



**Local Law 68 (2005)
Accessible Water Borne Commuter Services Facilities Transportation Act
New York City Department of Transportation
Report for January 31, 2019**

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, No (00) 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.



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. As of January 2019, 30 foreign language versions of the Staten Island Ferry schedule are available in our Passenger Service Office or online.

Effective April 20, 2017, DOT promulgated rules establishing general boarding requirements as well as the procedure for permitting lower level boarding access. This procedure clarifies the current practice that allows passengers, most of whom are persons with disabilities, to board through the boarding doors on the ferry's lower level. Additionally, as of September 2017, lower level boarding is now available to all passengers.

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:

Mechanized bow-loading slips continue to be in use at Pier 11 (total of eight), 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 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, work at E. 34th Street in the summer of 2010, and work at Yankee Stadium in the fall of 2011. Yankee Stadium is currently out of service as no operators have requested landing slot licenses at this location. 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 Min", written over a horizontal line.

Deputy Commissioner
Ferry Division

Number	Date	Name	Summary	Action
1-1-165177367	11/30/18	Levy, Ruth	There is an issue with the Handicap Door at the Whitehall Ferry entrance- Automatic Door is not working and has not been working for weeks.	Facilities Management Contacted, door repaired, customer contacted. Ticket closed.
1-1-1654106770	12/05/18	McGregor, Paula	"When are the gates at Slip 3 going to be reopened? This is at the Whitehall Terminal. The fact that the gate at Slip 3 remains closed creates a challenge for people with disabilities."	Customer contacted, information given, ticket closed.
1-1-1655564281	12/09/18	valeriejohnson1001@gmail.com	"In the St. George terminal on the S1 side, handicap stickers are being removed from the seats reserved for the handicap."	Customer contacted and advised that an inventory of missing stickers would be taken and that they would be replaced on the required seats. Facilities contacted and given appropriate stickers to conduct inventory and replace all stickers if required. Ticket closed.

SR #:
 1-1-1651777367
Date Started:
 11/30/2018 11:30:52 AM
Date Closed:
 12/18/2018 10:04:22 AM
Source:
 3-1-1 Call Center

Agency:
 Department of Transportation
Division:
 Staten Island Ferry
Acronym:
 DOT

*** Form:**
 DOT Ferry
*** Priority:**
 Normal
*** Status:**
 Closed
Contingency
SR #:

Internal Agency Notes:
 12/3 - Assigned, entered into spreadsheet. - JA
 12/3 - Forwarded to Whitehall Facility Manager
 for response. - JA 12/4 - Facilities is processing
 work order for door. - JA 12/18 - The door has
 been repaired, ticket complete. - JA

DOT Ferry

WHAT	WHERE	*WHO	HOW RESOLVED
* Complaint Type: Ferry Complaint * Descriptor 1: General Complaint * Complaint Details: THERE IS AN ISSUE WITH THE HANDICAP DOOR AT THE WHITEHALL FERRY ENTRANCE AUTOMATIC DOOR IS NOT WORKING AND HAS NOT BEEN WORKING FOR WEEKS. * Date/Time of Incident: 11/8/2018 11:30:00 AM	* Location Type: Terminal * Ferry/Terminal Name: Whitehall Terminal (Manhattan) * Ferry Direction: N/A	Customer Last Name: LEVY Customer First Name: RUTH Daytime Phone #: (718) 447- 4173 Evening Phone #: Customer Email Address: N/A Customer Address: N/A N/A City, State Zip Code: N/A, N/A N/A Language Need:	* Complaint Type Confirmed: Ferry Complaint * Descriptor 1 Confirmed: General Complaint Resolution Action: Inspected/In Compliance Resolution Action Updated: 12/18/2018 10:03:51 AM Resolution Description: The condition was inspected and it was in compliance with Department of Transportation standards, not hazardous, or a valid permit exists. Time to Action: Closed - No Further Updates Resolution Last Updated By: JALLARD Notes to Customer: 12/3 - Assigned/ Researching. Duplicate: No Parent SR #:

SR #:
 1-1-1654106770
Date Started:
 12/6/2018 11:37:45 AM
Date Closed:
 12/7/2018 01:36:26 PM
Source:
 3-1-1 Call Center

Agency:
 Department of Transportation
Division:
 Staten Island Ferry
Acronym:
 DOT

*** Form:**
 DOT Ferry
*** Priority:**
 Normal
*** Status:**
 Closed
Contingency
SR #:

Internal Agency Notes:
 12/7 - Assigned, entered into spreadsheet.
 12/7 - Researching. - JA 12/7 - Customer
 contacted, information given, ticket closed. - JA

DOT Ferry

WHAT	WHERE	*WHO	HOW RESOLVED
<p> * Complaint Type: Ferry Inquiry * Descriptor 1: General Inquiry * Complaint Details: WHEN ARE THE GATES AT SLIP 3 GOING TO BE REOPEN. THIS IS AT THE WHIEWHALL TERMINAL. THE FACT THAT THE GATE AT SLIP 3 REMAINS CLOSED CREATES A CHALLENG FOR PEOPLE WITH DISABILITIES. * Date/Time of Incident: 11/6/2018 11:38:42 AM </p>	<p> * Location Type: Terminal * Ferry/Terminal Name: Whitehall Terminal (Manhattan) * Ferry Direction: N/A </p>	<p> Customer Last Name: MCGREGOR Customer First Name: PAULA Daytime Phone #: (212) 603-5523 Evening Phone #: Customer Email Address: N/A Customer Address: 85 HIGHVIEW AVENUE City, State Zip Code: STATEN ISLAND, NY 10301 Language Need: </p>	<p> * Complaint Type Confirmed: Ferry Inquiry * Descriptor 1 Confirmed: General Inquiry Resolution Action: Customer Contacted/Info Given Resolution Action Updated: 12/7/2018 01:35:35 PM Resolution Description: The Department of Transportation contacted the customer and resolved the service request or provided the information requested. Time to Action: Closed - No Further Updates Resolution Last Updated By: JALLARD Notes to Customer: 12/7 - Assigned / Researching 12/7 - Customer contacted, information given, ticket closed. Duplicate: No Parent SR #: </p>

SR #:
 1-1-1655564281
Date Started:
 12/9/2018 08:59:16 AM
Date Closed:
 12/10/2018 09:43:41 AM
Source:
 NYC.gov

Agency:
 Department of Transportation
Division:
 Staten Island Ferry
Acronym:
 DOT

*** Form:**
 DOT Ferry
*** Priority:**
 Normal
*** Status:**
 Closed
Contingency
SR #:

Internal Agency Notes:
 12/10 - Assigned, entered into spreadsheet. -
 JA 12/10 - researching. - JA 12/10 - Customer
 contacted and advised that an inventory of the
 missing stickers would be done and new ADA
 stickers would be placed on the required seats.
 12/10 - Ticket complete. - JA

DOT Ferry

WHAT	WHERE	*WHO	HOW RESOLVED
* Complaint Type: Ferry Complaint * Descriptor 1: General Complaint * Complaint Details: In the St. George terminal on the SI side, handicap stickers are being removed from the seats reserved for the handicap * Date/Time of Incident: 12/9/2018 07:52:37 AM	* Location Type: Terminal * Ferry/Terminal Name: St. George Terminal (Staten Island) * Ferry Direction: N/A	Customer Last Name: ANONYMOUS Customer First Name: ANONYMOUS Daytime Phone #: (315) 254-7466 Evening Phone #: Customer Email Address: VALERIA.JOHNSON1001@GMAIL.COM Customer Address: , N/A City, State Zip Code: Language Need:	* Complaint Type Confirmed: Ferry Complaint * Descriptor 1 Confirmed: General Complaint Resolution Action: Customer Contacted/Info Given Resolution Action Updated: 12/10/2018 09:43:23 AM Resolution Description: The Department of Transportation contacted the customer and resolved the service request or provided the information requested. Time to Action: Closed - No Further Updates Resolution Last Updated By: JALLARD Notes to Customer: 12/10 - Assigned, researching. 12/10 - Customer contacted, information given. - JA Duplicate: No Parent SR #: