



**Local Law 68 (2005)**  
**Accessible Water Borne Commuter Services Facilities Transportation Act**  
**New York City Department of Transportation**  
**Report for January 31, 2023**

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:**

One (01) 311 Service Requests, One (01) ARTS/CCU Customer Comments, no (00) Customer Comments. See attached spreadsheet.

**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 and the Crowd Control and Crisis Management training, which all licensed officers are required to attend. The training includes an overview of the broad spectrum 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 shore-side 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:**

In 2018 the Ferry Division began collaborating with a technology company to develop a visual display announcement system for the ferry terminal waiting rooms. Screens were installed in both ferry terminal waiting rooms, allowing hearing impaired passengers to read the schedule for upcoming ferries, including delays and cancelations, as well as announcements that are being made on the public address system. The system went live in July of 2020.

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, tenants in the retail spaces of the terminals offer braille menus for their venues as well. Furthermore, as of March of 2010, Ferry schedules are offered in braille and in nine (9) foreign languages such as Italian, Spanish, Chinese, Haitian, Korean, Arabic, Bengali, Polish and Russian. In March 2011, other documents were made available in braille, including ferry safety announcements and fire/emergency procedures. A Language Line 1Solution Phone is available in the Passenger Service Office in St. George Terminal. It is a dual-handset phone that connects the users to an interpreter. The interpreters can translate English into more than 200 languages.

Effective April 20, 2017, DOT promulgated rules establishing general boarding requirements as well as the procedure for permitting lower-level boarding access. This procedure clarifies the current practice that allows passengers, most of whom are persons with disabilities, to board through the boarding doors on the ferry's lower level. Additionally, lower-level boarding was opened to all passengers in September 2017. Lower-level boarding was suspended for the general public on May 1, 2020 due to the significant reduction in ridership and personnel shortages compounded by the COVID-19 pandemic. It remains open to passengers with disabilities and passengers with bicycles.



**Private Ferries:**

**1. Violations, Fines, Complaints and Litigation:**

None (00) ARTS/CCU Customer Comment.

**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:**

Mechanized bow-loading slips continue to be in use at Pier 11 (total of eight), E. 34<sup>th</sup> 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 Slip D (total of 2) and E. 34<sup>th</sup> Street (total of 4). The Terminal at Pier 11 features two push-button operated ADA automatic doors at the east and west entrances.

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 advocacy groups, and developed designs for the modification of the facilities. Construction of modifications at Pier 11 began in the fall of 2009 and work at E. 34<sup>th</sup> Street in the summer of 2010. All construction was completed by year-end 2012. Efforts were made to achieve the maximum amount of compliance feasible during this period.

On January 20, 2022, two magnetic signs were installed at E. 34<sup>th</sup> Street to assist passengers who are deaf or hard of hearing. The magnetic signs show which slips a route is boarding so passengers who are deaf or hard of hearing can receive the information visually. The information continues to be provided verbally as well.

  
Deputy Commissioner  
Ferry Division

# Local Law 68 Complaint Information

## January 2023

Type	Service Request #	Name	Incident Date	Complaint/Information	Resolution
311 Service Request	311-11387142	Elkomy, Ali	8/13/2022	<p>People at the door they don't care about people disability and they close the door regardless! Just been out of surgery and trying to get home! Don't want to miss the ferry as I already feel tired !! don't get why have people work there and pay them salary since the door will close at 8:01 regardless of who is out there!!! Put some robots instead not sure who to raise this further but I will reach out to the media on how people are so in humane who u hire! Take out taxes money and give us zero respect in return! Can't recall other days</p>	Customer contacted, information given. Door Closure Issue
ARTS/CCU Customer Comment	DOT-71031-J1C3	McCartney, Michael	10/30/2022	<p>I have a bad knee so I waited for the crowd to exit then started down the stairs. Some people emerged from somewhere and started down behind me. Two steps from the bottom I was pushed and I fell. Bruised from knee to hip and back wrenched. Two police lifted me up and I hobbled off. This could be avoided with a special lane for those people needing extra time to exit.</p>	<p>Customer contacted, requested more information to investigate complaint. No reply</p>