at [TRS Website Accessibility Statement](#).

## **Online Resources**

### **Feedback Process**

TRS welcomes your feedback on the accessibility of our digital content and public input is greatly appreciated. Feedback can be submitted through our Contact form at: [Web Accessibility Feedback Form](#). All feedback will be reviewed and considered to help improve our services.

## **Progress Report**

### **Physical Accessibility**

As of May 2025, we have:

- Maintained barrier-free access on all of TRS' floors at 55 Water Street.

By May 2026, we will:

- Ensure accessibility tactile signage is in our 2nd floor Member Services Center and verify where tactile signage is needed on the remaining floors.

- Continue to evaluate physical accessibility at TRS, respond to requests and feedback from the public and employees, and make improvements as needed to support an inclusive environment.

## **Digital Access**

As of May 2025, we have:

- Designated a Digital Inclusion Officer (DIO) to serve as a liaison with the Mayor's Office for People with Disabilities (MOPD) to monitor and communicate digital accessibility updates, standards, and best practices throughout the agency.
- Started reviewing and updating our forms, brochures, and other web content for compliance with WCAG.2.1.

By May 2026, we will:

- Create policies and procedures related to the creation of accessible digital content.
- Review policies and procedures to assess whether the procurement of digital products and services adequately accounts for accessibility best practices and standards.
- Review and update Website Accessibility Statement on an annual basis.

## **Programmatic Access**

As of May 2025, we have:

- Begun reviewing our outreach materials to members to ensure ADA compliance.

By May 2026, we will:

- Complete the programmatic self-evaluation survey to assess the identified gaps.

- Continue reviewing our outreach materials to members, i.e., media, videos, trainings, and forms to ensure ADA compliance.

## **Effective Communication**

As of May 2025, we have:

- Designated a Disability Services Facilitator (DSF) that serves as a liaison with the Mayor's Office for People with Disabilities (MOPD) to support effective communication and accessibility for individuals with disabilities.

By May 2026, we will:

- Ensure that all promotional materials for public events (social media, flyers, invitations, etc.) comply with standards for accessibility, including appropriate training for personnel creating such materials.
- Continue to process any accommodation via EEO procedures with the EEO officer.

## **Workplace Inclusion**

As of May 2025, we have:

- Provided Disability and Etiquette Training to all staff, which included: Types of ADA-Covered Disabilities, Defining Disability Etiquette, the Importance of Disability Etiquette in the workplace, and disability etiquette tips for the workplace.
- Appointed an ADA coordinator and released an ADA-compliant procedure, form, and notice of rights.

By May 2026, we will:

- Discuss next steps with the ATWORK program director to post TRS job openings on the ATWORK job board.
- Provide a yearly refresher of the Disability and Etiquette Training for all staff.

- Identify additional training that can be offered to staff, including but not limited to training related to people with disabilities.

## **Consultations and Feedback**

TRS consulted with our Public Information Office, IT Department, Facilities, EEO Officer, Human Resources Department, and our Legal Department to evaluate and review the accessibility priorities. Additional feedback can be communicated with our Disability Service Facilitator.

## **Conclusion**

TRS remains committed to ensuring that the agency's workplace, services, programs, and activities are accessible to and accommodate persons with disabilities. The agency will work diligently to implement all elements outlined in its published Five-Year Accessibility Plan. The agency remains receptive to feedback that continues to ensure that it serves people with disabilities.