



Local Law 68 (2005)
Accessible Water Borne Commuter Services Facilities Transportation Act
New York City Department of Transportation
Report for January 31, 2025

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:

Three (03) 311 Service Requests, Three (03) ARTS/CCU Customer Comments, One (01) Customer Comments. See attached spreadsheet.

2. Safety and Training Procedures Implemented Pursuant to §19-708:

In July 2005, the Ferry Division accepted an offer from the Staten Island Center for Independent Living (SICIL) to assist in developing a training program focused on accessibility. This program, known as the Disability Etiquette Training Course, is integrated into the Standards of Training Certification and Watchkeeping training, as well as the Crowd Control and Crisis Management training. All licensed officers are required to attend these trainings.

The training includes an overview of the broad spectrum of disabilities, focusing on how to identify and address disability-related issues during both routine and emergency situations.

Customer Service Training has been required since February 2010 for all employees who interact directly with the traveling public. This training includes a Sensitivity Training component, which aims to improve interactions between the crew and passengers with disabilities. The Staten Island Center for Independent Living, a local organization dedicated to assisting individuals with disabilities in achieving and maintaining independence in their community, hosts Sensitivity Training.

Emergency drills for vessels and shore-side facilities include scenarios involving assisting passengers with disabilities. These scenarios cover various potential events, including fire, evacuation, and general emergencies. The St. George and Whitehall



Station Bills identify crew members responsible for assisting passengers with disabilities during emergencies.

3. Other Compliance Information:

In May 2023, the Department of Transportation partnered with the Port Authority of New York and New Jersey and NJ Transit to enter a Proof-of-Concept agreement with Signapse AI through the annual Transit Tech Lab challenge. Signapse uses artificial intelligence (AI) to translate written text into sign language videos, enabling faster content accessibility for the deaf community. The proof of concept aims to provide near real-time American Sign Language (ASL) translations of service schedule announcements for the Staten Island Ferry, including any interruptions, delays, and safety announcements. The company's final presentation took place on [Insert Date] and a decision on whether to proceed with Signapse is pending. The next step would involve demonstrating the AI technology at the Staten Island Ferry Terminals. A meeting for this is scheduled for late July 2023. This initiative demonstrates the Staten Island Ferry's (SIF) commitment to exceeding ADA requirements and exploring new technologies and communication methods to benefit all passengers.

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 installed in both waiting rooms allow passengers with hearing impairments to read the schedule for upcoming ferries, including delays and cancellations, as well as announcements made on the public address system. The system launched in July 2020.

The Staten Island Ferry has collaborated with the Staten Island Center for Independent Living to create food and drink menus in Braille, which will be available at the snack bar onboard the vessels. Additionally, tenants in the terminal retail spaces will offer Braille menus. Since March 2010, ferry schedules have been available in Braille and nine foreign languages: Italian, Spanish, Chinese, Haitian, Korean, Arabic, Bengali, Polish, and Russian. Since March 2011, other documents, including ferry safety announcements and fire/emergency procedures, have been available in Braille.

A Language Line 1 Solution Phone in the St. George Terminal Passenger Service Office provides a dual-handset phone connecting users with an interpreter for translation from English into over 200 languages.

Since April 20, 2017, the DOT has established rules regarding general boarding requirements and the procedure for permitting lower-level boarding access. This procedure clarifies the current practice of allowing passengers, most of whom have disabilities, to board through the lower-level doors.



Private Ferries:

1. Violations, Fines, Complaints and Litigation:

None (00) ARTS/CCU Customer Comment.

2. Safety and Training Procedures Implemented Pursuant to §19-708:

All ferry operators using DOT-owned landings must obtain landing slot licenses from DOT. These licenses require compliance with all applicable laws, including §19-708 of the Administrative Code.

3. Other Compliance Information:

- Mechanized bow-loading slips are in use at Pier 11 (8 slips), E. 34th Street (2 slips), and Slip 5 of the Battery Maritime Building (1 slip).
- Mechanized side-loading slips are in use at Pier 11 Slip D (2 slips) and E. 34th Street (4 slips).

The Terminal at Pier 11 features two push-button-operated ADA-compliant automatic doors at the east and west entrances. In December 2023, an ADA-compliant flip-ramp was installed on a third, non-mechanized bow-loading slip at E. 34th Street Ferry Landing.

In Fiscal Year 2008, DOT budgeted \$14 million to adapt city-owned commuter ferry facilities for compliance with Chapter 7 of Title 19 of the Administrative Code. EDC retained a team of architectural/engineering consultants to design the required improvements. The design team investigated current conditions, evaluated the landings in terms of necessary improvements, met with disability advocacy groups, and developed designs for modifying the facilities. Modifications at Pier 11 began in the fall of 2009, and work at E. 34th Street began in the summer of 2010. All construction was completed by the end of 2012, with maximum efforts made to achieve compliance during this period.

To assist passengers who are deaf or hard of hearing, two magnetic signs were installed at E. 34th Street on January 20, 2022. These signs visually display slip boarding information for passengers who are deaf or hard of hearing. This information is also provided verbally.


Deputy Commissioner
Ferry Division

Local Law 68 Complaint Information

January 2025

Type	Service Request #	Name	Incident Date	Complaint/Information	Resolution
ARTS/CCU	DOT-657732-V4K2	Katrina Dreyer katrina.donnell@yahoo.com	7/15/2024	First off thank you for this free service, but as a mom of a disabled child I had a very hard time changing my daughter alone. There wasn't a family bathroom so I had to attempt it in a stall alone (without my brothers help). To step up the disability game even further, it would be amazing if you could have an adult size changing table for the disabled. Everything else was wonderful.	Closed; Sent to Terminal Operations
ARTS/CCU	DOT-670358-D7D7	Martin Fitzpatrick mfitz2024@gmail.com	10/15/2024	Handicap door open button non functional. I have a recording on my phone I can share if needed indicating exact time and malfunction.	Closed; Sent to Terminal Operations for Repair
ARTS/CCU	DOT-674397-K2R0	Sang Yi Choung cindy.choung1@gmail.com	11/14/2024	Hello, I am writing to let you know about an incident that just occurred from 2 pm Staten Island ferry to Manhattan. I am very pregnant and it is very hard to get up and down stairs. I was turned down when I was trying to enter the bottom ferry entrance which is available to people with disabilities. This is outrageous considering how precarious the third trimester can be for physical and emotional strain and preterm labor. If it is not policy to allow pregnant people access downstairs, please consider it.	Closed; Reached out to Passenger and Gave lower-level boarding information.
311 Service Request	311-20391127	Anonymous	10/11/2024	Handicap button at Whitehall terminal does not open the door to the ground floor of the terminal.	Closed; Sent to Terminal Operations for Repair
311 Service Request	311-20391099	Martin Fitzpatrick	10/16/2024	The button to the disability entrance at the building to the Manhattan side of the Staten Island ferry is not opening the disability entrance door	Closed; Sent to Terminal Operations for Repair
311 Service Request	311-20468429	Martin Fitzpatrick	10/17/2024	ADA switch does not activate door	Closed; Sent to Terminal Operations for Repair
Customer Comment	DOT-661258-G4X7	Keithwaltervictorjames@proton.me	8/7/2024	have been filing Discrimination complaints and acts of Dissent from your Agency	Closed; Reached out to Passenger for Additional information, No response.