



Local Law 68 (2005)
Accessible Water Borne Commuter Services Facilities Transportation Act
New York City Department of Transportation
Report for January 31, 2020

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) Ferry Survey 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 Watch keeping 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.



Department of Transportation

POLLY TROTTEBERG, Commissioner

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 advocate 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.

A handwritten signature in blue ink, appearing to read "James Yee", is written over a horizontal line.

Deputy Commissioner
Ferry Division

NYC Department of Transportation

Ferry Division

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Date	Name	Summary	Action
12/20/2019	Tunc, Anna	<p>"As a disabled person I have complaints about the Staten Island ferry and there is more than one: first, the ferry side on the Manhattan side the automatic doors do not open and i was there twice. I told someone in the past and it was fixed and now it is broken again. I have made numerous complaints and I have to call 311 after that, the problem is taken care of. Also, there is no access to the restroom on one of the boats. I am stuck on the bottom level because of this because there is no elevator. Today, I was"</p>	<p>Facilities Management contacted, doors fixed. Customer contacted.</p>
12/23/2019	Anonymous	<p>"Elevator is out at the Staten Island ferry terminal - wasn't working which truly prohibits accessibility into the terminal."</p>	<p>Facilities Management contacted, both public elevators in St. George were working. Unable to contact customer.</p>
12/10/19	Moore, Kim	<p>This is a complaint to Staten Island ferry for @ approximately 4:45, today. I am a city citizen who use a walking device, I could have fell trying to get to my young daughter. Yes I am a city employee traveling with my young daughter who travels with me, the white man could have let me Transport. Ferry didn't adhere to ada. I'm supposed to travel with companion. Staten Island ferry workers is not following ada companion rules, they let my daughter in. She's 10 years old instead of opening the door, they made a he boat stop to let her out, at approximately 5:45 pm this occurred in Manhattan. 3 white men with walkie talkies seeing me speak to my daughter allowed her in but closed door in my face.</p>	<p>Customer contacted. We reviewed the security footage, the doors were closed following all protocols and procedures. The passenger was running and her cane was obstructed from view by the bags she was carrying. She was no where near the boarding doors when they closed.</p>