



Local Law 68 (2005)
Accessible Water Borne Commuter Services Facilities Transportation Act
New York City Department of Transportation
Report for July 1, 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:
No (00) 311 Service Requests, One (01) ARTS/CCU Customer Comments, No (00) Ferry Survey Comments, No (00) Customer Comments. 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 Watch keeping 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 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:

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

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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.


Deputy Commissioner
Ferry Division

Case

Employee complaint-Veteran felt he...

Request Status	Phone	Created On	6/8/2016	Assigned To	 Customer Service
Status (Open/Closed)	Resolved	Due Date	6/28/2016	Assigned By	 Jessie Adair

General

Case Number DOT-300176-D8N8

Short Description Employee complaint-Veteran felt he was harassed

Parent Case Y/N	No	Child Case Y/N	Parent Case
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Multi-Issue	No	Master Case
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Client Details


Client	 HECTOR MEDZA	Client Type	Citizen
On Behalf Of		Company Name	

Client Email MEDZA38HECTOR@GMAIL.COM Client Phone 3475222000

Classifications

Case Type	Concern	Addressed To	311	Channel	Customer Comment
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Priority Normal **Seibel SR #** 1-1-1261345882 **Mayor's #**

Case Topic  **Employee** **Issue**  **Behavior**

Translation Needed No **Press** No **Title VI** No

Dates & Details

Dates

Request Date	6/8/2016	Ack Due Date	6/22/2016	Completion Timeframe	2 Weeks
Date on Letter		Ack Sent	6/8/2016	Due Date	6/28/2016
Received Date		Days to Ack	0	Op. Unit Transfer Date	6/14/2016
		Date Assigned	6/14/2016	Op. Unit Days to Transfer	6
				Days to Close	6
				Closed Date	6/14/2016

Request Details

Public

Public Details

I AM DISABLED IN WHEEL CHAIR, A VETERAN AND I WAS TRAVELING FROM STATEN ISLAND TO MAHANTTAN AND THIS DOT EMPLOYEE TOLD ME THAT I HAVE TO TAKE MY BACK PACK OFF FROM THE BACK OF MY WHEELCHAIR AND THAT I HAD TO TAKE MY SHOES OFF. WHEN I STATED THAT I COULD NOT MOVE MY LEGS THIS EMPLOYEE INSISTED THAT I DO SO. I FEEL THAT I WAS DISRESPECTED, I EVEN SHOWED HIM MY MILITARY I.D. AND EVEN THEN THIS DOT EMPLOYEE WAS VERY IMPOLITE, RUDE AND WOULD NOT BACK DOWN FROM HIS REQUEST.

Private Description

Image Link

Location

Location Type  **Citywide Concern**

Location Detail

Case: Employee complaint-Veteran felt he was harassed

Borough

Building Number

Street Name

From Street

To Street

City Property ID

Address Validated

No

Community District

Police Precinct

Location General

**LandMarks/Location
Notes**

Main Road

No

Service Road

No

Driving Lane

No

Parking Lane

No

North Bound

No

East Bound

No

South Bound

No

West Bound

No

NW Corner

No

NE Corner

No

SW Corner

No

SE Corner

No

North Side

No

East Side

No

South Side

No

West Side

No

Left

No


Right

No

Facing

Assignment & Status

Assignment

Assigned To  Customer Service Assigned By  Jessie Adair

Unit  Staten Island Ferry Division Customer Service

Status

Request Status Phone

Referred to

Final Response Team  Customer Service

Response Type

Modified By  Neil Sahadeo

Modified On 6/14/2016 12:41 PM

Operational Unit

Category

Operations Manager Approval No

Inspector

External System Tracking Number

Follow Up By

BETS Codes

Determination

Outcome

Working Notes

Title: Note created on 6/14/2016 12:32 PM by JoAnn Allard

recommend closing this activity. Email request for more information was undeliverable and attempted to contact Mr. Medza 4 times with no returned phone call. Mr. Medza reported the time of incident as June 2 between 9PM and 9:30 PM all entryways to St George terminal between 8:45 PM and 10:00 PM were monitored and no one in a wheelchair entered the terminal.

JoAnn Allard 6/14/2016 12:32 PM

Title: Note created on 6/13/2016 10:35 AM by JoAnn Allard

Attempted to call Mr. Medza at 10:33AM 6/13, no answer left message asking him to call me back. - JA

JoAnn Allard 6/13/2016 10:35 AM

Title: Note created on 6/10/2016 9:49 AM by JoAnn Allard

Attempted to call Mr. Medza at 9:45 AM, someone named John picked up the phone. left a message including my phone number, asked him to call me back.

JoAnn Allard 6/10/2016 9:49 AM

Title: Note created on 6/9/2016 2:37 PM by JoAnn Allard

Attempted to call Mr. Medza at 2:35PM no answer, left message.

JoAnn Allard 6/9/2016 2:37 PM

Title: Note created on 6/9/2016 9:10 AM by JoAnn Allard

contacted Mr. Medza, no answer, left a message.


JoAnn Allard 6/9/2016 9:10 AM

Title: Note created on 6/9/2016 9:07 AM by JoAnn Allard

watched security footage from 8:55 PM to 9:45PM June 2nd from all entry points and there are no wheelchairs entering the ferry terminal at St George or going through screening, contacting customer to verify time and date.

JoAnn Allard 6/9/2016 9:07 AM

Title: File Attachment

 Undeliverable City of New York - Correspondence #1-1-1256302864 - Staten Island Ferry Customer Complaint.msg

JoAnn Allard 6/8/2016 2:41 PM

Title: Note created on 6/8/2016 2:32 PM by JoAnn Allard

Attempted to send initial email to Mr. Medza to gather more information through ARTS, email in system. Email returned undeliverable. Will use information available to research complaint. - JA

JoAnn Allard 6/8/2016 2:35 PM

Title: Note created on 6/8/2016 11:55 AM by Jessie Adair

Spoke to customer who is a disabled veteran and learned that the incident occurred on Thursday, June 2 between 9:00 PM and 9:30 PM. Customer was harassed by a member of security in the S.I. Terminal. He was unable to provide the name or employee identification number of the security personnel. He at first thought I was a reporter named Jennifer from NY1 when I called him. He mentioned being very upset and said he would be contacting his lawyer. Customer became extremely agitated by the end of the call and hung up.

Jessie Adair 6/8/2016 12:01 PM






Title: Note created on 6/8/2016 11:06 AM by Arnoldo Moreno

Jessie can you get more details from the customer, thanks

Arnoldo Moreno 6/8/2016 11:06 AM

Case Activities

Case Activities

	Date Created	Subject	Regarding	Activity Type	Activity Status	Owner	Priority	Pr
	6/8/2016 2:30 P	City of New York - Correspondence	 Employee com	E-mail	Completed	Customer Service	Normal	
	6/8/2016 3:31 A	NYC-DOT Auto Acknowledgement	 Employee com	E-mail	Completed	Customer Service	High	
	6/8/2016 3:27 A			E-mail	Completed	Customer Service	Normal	

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External Tracking Numbers

- ☐ Number
- ☐ 1-1-1261345882
- Number Type
- Seibel SR

1 - 1 of 1 (0 selected)

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Legacy Details

LegacySystemCaseID

LegacySysLocationID

Days to Close 6

legacy_CloseDate

Closed By	Neil Sahadeo	Days to Close	6	Closed Date	6/14/2016
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