



Local Law 68 (2005)
Accessible Water Borne Commuter Services Facilities Transportation Act
New York City Department of Transportation
Report for January 31, 2016

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.



Department of Transportation

POLLY TROTTERBERG, Commissioner

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

NYC Department of Transportation

Ferry Division

One Ferry Terminal Drive, Staten Island, NY 10301

T: 212.839.3065 F: 212.839.2765

www.nyc.gov/dot



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Yankee Stadium. 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 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.

A handwritten signature in blue ink, which appears to read "James C. McKin", is written over a horizontal line.

Deputy Commissioner
Ferry Division

NYC Department of Transportation

Ferry Division

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SR #: 1-1-1125230161	Agency: Department of Transportation	Form: DOT Ferry	Internal Agency Notes: Mr. Valente was spoken to via phone call. Security guards brought in for counseling regarding lower level boarding protocols. 7/9/15 JP
Date Started: 7/8/2015 07:21:51 PM	Division: Staten Island Ferry	Priority: Normal	
Date Closed: 7/9/2015 10:19:00 AM	Acronym: DOT	Status: Closed	
Source: 3-1-1 Call Center		Contingency SR #:	

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WHAT	WHERE	WHO	HOW RESOLVED
*Complaint Type: Ferry Complaint *Descriptor 1: General Complaint *Complaint Details: THEY HAVE LOWER LEVEL BOARDING I WAS TOLD I DO NOT NEED A LETTER TO BOARD THERE AS LONG AS I HAVE A CANE OR WHEELCHAIR, TODAY I WAS NOT ALLOWED TO BOARD CARRYING MY CANE, THE SECURITY GUARD WOULD NOT LET ME ON. EVERYDAY THERE IS A DIFFERENT GUARD WITH DIFFERENT RULES OFFICER CLARK AT 4:30AM WOULD NOT LET ME ON THE LOWER LEVEL . THERE SHOULD BE RULES POSTED SO WHOEVER IS ON GUARD DUTY WILL KNOW WHAT THE RULES ARE. THE DOCK OFFICE SHOULD PUT THE RULES IN THE BOOTH. *Date/Time of Incident: 7/8/2015 04:30:13 AM	*Location Type: Ferry *Ferry/Terminal Name: Unknown *Ferry Direction: Manhattan Bound	Customer Last Name: VALENTE Customer First Name: FRED Daytime Phone #: (718) 816-5230 Evening Phone #: Customer Email Address: N/A Customer Address: 126 CASSIDY PLACE, G1 City, State Zip Code: STATEN ISLAND, NY 10301 Language Need:	*Complaint Type Confirmed: Ferry Complaint *Descriptor 1 Confirmed: General Complaint Resolution Action: See Customer Notes Resolution Action Updated: 7/9/2015 10:18:29 AM Resolution Description: The condition has been inspected/investigated, see customer notes for more information. Time to Action: Closed - No Further Updates Resolution Last Updated By: JPODLUBNY Notes to Customer: Mr. Valente was spoken to via phone call. Security guards brought in for counseling regarding lower level boarding protocols.
			Duplicate: No Parent SR #:

SR #: 1-1-1146888347	Agency: Department of Transportation	Form: DOT Ferry	Internal Agency Notes: Contacting customer for additional information 9/1/15 JP Second attempt 9/11/15 JP Final attempt to contact customer. Closing case 9/14/15 JP
Date Started: 8/31/2015 12:09:19 AM	Division: Staten Island Ferry	Priority: Normal	
Date Closed: 9/14/2015 03:55:40 PM	Acronym: DOT	Status: Closed	
Source: 3-1-1 Call Center		Contingency SR #:	

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Source: 3-1-1 Call Center		Contingency SR #:	

DOT Ferry

WHAT

***Complaint Type:**
Ferry Complaint

***Descriptor 1:**
Restrooms

***Complaint Details:**

I WOULD LIKE TO COMPLAINT AGAINST THE WORKERS FROM THE STATEN ISLAND FERRY BECAUSE THERE IS NO ASSISTANCE WHEN IT COMES TO THE USE OF THE RESTROOM AND ALSO THEY ARE ASKING QUESTION AND BEING DISRESPECTFUL WITH ME AND MY HUSBAND. I AM DISABLE AND I AM IN A WHEELCHAIR. THEY ARE TALKING ABOUT WHY WE HAVE TO COME IN HERE AND USE THE RESTROOM ALL THE TIME. IN ORDER WORDS I AM BEING HARASS BY THE WORKERS.

***Date/Time of Incident:**
8/30/2015 11:15:00 PM

WHERE

***Location Type:**
Terminal

***Ferry/Terminal Name:**
Whitehall Terminal (Manhattan)

***Ferry Direction:**
N/A

WHO

Customer Last Name:
FREEMAN ELBEY

Customer First Name:
JESSICA R.

Daytime Phone #:
(347) 373-9486

Evening Phone #:

Customer Email Address:
JEWELZBEY@GMAIL.COM

Customer Address:
3411 EDSON AVENUE, 1 FL

City, State Zip Code:
BRONX, NY 10469

Language Need:

HOW RESOLVED

***Complaint Type Confirmed:**
Ferry Complaint

***Descriptor 1 Confirmed:**
Restrooms

Resolution Action:
Insufficient Information

Resolution Action Updated:
9/14/2015 03:54:30 PM

Resolution Description:
The request submitted did not have sufficient information for the Department of Transportation to respond.

Time to Action:
Closed - No Further Updates

Resolution Last Updated By:
JPODLUBNY

Notes to Customer:

Attempted to contact customer 3 times for additional information with no response.

Duplicate:
No

Parent SR #: