



Local Law 68 (2005)
Accessible Water Borne Commuter Services Facilities Transportation Act
New York City Department of Transportation
Report for January 31, 2017

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:
Four (04) 311 Service Requests, two (02) 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, 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.



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, 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 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 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 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, reading "James Yoon".

Deputy Commissioner
Ferry Division

Number		Date		Name		Summary		Action	
DOT-301872-F5W8		06/22/16		Moran, Tim		Suggestion about the height of the hand dryers in the Men's Room in St. George Terminal.		Not found - dryers are appropriate height IAW the date the ferry terminals were remodeled.	
DOT-318386-V6D8		11/20/16		Maria Garcia Hayes		Accessible access to lower level boarding before bikes; SR # 1-1-1334453814		Not found.	
DOT-317562-C2X0		11/11/16		Nancy Pak		There is not enough parking in the area. There is not enough commuter busses. This is a violation of constitutional rights for people with disabilities and there is price gauging.		Not Found. The MUNY lot adjacent to the St Ferry terminal is not run by the Staten Island Ferry, Customer Contacted.	
1-1-1277253312		07/11/16		Anonymous		"The doors that you press so it can open automatically so the people in a wheelchair, or people who have baby carriages are busted and they are not working. This needs to be fixed. Please fix it asap. This is the doors that you use to walk into the terminal."		Insufficient information to contact customer, however the issue was repaired.	
1-1-1283784421		07/15/16		Montan, Juan		"I went with my family on the Ferry from Staten Island to NYC. I am a disabled veteran of the United States Armed Forces. My wife just had surgery on her knee a couple of weeks ago. While exiting the ferry, we were walking slow because of our disability. A "security" guard started yelling at us, telling us to hurry up. Informed him that I was a disabled veteran and to please stop yelling at us. He became verbally abusive, "threatened with arrest". My children became very upset and started crying. He told me "if you want to take it outside, lets go and I will kick your ass". I tried to report the incident to his superiors but I was told that he was the "supervisor..incident happened at 9pm. Name of security:William Tacher." Note: Complaint filed 7/26/16		Not found - looked up video footage of all entrances and exits at the time the passenger gave and one hour before and after and no incident found. Attempted to call customer numerous times and left voicemails with no return calls.	
1-1-1304569085		09/13/16		Timour, Karin		"Ferry has two different decks disabled lower ferry level no step no ramps ferry must walk off down the dock walk the terminal security difficult to walk bench foot at escalator car pick up spot on lower level right at foot."		Customer contacted - Accessibility entrances/exits, elevators, ramps, and routes given to customer.	
1-1-1334453814		11/25/16		Haynes, Maria		"The caller is requesting to know why and when the handicapped are not accessing the boat first. She takes the 5:00 am boat and would like to please be able to board before the bikes."		Customer contacted - Accessibility access information given.	



Commissioner's Correspondence

Case Details

Case #: DOT-301872-F5W8

Date Received:

Date of Correspondence:

Due Date:

8/8/2016

Currently Assigned: Customer Service

Location:

Short Description: Accessibility concerns at the Staten Island Ferry

Client Details

Client: Citizen, Tim Moran

Organization:

Action

Check all that apply:

HIGH PRIORITY

Meeting Request

Signature needed:

Invitation

Acknowledgement-Action Required

Speaking Engagement

Final Response-No Further Action

FYI

Notes

Actually "Staten Island Ferry" accessibility (selection not available on contact form (greyed out).

St. George Staten Island Ferry Terminal. "Dyson Airblade" hand dryer in Men's Room is way too high(almost 5 feet above floor), even for normal height people. The net effect is that it's fan air flow blows water up your sleeves. Solution: Lower the height where both normal and physically impaired, so that one's hands are pointed down to use the air flow to shed the water downward.

Note created on 7/25/2016 9:16 AM by JoAnn Allard: Replied to customer via email.



Commissioner's Correspondence

Case Details

Case #: DOT-318386-V6D8

Date Received:

Date of Correspondence:

Due Date:

12/13/2016

Currently Assigned: Customer Service

Location:

Short Description: Handicapped / Staten Island Ferry

Client Details

Client: Citizen, Maria Garcia-Haynes

Organization:

Action

Check all that apply:

HIGH PRIORITY

Meeting Request

Signature needed:

Invitation

Acknowledgement-Action Required

Speaking Engagement

Final Response-No Further Action

FYI

Notes

Hi, my name is Maria Garcia-Haynes, I am handicapped and have been riding the SI ferry for a few years now. All of a sudden the bicycles take priority over the handicap people. They board the ferry before and the regular people as well. And i would like to know why? at the 5:00 am boat there are a few people with handicap on a dialy basis. we used to go ahead and get at least a 1 min. head start. but now we get trampled by the bikes. can someone help us? all i want to do is get to NYC in one piece. thanks.

NOTES: This ticket was already answered in 311 under # 1-1-1334453814



Commissioner's Correspondence

Case Details

Case #: DOT-317562-C2X0 Date Received:

Date of Correspondence: Due Date: 12/22/2016

Currently Assigned: Customer Service

Location:

Short Description: Parking

Client Details

Client: Citizen, NANCY PAK

Organization:

Action

- Check all that apply:
- HIGH PRIORITY
 - Meeting Request
 - Signature needed:
 - Invitation
 - Acknowledgement-Action Required
 - Speaking Engagement
 - Final Response-No Further Action
 - FYI

Notes

Public Details
 ON THE STATEN ISLAND SIDE BY THE FERRY THERE IS NOT ENOUGH PARKING IN THIS AREA. THERE IS NOT ENOUGH COMMUTER BUSES AND THIS IS VIOLATION CONSTITUTIONAL RIGHTS FOR PEOPLE WITH DISABILITIES AND THERE IS ALSO PRICE GAUGING
 ON THE STATEN ISLAND SIDE BY THE FERRY THERE IS NOT ENOUGH PARKING IN THIS AREA. THERE IS NOT ENOUGH COMMUTER BUSES AND THIS IS VIOLATION CONSTITUTIONAL RIGHTS FOR PEOPLE WITH DISABILITIES AND THERE IS ALSO PRICE GAUGING

NOTES: Drafted customer a letter since there was no email address.

DOT Ferry SR# 1-1-1277253312

WHAT	WHERE	*WHO	HOW RESOLVED
<p>*Complaint Type: Ferry Complaint</p> <p>*Descriptor 1: General Complaint</p> <p>*Complaint Details: THE DOORS THAT YOU PRESS SO IT CAN OPEN AUTOMATICALLY SO THE PEOPLE IN A WHEELCHAIR, OR PEOPLE WHO HAVE BABY CARRIAGES ARE BUSTED AND THEY ARE NOT WORKING. THIS NEEDS TO BE FIXED. PLEASE FIX IT ASAP. THIS IS THE DOORS THAT YOU USE TO WALK INTO THE TERMINAL.</p> <p>*Date/Time of Incident: 6/1/2016 06:33:10 PM</p>	<p>*Location Type: Terminal</p> <p>*Ferry/Terminal Name: Whitehall Terminal (Manhattan)</p> <p>*Ferry Direction: N/A</p>	<p>Customer Last Name: ANONYMOUS</p> <p>Customer First Name: ANONYMOUS</p> <p>Daytime Phone #: (212) 000-0000</p> <p>Evening Phone #:</p> <p>Customer Email Address: N/A</p> <p>Customer Address: ANONYMOUS</p> <p>City, State Zip Code: ANONYMOUS, NY</p> <p>Language Need:</p>	<p>*Complaint Type Confirmed: Ferry Complaint</p> <p>*Descriptor 1 Confirmed: General Complaint</p> <p>Resolution Action: Insufficient Information</p> <p>Resolution Action Updated: 7/12/2016 11:46:31 AM</p> <p>Resolution Description: The request submitted did not have sufficient information for the Department of Transportation to respond.</p> <p>Time to Action: Closed - No Further Updates</p> <p>Resolution Last Updated By: JALLARD</p> <p>Notes to Customer: Anonymous complaint, Insufficient Information for follow-up. Complaint forwarded to Whitehall Facility Manager to investigate and repair if required.</p> <p>Duplicate: No</p> <p>Parent SR #:</p>

DOT Ferry SR# 1-1-1283784421

WHAT	WHERE	*WHO	HOW RESOLVED
<p>*Complaint Type: Ferry Complaint</p> <p>*Descriptor 1: General Complaint</p> <p>*Complaint Details: I went with my family on the Ferry from Staten Island to NYC. I am a disabled veteran of the United States Armed Forces. My wife just had surgery on her knee a couple of weeks ago. While exiting the ferry, we were walking slow because of our disability. A "security" guard started yelling at us, telling us to hurry up. Informed him that I was a disabled veteran and to please stop yelling at us. He became verbally abusive, 'threatened with arrest'. My children became very upset and started crying. He told me "if you want to take it outside, lets go and I will kick your ass". I tried to report the incident to his superiors but I was told that he was the "supervisor". Incident happened at 9pm. Name of security:William Tacher.</p> <p>*Date/Time of Incident: 7/15/2016 09:05:25 PM</p>	<p>*Location Type: Terminal</p> <p>*Ferry/Terminal Name: Whitehall Terminal (Manhattan)</p> <p>*Ferry Direction: N/A</p>	<p>Customer Last Name: MONTAN</p> <p>Customer First Name: JUAN</p> <p>Daytime Phone #: (646) 842-7235</p> <p>Evening Phone #:</p> <p>Customer Email Address: SEBYWANDA@HOTMAIL.COM</p> <p>Customer Address: 805 HARRISON GARDENS, N/A</p> <p>City, State Zip Code: HARRISON, NJ 07029</p> <p>Language Need:</p>	<p>*Complaint Type Confirmed: Ferry Complaint</p> <p>*Descriptor 1 Confirmed: General Complaint</p> <p>Resolution Action: Customer Contacted/Info Given</p> <p>Resolution Action Updated: 7/26/2016 02:37:33 PM</p> <p>Resolution Description: The Department of Transportation contacted the customer and resolved the service request or provided the information requested.</p> <p>Time to Action: Closed - No Further Updates</p> <p>Resolution Last Updated By: JALLARD</p> <p>Notes to Customer: Customer contacted - JA</p> <p>Duplicate: No</p> <p>Parent SR #:</p>

DOT Ferry SR# 1-1-1304569085

WHAT	WHERE	*WHO	HOW RESOLVED
<p>*Complaint Type: Ferry Complaint</p> <p>*Descriptor 1: General Complaint</p> <p>*Complaint Details: FARI HAS TWO DIFFERERNT DECKS DISABLED LOWER FERRY LEVEL NO STEP NO RAMPS FERRY MUST WALK OFF DOWN THE DOCK WALK THE TERMINAL SECURITY DIFFICULT TO WALK BENCH FOOT AT ESCALATOR CAR PICK UP SPOT ON LOWER LEVEL RIGHT AT FOOT</p> <p>*Date/Time of Incident: 9/13/2016 08:05:34 PM</p>	<p>*Location Type: Terminal</p> <p>*Ferry/Terminal Name: St. George Terminal (Staten Island)</p> <p>*Ferry Direction: N/A</p>	<p>Customer Last Name: TIMOUR</p> <p>Customer First Name: KARIN</p> <p>Daytime Phone #: (212) 567-0605</p> <p>Evening Phone #:</p> <p>Customer Email Address: KTIMOUR@AOL.COM</p> <p>Customer Address: 147 SILVER LAKE ROAD</p> <p>City, State Zip Code: STATEN ISLAND, NY 10301</p> <p>Language Need:</p>	<p>*Complaint Type Confirmed: Ferry Complaint</p> <p>*Descriptor 1 Confirmed: General Complaint</p> <p>Resolution Action: Customer Contacted/Info Given</p> <p>Resolution Action Updated: 9/14/2016 12:05:16 PM</p> <p>Resolution Description: The Department of Transportation contacted the customer and resolved the service request or provided the information requested.</p> <p>Time to Action: Closed - No Further Updates</p> <p>Resolution Last Updated By: JALLARD</p> <p>Notes to Customer: 9/14 - Customer contacted</p> <p>Duplicate: No</p> <p>Parent SR #:</p>

DOT Ferry SR# 1-1-1334453814

WHAT	WHERE	*WHO	HOW RESOLVED
<p>*Complaint Type: Ferry Complaint</p> <p>*Descriptor 1: General Complaint</p> <p>*Complaint Details: THE CALLER IS REQUESTING TO KNOW WHY AND WHEN THE HANDICAPPED ARE NOT ACCESSING THE BOAT FIRST. SHE TAKES THE 5:00 AM BOAT AND WOULD LIKE TO PLEASE BE ABLE TO BOARD BEFORE THE BIKES</p> <p>*Date/Time of Incident: 11/25/2016 01:08:35 PM</p>	<p>*Location Type: Ferry</p> <p>*Ferry/Terminal Name: Austen</p> <p>*Ferry Direction: Manhattan Bound</p>	<p>Customer Last Name: HAYNES</p> <p>Customer First Name: MARIA</p> <p>Daytime Phone #: (718) 979-5620</p> <p>Evening Phone #:</p> <p>Customer Email Address: MBGRM@AOL.COM</p> <p>Customer Address: 79 8 STREET, 1 FL</p> <p>City, State Zip Code: STATEN ISLAND, NY 10306</p> <p>Language Need:</p>	<p>*Complaint Type Confirmed: Ferry Complaint</p> <p>*Descriptor 1 Confirmed: General Complaint</p> <p>Resolution Action: Customer Contacted/Info Given</p> <p>Resolution Action Updated: 11/29/2016 01:53:09 PM</p> <p>Resolution Description: The Department of Transportation contacted the customer and resolved the service request or provided the information requested.</p> <p>Time to Action: Closed - No Further Updates</p> <p>Resolution Last Updated By: JALLARD</p> <p>Notes to Customer: 11/29 - Assigned, entered into spreadsheet. 11/29 - Customer contacted, information given.</p> <p>Duplicate: No</p> <p>Parent SR #:</p>