



Local Law 68 (2005)
Accessible Water Borne Commuter Services Facilities Transportation Act
New York City Department of Transportation
Report for January 31, 2022

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 (02) 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 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 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 of 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, allowing the users to translate from 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. However, due to significantly lower ridership and personnel shortages compounded by the COVID-19 pandemic, lower-level boarding was suspended for the general public on May 1st, 2020. It is still open for passengers with disabilities and passengers with bicycles.

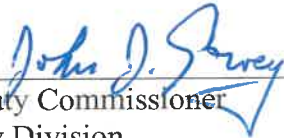


Private Ferries:

1. Violations, Fines, Complaints and Litigation:
One (01) ARTS/CCU Customer Comment. See attached spreadsheet.
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. 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 Slip D (total of 2) and E. 34th 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. 34th 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 20th, 2022, two magnetic signs were installed at E. 34th Street to assist passengers who are deaf or hard of hearing. The magnetic signs show which slips a route is boarding so that passengers who are deaf or hard of hearing can visually get the information that is otherwise called out verbally.


Deputy Commissioner
Ferry Division

Service Request #	Name	Incident Date	Complaint/Information	Resolution
311-08387171	Orlando, Hector	11/13/2021	THE CUSTOMER SAID THE SUPERVISOR DID NOT LET HIM GET ON THE FERRY WITH HIS BI CYCLE. THE CUSTOMER STATED HE HAS DISABILITY.	Customer contacted, information given. E-bike related question.
311-08533155	Veasey, Deanna	11/26/2021	I am so tired of arriving for a ferry 15 minutes early and then the minute before it's supposed to arrive hearing an announcement that the next ferry is in 30 minutes. In other words, I arrived at 11:45 for the 12:00 and then at 11:59 was told in a poor quality audio announcement that the next ferry will be at 12:30. This is not a ADA complying message; a person with hearing deficits is unable to understand when the next ferry will be. It is time to utilize the LED signs and multiple advertisement spaces to communicate to traveling citizens that a ferry is delayed or cancelled. In addition, alerting people of a ferry delay can stimulate the local economy by encouraging them to frequent restaurants, bars, and other locations while they wait. This problem frequently occurs on weekends and holidays. The delays and cancellations are not the problem, it is the lack in communication in which 100+ people are led to believe they are catching the expected ferry until the very last minute and then have to wait an additional 30 minutes for no known reason. People are paying for parking and trying to schedule additional transportation to get to work, home, etc. They have the right to know when the next ferry will be and plan their traveling accordingly. I asked an NYPD officer at the entrance where I can find information on ferry delays and cancellations. He told me there is a Staten Island Ferry Twitter account; there has not been a tweet since 2016. Therefore, either the staff is trained to lie to patrons, or is just overtly poorly trained. Do better.	Inspected, In Compliance. Announcements are also available on screen in both terminal waiting rooms. Announcements about schedule changes are sent out by email and over social media. Information on signing up for these notifications was sent to this passenger.
DOT-532263-M8N1	Asbee, Christina	10/25/2021	See attached letter.	Boarding signs were developed and posted.



October 25, 2021

Franny Civitano
NYC Ferry Deputy Director, Ferry Department
New York City Economic Development Corporation
One Liberty Plaza, New York, NY 10006

Dear Deputy Director Civitano,

Disability Rights New York (DRNY) is the Protection and Advocacy agency for people with disabilities in New York State and supports people with disabilities in exercising their own life choices. In our role, we give people tools and support they may need to receive healthcare and medical services, get an education, find and keep employment, and live safely in a community that is accessible. We identify systemic problems when presented to us by the community.

New York Lawyers for the Public Interest (NYLPI) has, for over 40 years, been a leading civil rights and legal services advocate for New Yorkers marginalized by race, poverty, disability, and immigration status. Guided by the priorities of our communities, we strive to achieve equality of opportunity and self-determination for people with disabilities, create equal access to health care, ensure immigrant opportunity, secure environmental justice for low-income communities of color, and strengthen local nonprofits. NYLPI's Disability Justice Program has long fought for equal access to public transportation for persons with disabilities.

DRNY and NYLPI reviewed the access issues within the NYC Ferry system on behalf of the Deaf and Hard of Hearing (D/hoh) population after receiving a complaint that the E. 34th Street ferry station was not accessible. We reviewed the information your office shared with DRNY on September 14, 2021 to determine if accessibility issues are present at the E. 34th Street ferry station. Please consider the comments below to help ensure that all riders have equal access to the ferry system, including those who are deaf or hard of hearing (D/hoh).

Our organizations commend the new signage and steps the NYC Ferry system is taking to ensure the E. 34th Street station is as accessible as possible. With the information provided, we noticed one aspect of the queuing process that creates a barrier for riders who are D/hoh. We understand that a vessel can dock at any of the four slips at this station. As the September 14th information explained, real time signage is not capable of updating slip information for each route. Once the vessels dock, a dock worker makes an announcement through a PA system or verbally calls out the line information for passengers waiting to enter the vessels, but does not update signage. For riders who are D/hoh at the designated queues, they may be unable to hear the verbal announcements made at the dock when their vessel is arriving. This is problematic if a rider

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unable to hear the announcement is the only person at the queue or could not understand the verbal notice. Riders who are D/hoh must approach a dock worker with a written note or us their phone to request the information from the ferry worker of the slip information. This is not an equal access for riders who are D/hoh.

DRNY and NYLPI recommend, in the short term and effective immediately or as soon as possible, that the dock worker responsible to verbally announce the slips in which the vessels will arrive and simultaneously hold up a sign that notifies riders of the line and slip number as the vessels dock. This would ensure all riders, including those who are D/hoh, know the slip in which their vessel will dock. All riders will benefit from this low-cost accessibility solution. As a longer term solution, we recommend that NYC Ferry design and install a digital display conveying the same real-time information.

If you would like to discuss this further please contact DRNY and NYLPI.

Sincerely,

Christina Asbee

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/s/

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