



Local Law 68 (2005)
Accessible Water Borne Commuter Services Facilities Transportation Act
New York City Department of Transportation
Report for January 31, 2015

Section 19-711 of the New York City Administrative Code sets forth the semi-annual reporting requirements for Chapter 7 of Title 19 within the Administrative Code, also known as the Accessible Water Borne Commuter Services Facilities Transportation Act. In accordance with such reporting requirements, the New York City Department of Transportation (DOT) Ferry Division hereby submits the following:

Staten Island Ferry:

1. Violations, Fines, Complaints and Litigation:
Two (2) 311 Service Requests – see attached.

2. Safety and Training Procedures Implemented Pursuant to §19-708:
In July 2005, the Ferry Division availed itself of an offer made by the Staten Island Center for Independent Living (SICIL) to assist in the development of a training program, which was specifically focused on the disabled. To this end, representatives from SICIL met with DOT and Global Maritime and Transportation School (GMATS) staff and assisted in developing a “disabled component” to the GMATS Training Program. This component has come to be known as the Disability Etiquette Training Course.

These components continue to be integrated into both the Standards of Training, Certification, and Watchkeeping training, which all unlicensed officers are required to attend, and the Crowd Control and Crisis Management training, which all licensed officers are required to attend. The training includes an overview of the broad spectra of disabilities, including what to look for and how to deal with disability related issues during both routine and emergency situations.

As of February 2010 Customer Service Training is now required for all employees that deal directly with the traveling public. Incorporated into Customer Service Training is a portion called Sensitivity Training, wherein the techniques and strategies that are learned are likely to improve interactions between the crews and passengers with disabilities. Sensitivity Training is hosted by the Staten Island Center for Independent Living, a local organization, whose mission is to assist individuals with disabilities in obtaining or maintaining their independence in their community.



When performing scheduled emergency drills for the vessels and shoreside facilities, scenarios have been developed to include rendering assistance to disabled passengers. These scenarios and drills include emergency responses for a variety of potential events including fire, evacuation and general emergencies. The St. George and Whitehall Station Bills identify crew members whose primary emergency response duties are to assist disabled passengers when responding to site emergencies.

3. Other Compliance Information:

The Ferry Division continues to maintain two Talking Kiosks in Whitehall and St. George Terminals. These kiosks were installed in 2007 and 2008, respectively, in an effort to provide directional information to vision-impaired passengers to travel throughout the terminal and to other transit connections through the use of way-finding interactive software.

In addition to the Talking Kiosks, the Staten Island Ferry has worked with the Staten Island Center for Independent Living to create food and drink menus in Braille. These menus are available at the snack bar aboard the vessels. Also, as terminal retail space is filled, we anticipate working with tenants in offering Braille menus for their venues as well. Furthermore, as of March of 2010, Ferry schedules are offered in Braille and in six (6) foreign languages such as Italian, Spanish, Chinese, Haitian, Korean and Russian. In March of 2011 other documents were made available in Braille, including ferry safety announcements and fire/emergency procedures.

Private Ferries:

1. Violations, Fines, Complaints and Litigation: None.

2. Safety and Training Procedures Implemented Pursuant to §19-708: All ferry boat operators that use DOT-owned ferry landings must obtain landing slot licenses from DOT. These licensees are required to comply with all applicable laws, including §19-708 of the Administrative Code.

3. Other Compliance Information: DOT, in cooperation with the Economic Development Corporation (EDC), continues to provide accessible ambulette service at the Yankee Stadium ferry landing on a seasonal basis. Mechanized bow-loading slips continue to be in use at Pier 11 (total of six), E. 34th Street (total of two), and Slip 5 of the Battery Maritime Building (total of one). Mechanized side-loading slips continue to be in use at Pier 11 (total of four) and E. 34th Street (total of two). There is currently a wheelchair lift on site at East 90th Street and



Yankee Stadium. Additionally, two push button operated ADA automatic doors were recently added at the east and west entrances of the Terminal at Pier 11.

DOT budgeted \$14 million for Fiscal Year 2008 towards adapting city-owned commuter ferry facilities to comply with Chapter 7 of Title 19 of the Administrative Code. EDC retained the services of a team of architectural/engineering consultants to design the required improvements. The design team has investigated current conditions, evaluated the landings in terms of necessary improvements, met with disability advocate groups, and developed designs for the modification of the facilities. Construction of modifications at Pier 11 began in the fall of 2009, work at E. 34th Street in the summer of 2010, and work at E. 90th Street and Yankee Stadium in the fall of 2011. All construction was completed by year end 2012. Efforts were made to achieve the maximum amount of compliance feasible during this period.


Deputy Commissioner
Ferry Division

DOT Ferry

| WHAT | WHERE | *WHO | HOW RESOLVED |
|--|---|---|--|
| <p>*Complaint Type: Ferry Complaint</p> <p>*Descriptor 1: General Complaint</p> <p>*Complaint Details: THE STATEN ISLAND FERRY SHOULD HAVE SEATS RESERVED FOR THE HANDICAPPED OR THE DISABLED IN THE FRONT OF THE BOAT ON EACH SIDE IN BOTH DIRECTIONS. ON ALL THE BOATS THERE SHOULD BE STICKERS OR A SIGNS</p> <p>*Date/Time of Incident: 10/30/2014 06:59:14 AM</p> | <p>*Location Type: Ferry</p> <p>*Ferry/Terminal Name: Unknown</p> <p>*Ferry Direction: Staten Island Bound</p> | <p>Customer Last Name: STEMBRIDGE</p> <p>Customer First Name: EVERETT</p> <p>Daytime Phone #: (917) 701-9658</p> <p>Evening Phone #:</p> <p>Customer Email Address: EVERETTSTEMBRIDGE58@GMAIL.COM</p> <p>Customer Address: 60 SHERMAN AVENUE</p> <p>City, State Zip Code: STATEN ISLAND, NY 10301</p> <p>Language Need:</p> | <p>*Complaint Type Confirmed: Ferry Complaint</p> <p>*Descriptor 1 Confirmed: General Complaint</p> <p>Resolution Action: See Customer Notes</p> <p>Resolution Action Updated: 11/7/2014 09:24:47 AM</p> <p>Resolution Description: The condition has been inspected/Investigated, see customer notes for more information.</p> <p>Time to Action: Closed - No Further Updates</p> <p>Resolution Last Updated By: JPODLUBNY</p> <p>Notes to Customer: Staten Island Ferry vessels have reserved seating on all decks located in the first rows of seating on each side of the vessel. Working with ADA compliance to facilitate additional seating. Stickers will be replaced if missing.</p> <p>Duplicate: No</p> <p>Parent SR #:</p> |

DOT Ferry

| WHAT | WHERE | *WHO | HOW RESOLVED |
|---|---|---|---|
| <p>*Complaint Type: Ferry Complaint</p> <p>*Descriptor 1: General Complaint</p> <p>*Complaint Details: AN EMPLOYEE THAT IS EMPLOYED BY THE FERRY, SLAMMED A DOOR IN MY FACE. THEY SLAMMED IT ON OTHERS FACE, AND THERE WAS A CROWD OF PEOPLE ENTERING THE FERRY USING ALL FOUR DOORS, AN EMPLOYEE ARRIVED, AND CLOSED ONE OF THE DOORS, SAYING, "USE THE OTHER DOOR". I AM HANDICAP, AND MOVING IN A CROWD LIKE THAT IS HARD FOR ME. THERE WAS NO REASON WHY THE 70 OR 80 PEOPLE IN FRONT OF THE DOOR HAD TO MOVE OVER TO THE SIDE DOOR IN THAT MOMENT. WHILE I HAVE SEEN THIS DONE BEFORE, THE DOORS MOVE MORE SLOWLY, AND PEOPLE HAVE THE CHANCE TO EDGE OVER TO THE OTHER DOOR. THIS HOWEVER, WAS DONE WITH GREAT SPEED, AND RUDENESS. I LIVED ON STATEN ISLAND ALL MY LIFE, AND I REMEMBER WHEN PEOPLE WERE TREATED KINDLY. IT DANGERS PEOPLE. I WAS A FOOT AWAY.</p> <p>*Date/Time of Incident: 11/17/2014 03:30:28 PM</p> | <p>*Location Type: Terminal</p> <p>*Ferry/Terminal Name: Whitehall Terminal (Manhattan)</p> <p>*Ferry Direction: N/A</p> | <p>Customer Last Name: MURRAY</p> <p>Customer First Name: PETER</p> <p>Daytime Phone #: (718) 448-0864</p> <p>Evening Phone #:</p> <p>Customer Email Address: PETERJMURRAY1@VERIZON.NET</p> <p>Customer Address: 62 RANDALL AVENUE</p> <p>City, State Zip Code: STATEN ISLAND, NY 10301</p> <p>Language Need:</p> | <p>*Complaint Type Confirmed: Ferry Complaint</p> <p>*Descriptor 1 Confirmed: General Complaint</p> <p>Resolution Action: See Customer Notes</p> <p>Resolution Action Updated: 12/8/2014 02:42:33 PM</p> <p>Resolution Description: The condition has been inspected/investigated, see customer notes for more information.</p> <p>Time to Action: Closed - No Further Updates</p> <p>Resolution Last Updated By: JPODLUBNY</p> <p>Notes to Customer: The ferry needs to adhere to its set schedule, with passenger safety a top priority. Any delays to ferry service may cause additional delays throughout the day; therefore, the boarding doors must close at some point.</p> <p>Duplicate: No</p> <p>Parent SR #:</p> |